

Sl. No	Pg. No	RFP Clause/Section	Statement as per RFP	Bidder Query	MePDCL Response / Clarification
1				EMD and Tender Fee Exemption: As we possess a valid UDYAM Registration Certificate (copy attached), we request an exemption from the EMD and Tender Fee requirements.	Currently no clause for EMD exemption in the RFP if needed the below clause can be added. "Micro and Small Enterprises (MSEs) registered under UDYAM are eligible to participate in the tender and may claim exemption from EMD and Tender Fee as per Government of India procurement guidelines, provided they meet all technical and eligibility criteria specified in this RFP." OR As per RFP.
2	30	Technical Evaluation Criteria – Point 2	Proposed Technical Solution & Architecture – Scalability, security, hosting model, redundancy, compliance with WhatsApp/TRAI norms	Clarify the specific undertakings required to satisfy the Proposed Technical Solution & Architecture.	The bidder shall submit a detailed architecture document including system architecture diagram, hosting model, security mechanisms, redundancy design, and compliance with WhatsApp and TRAI regulations.
3	30	Technical Evaluation Criteria – Point 3	Chatbot Capabilities – AI/NLP features, multilingual support, conversation design, human escalation mechanism	Clarify requirements under Chatbot Capabilities.	The bidder shall provide details of AI/NLP capabilities, multilingual support (if needed), sample conversation flows, chatbot escalation to human agents, and analytics/reporting features.
4	30	Technical Evaluation Criteria – Point 4	System Integration Approach – Understanding of integration with Billing, CIS, CRM, Payment Gateway, APIs and real-time triggers	Clarify the specific undertakings required to satisfy for System Integration Approach.	The bidder shall submit integration architecture showing API-based integration with existing Billing System, CIS, CRM, payment gateway, and real-time notification triggers.
5	30	Technical Evaluation Criteria – Point 5	Project Implementation Methodology & Work Plan – Clarity of timelines, milestone planning, risk mitigation	Clarify the specific undertakings required to satisfy the Project Implementation Methodology.	The bidder shall submit detailed implementation plan including project timeline, milestones, risk mitigation strategy, testing approach, and Go-Live plan.
6	30	Technical Evaluation Criteria – Point 6	Support, SLA & Team Strength – Proposed support model, monitoring mechanism, and qualification/experience of key personnel	Clarify requirements for Support, SLA & Team Strength.	The bidder shall provide details of SLA commitments, monitoring mechanisms, helpdesk support, escalation matrix, and profiles of key personnel proposed for the project.
7	47	Annexure 2, Point No. 4	Copy of PF & ESI registration	As a service provider, we are not eligible for PF and ESI registration. We request your permission to participate in this tender without these certificates.	In case the bidder is not required to obtain PF and/or ESI registration under the relevant statutory provisions due to the nature or size of the organization, the bidder may submit a self-declaration stating that PF and ESI registrations are not applicable to their organization.
8	10	3. Scope of Work -3.2 (a)	"Sending template-based outbound WhatsApp messages for: – Bill generation alerts – Payment reminders and confirmations – Outage notifications and restoration updates – Service request/complaint updates – Consumer account notifications (e.g., tariff changes, disconnections)"	Kindly clarify whether MePDCL intends to send utility communications only and whether promotional messages are also in scope.	The proposed solution is intended primarily for sending utility/service-related communications to consumers
9	12	3. Scope of Work -3.4 (d)	Real-time Delivery Reports (DLRs) and delivery status tracking	Kindly clarify whether delivery status tracking up to the SMS aggregator/platform level, based on available DLR feeds, will suffice.	Delivery status tracking up to the SMS aggregator/platform level based on available Delivery Report (DLR) feeds shall be acceptable. The system should also provide appropriate reporting/dashboard facilities for monitoring delivery status and generating logs or reports. Compliance with applicable TRAI/DLT regulations shall be ensured.
10	12	3. Scope of Work -3.4 (f)	...as well as WAP Push messaging	Kindly clarify intended use case for WAP Push, is it only the text message?	WAP Push may be used for sending SMS messages containing clickable links directing consumers to relevant web resources such as online bill payment portals etc.
11	12	3. Scope of Work -3.4 (f)	...in any part of the world	Kindly clarify whether international SMS delivery is an active requirement in this project, and if yes, please specify expected destination countries.	The messaging services under this RFP are intended primarily for communication with MePDCL consumers within India. International SMS delivery is not currently proposed as part of the scope of this project . The platform should support reliable delivery across all GSM networks within India in compliance with applicable TRAI/DLT regulations.
12	43	49. Compliance - 49(f)	"On termination of agreement, the contractor shall have to provide... its source code."	Please clarify that "source code" refers to customisation done for the project, not original source code of the underlying product.	It is clarified that the requirement for providing "source code" upon termination or expiry of the agreement shall apply only to custom developments, scripts, configurations, and integrations specifically created for MePDCL under this project.
13	18	9.1 Coverage of Work - 9.1(e)	"Support communication for approximately 6 lakh registered consumers across MePDCL's operational areas"	The approximate number of unique consumers/users - is it expected to grow from 6 lakhs? If so, what is expected annual growth rate?	The figure of approximately 6 lakh registered consumers is indicative based on the current consumer of MePDCL. The number may increase over time due to addition of new consumers; however, no specific annual growth rate is being prescribed for the purpose of this RFP. Bidders are advised to design their proposed solution with adequate scalability to accommodate future growth in the number of consumers and message volume.
14				Kindly provide the estimated monthly and peak-day volumes for WhatsApp messages	Considering the current consumer base of approximately 6 lakh consumers , bidders may assume indicative volumes of up to 6–8 lakh WhatsApp notifications per month during regular operations. Peak-day volumes may occur during billing cycles or major service notifications and may reach up to 1–1.5 lakh messages in a day . Bidders are advised to design the proposed solution to handle such peak loads with adequate scalability and performance.

15				Kindly provide the estimated monthly and peak-day volumes for SMS messages	Based on the current consumer base of approximately 6 lakh consumers , bidders may consider an indicative estimate of up to 8-10 lakh SMS messages per month during regular operations. Peak-day volumes, particularly during billing cycles or major service notifications, may reach approximately 1.5-2 lakh SMS messages in a day . Bidders are advised to design their proposed solution to handle such peak loads with adequate scalability and performance.
16				Please clarify the expected chatbot conversation volumes, including average monthly sessions and expected share of bot-only vs agent-handover interactions.	Based on the current consumer base of approximately 6 lakh consumers , bidders may consider an indicative estimate of 20,000-40,000 chatbot sessions per month during regular operations. A majority of the interactions are expected to be bot-handled (approximately 80-90%) , with a smaller proportion of agent-handover interactions (approximately 10-20%) for cases requiring human assistance. These figures are indicative only, and bidders are advised to design their proposed solution with adequate scalability to handle higher interaction volumes if required.
17				Our team is spread across the country and we need an online meeting link so that our team members can attend.	The pre-bid meeting will be conducted in Hybrid mode (VC and Physical) on the 18 th March 2026.
18	12	3. Scope of Work Subclause 4 (f)	The Bidder should have Mobile messaging platform with a state of the art framework that supports SMS, as well as WAP Push messaging. It should also support intelligent routing to deliver the messages through best available channels to satisfy the best performance objectives and ensure messages are delivered to the customer in any part of the world - 24x7x365 availability with access to all GSM networks nationally / internationally.	1. Now a days no one using WAP Push messaging. Is it really required? 2. Can you pls specify what are the countries International SMS to be Provided	1. The primary requirement is for standard SMS messaging for consumer communications such as bill alerts, payment confirmations, outage notifications, and complaint updates. However, bidders may support URL-based SMS or similar mechanisms to enable consumers to access relevant online services (such as bill payment or information portals) through clickable links where required. 2. The messaging services under this RFP are intended primarily for communication with MePDCL consumers within India. International SMS delivery is not currently proposed as part of the scope of this project. The platform should support reliable delivery across all GSM networks within India in compliance with applicable TRAI/DLT regulations.
19	12	3. Scope of Work Subclause 4 (g)	The Service provider will be required to ensure that DISCOM application (UBS & others) seamlessly integrates with their application and all outward/ inward SMS are delivered to desired mobile numbers.	Will MEPDCL provide the Inbound Numbers which is configured across all Operator Networks or do we need provide the Inbound Numbers to MEPDCL	The primary communication channels proposed under this RFP are outbound SMS notifications and WhatsApp messaging/chatbot services . Dedicated inbound SMS numbers are not currently a mandatory requirement for this project. However, bidders may optionally support inbound SMS functionality (e.g., through short code or virtual long number) if available within their platform. The core requirement is to ensure seamless delivery of outbound SMS and integration with MePDCL systems (UBS and other applications).
20	8	1. Invitation of Proposal Sub point -5	EMD Amount	We request for exemption from EMD for MSME/NSIC-registered bidders as per government procurement guidelines.	Currently no clause for EMD exemption in the RFP if needed the below clause can be added. "Micro and Small Enterprises (MSEs) registered under UDYAM are eligible to participate in the tender and may claim exemption from EMD and Tender Fee as per Government of India procurement guidelines, provided they meet all technical and eligibility criteria specified in this RFP." OR As per RFP.
21	10	3.1.c	Setup of secure hosting (cloud/on-premise) for WhatsApp handlers and message processing modules	Please specify if the hosting is to be done on MePDCL's infrastructure or bidder can host it on Bidder's Cloud.	The hosting of the WhatsApp handlers, chatbot platform, and message processing modules shall be provisioned and managed by the bidder on the bidder's cloud infrastructure .
22	13	4	Mode of Submitting of RFP. The bidders shall follow the instructions mentioned herein under for submission of their RFPs through email to cecommercial.mepdcl@meghalaya.gov.in	How to submit the Commercial bid? Is it to be password protected? if yes when is the password is to be shared.	Submission of Commercial Bid is also via email and/or Via Registered speed post. It should be password protected. It shall be shared during opening of the bid.
23	13	4	Mode of Submitting of RFP. The bidders shall follow the instructions mentioned herein under for submission of their RFPs through email to cecommercial.mepdcl@meghalaya.gov.in	Does both the technical and commercial bid is to be submitted in the same mail?	Yes. Both Technical and Financial Bids are to be submitted to the same email address, either together at the same time or separately.
24	25	20.h	Pre-bid Meeting: A pre-bid meeting will be held at MePDCL Head Office in Shillong on 16/03/2026.	Please provide a online meet to attend the pre-bid meet.	Already shared via portal
25	29	28	Performance Security The successful bidder shall have to deposit Performance Security in the shape of irrevocable Bank Guarantee for 20% of the total value of work valid for a period from the date of Contract Agreement till six months after completion of the contract, after which it shall be released.	As a common practice for this service the PBG is 5-10% of the Contract value, please reduce the percentage of PBG as per standard practice.	

26	29	29	Technical Bid Evaluation Criteria	Relevant Experience and Maximum Marks are described, is full marks will be given for showing one relevant experience or we have to submit multiple experience?	Bidders are encouraged to submit multiple relevant project experiences demonstrating implementation of WhatsApp Business API, chatbot, and SMS messaging solutions, preferably for Government/Utility organizations. Evaluation will be carried out based on the number, scale, and relevance of such projects , and marks will be awarded accordingly. Submission of only one project may not necessarily qualify for full marks under this criterion.
27	16	7	<p>a) The selected bidder shall adopt a structured and professional project management approach for successful implementation of the WhatsApp Messaging, WhatsApp Chatbot, and SMS integration project. The bidder shall deploy a qualified and experienced project team and nominate a dedicated Project Manager as the single point of contact for coordination with MePDCL.</p> <p>b) The bidder shall submit a detailed project plan covering activities, timelines, milestones, manpower deployment, integration stages, testing phases, and Go-Live schedule. The plan shall be reviewed and approved by MePDCL prior to commencement of work.</p> <p>c) The bidder shall ensure deployment of adequate technical manpower including, but not limited to: - Project Manager - Solution Architect - Integration/API Developer(s) - Chatbot/NLP Specialist - QA & Testing Engineer - Support Engineer(s) Any replacement of key personnel shall be done only with prior approval from MePDCL and with professionals of equivalent or higher qualification and experience.</p>	All the manpower is to be deployed at MePDCL on site? If Yes then manpower is to be deployed until go live or for the entire contract duration?	Onsite deployment of manpower at MePDCL premises is not mandatory for the entire contract duration . The bidder may deploy required technical personnel onsite during critical phases such as project initiation, system integration, testing, and Go-Live , if necessary. Routine operations, monitoring, and support may be provided remotely , with onsite support arranged as and when required by MePDCL.
28	37	Bid Evaluation process Clause 37	Bid Evaluation process	Please explain the final score calculation	The evaluation shall be carried out using a Quality and Cost Based Selection (QCBS) method. The Technical Score (St) of each bidder is first normalized with respect to the highest technical score. Only bidders scoring 70% or above in technical evaluation shall be considered for financial evaluation. The Financial Score (Sf) is calculated by comparing the bidder's quoted price with the lowest quoted price. The final score (Ts) is then calculated using the formula: Ts = (0.70 × St) + (0.30 × Sf) , where 70% weightage is given to technical score and 30% to financial score. The bidder with the highest total score (Ts) shall be ranked H-1 and recommended for award of contract.
29	15	Eligibility /qualification Criteria. Clause 6 f(5)	The bidder must have adequate skilled staff and other qualified IT Professionals to handle the required volume of services. The complete list of staff involving in handling the services along with their name, qualification, experience, Mobile number, salary amount paid (along with document proof).	Why you are required our staff details and salary details itnest of we will share you our company EPFO registraion certifiice?	The requirement for manpower details is intended to assess the bidder's technical capability, availability of skilled resources, and project execution capacity. Bidders are required to submit details of key technical personnel proposed for this project, including their name, qualification, experience, and role in the project. Submission of EPFO registration certificate may be provided as supporting evidence of organizational strength. However, submission of individual salary details is not mandatory. MePDCL reserves the right to seek additional information or verification, if required, during evaluation.
30	16	Eligibility /qualification Criteria. Clause 6	Note. (1) Details of experience of the bidder must be provided with documentary proof in the prescribed format. (2) Bidders not submitting the required supporting documents for fulfilling the 'Eligibility criteria' will be summarily rejected without any further clarification.	Please do advice on the same	Acceptable documents may include work orders, completion certificates, client certificates, or agreements clearly indicating the nature and scope of work executed.
31	8	1. Invitation for Proposal	The quotation/ bid in the prescribed proforma along with requisite documents should reach the office of the undersigned by speed post or by email (with strong Password) to the email address cecommercial.mepdcl@meghalaya.gov.in on or before 5.00 PM of 23th March 2026.	<p>We understand that hardcopy submission is not mandatory, we can submit the bid via email.</p> <p>Due to file size constraints, we can submit bid parts via multiple emails, please confirm.</p>	<p>Yes. Both Technical and Financial Bids are to be submitted via email and/or via Registered Speed Post.</p> <p>However, If Bids are submitted in Parts, it is to be clearly mentioned.</p>

32	14	5. Bidding Process	Bidding companies must acquaint themselves fully with the conditions of the bids. No plea of insufficient information will be entertained at any initial assignment, i.e., contract, of the Providing Toll Free Helpline Services will be for a period of 2 years and can be extended further on a yearly basis for a maximum period of another 3 years	Please exclude Toll Free Helpline Services as this is not in scope of this RFP.	It is clarified that Toll Free Helpline Services are not part of the scope of this RFP. The reference to Toll Free Helpline Services in the cited clause may be treated as inadvertent and shall stand excluded. The contract period applicable to this RFP shall be considered only for the services defined under the current scope.
33	15	6. Eligibility /qualification Criteria	3. The Bidder should provide an undertaking letter that it should be able to provide the updates to the software within 15 days as and when business requirements changes.	We would not provide any specific software to MePDCL in this RFP, there would be a portal to run campaigns which gets auto updated. Hence, please exclude this requirement or let us know the meaning of software in this point.	It is clarified that the term "software" in this clause refers to the application platform/solution provided by the bidder. The bidder shall ensure that any required configuration changes, enhancements, or updates arising out of business requirements are implemented within the stipulated timeline. This does not necessarily imply delivery of standalone software to MePDCL but includes updates to the provided platform/solution.
34	15	6. Eligibility /qualification Criteria	5. The bidder must have adequate skilled staff and other qualified IT Professionals to handle the required volume of services. The complete list of staff involving in handling the services along with their name, qualification, experience, Mobile number, salary amount paid (along with document proof).	1. Please exclude Mobile Number and Salary Amount Paid as these are confidential information. 2. We will provide staff details on our letterhead, hope this would suffice for compliance to this point.	The requirement for manpower details is intended to assess the bidder's technical capability, availability of skilled resources, and project execution capacity. Bidders are required to submit details of key technical personnel proposed for this project, including their name, qualification, experience, and role in the project. Submission of individual salary details is not mandatory. MePDCL reserves the right to seek additional information or verification, if required, during evaluation.
35	16	7. Project Delivery Related Instructions	a) The selected bidder shall adopt a structured and professional project management approach for successful implementation of the WhatsApp Messaging, WhatsApp Chatbot, and SMS integration project. The bidder shall deploy a qualified and experienced project team and nominate a dedicated Project Manager as the single point of contact for coordination with MePDCL.	We understand that we do not have to deploy onsite resource/s at MePDCL. Resources can operate from vendor's office. Please confirm.	Onsite deployment of manpower at MePDCL premises is not mandatory for the entire contract duration. The bidder may deploy required technical personnel onsite during critical phases such as project initiation, system integration, testing, and Go-Live, if necessary. Routine operations, monitoring, and support may be provided remotely, with onsite support arranged as and when required by MePDCL.
36	16	7. Project Delivery Related Instructions	b) The bidder shall submit a detailed project plan covering activities, timelines, milestones, manpower deployment, integration stages, testing phases, and Go-Live schedule. The plan shall be reviewed and approved by MePDCL prior to commencement of work.	We understand that selected vendor has to submit detailed project plan and it is not required as part of RFP submission documents, please confirm.	It is clarified that bidders are required to submit a high-level project approach and indicative implementation plan as part of the Technical Proposal. However, the detailed project plan, including activity-wise timelines, milestones, manpower deployment, integration stages, testing phases, and Go-Live schedule, shall be submitted by the selected bidder after award of contract for review and approval by MePDCL prior to commencement of work.
37	17	8. Penalties for Non-Conformance	c) The detailed penalty structure, calculation methodology, and maximum penalty limits shall be defined in the Service Level Agreement (SLA) and Contract Agreement executed with the selected bidder.	Please elaborate on the expected SLA & applicable Penalties on breach for checking compliance.	The detailed SLA parameters, penalty structure, calculation methodology, and maximum penalty limits shall be finalized and incorporated in the Contract Agreement with the selected bidder.
38	22	12. Terms of payment	Recurring Operational Charges shall be payable on a quarterly or monthly basis (as finalized in the contract) after Go-Live, based on actual services rendered and submission of performance reports.	We understand that recurring charges/invoices will be billed and paid monthly. Please confirm	It is clarified that recurring operational charges may be billed and paid on a monthly or quarterly basis, as finalized in the Contract Agreement with the selected bidder.
39	26	22. Financial/Commercial Bid	b) The price quoted by the bidders shall be on firm basis. No escalation for any reason whatsoever shall be allowed over and above the bid price.	Please allow deviation for price changes due to external uncontrollable factors which are outside the purview of bidder. Ex. Regulatory / Meta etc. We will discuss and seek confirmation before applying revised commercials.	It is clarified that the prices quoted by the bidder shall remain firm and fixed during the contract period and no escalation shall be permitted on account of internal cost variations. However, in case of changes imposed by statutory/regulatory authorities or third-party platforms (such as WhatsApp/Meta pricing revisions), the same may be considered by MePDCL on a case-to-case basis, subject to submission of adequate documentary evidence and approval by the competent authority.
40	30	29. Technical Bid Evaluation Criteria	4. Technical Evaluation Criteria (to arrive at Technical Score): Point 6.Support, SLA & Team Strength – Proposed support model, monitoring mechanism, and qualification/experience of key personnel	We need to submit supporting documents for the 6 points mentioned in this clause in Technical Proposal folder (Folder B) OR are these points mentioned to explain evaluation process only, please confirm.	It is clarified that bidders are required to submit relevant details and supporting information pertaining to the proposed support model, monitoring mechanism, and qualification/experience of key personnel as part of the Technical Proposal (Folder B) . While exhaustive documentation may not be required for every aspect, bidders should provide sufficient information (such as team profiles, support approach, and SLA commitments) to enable proper evaluation under this criterion.

41	47	ANNEXURE- II: CHECKLIST FOR THE DOCUMENTS TO BE INCLUDED IN THE QUALIFICATION CRITERIA FOLDER	5. The Bidder must be a registered legal entity in India and must be in the business of development/ procurement/ providing of billing software/ IT services for Government/ Government undertaking/ power utilities companies for last three years for at least 2 government/utilities. (Immediately preceding February 2026).	1. Please modify this clause to The Bidder must be a registered legal entity in India and must be in the business of providing WhatsApp Business Messaging Solution, AI-based WhatsApp Chatbot, Bulk SMS Gateway for Government/ Government undertaking/ power utilities companies for last three years for at least 2 government/utilities. (Immediately preceding February 2026). 2. We can submit two active work orders / agreement copies to justify experience in 2 government / utilities, please confirm.	(1) The existing clause shall remain unchanged . However, bidders having experience in WhatsApp Business Messaging, chatbot, SMS gateway, or similar IT/communication platforms for Government/Utilities will be considered relevant under this criterion. (2) Bidders may submit work orders, agreements, or completion certificates as documentary evidence. Submission of two relevant work orders/agreements indicating ongoing or completed projects for Government/Utilities shall be acceptable, subject to verification of scope and relevance.
42	48	ANNEXURE- II: CHECKLIST FOR THE DOCUMENTS TO BE INCLUDED IN THE QUALIFICATION CRITERIA FOLDER	S. No. 7, 10 and 13	S. No. 8, 9, 11 & 12 are not available, please check.	It is clarified that the omission of S. No. 8, 9, 11 & 12 is due to a typographical error (misprint) in the RFP document. Bidders may ignore the missing serial numbers, and the remaining contents of the document shall be considered valid.
43	48	ANNEXURE- II: CHECKLIST FOR THE DOCUMENTS TO BE INCLUDED IN THE QUALIFICATION CRITERIA FOLDER	15. Bidder should have cloud-based application to provide the services	1. We understand that no physical deployment is required at MePDCL location. Hence, expected solution is mentioned as Cloud-based. Please confirm. 2. Our servers are placed physically in DC & DR locations, we will provide its details for compliance. Please confirm.	(1) It is confirmed that the proposed solution shall be cloud-based , and no physical deployment at MePDCL premises is envisaged under this RFP. (2) The solution shall be hosted on MeiTY empanelled cloud service providers . Hosting on bidder-owned Data Centres (DC/DR) shall not be permitted .
44	49	ANNEXURE-III: FORMAT SELF-DECLARATION – NON BLACKLISTING FOR	(To be provided on the letter head of Bidder)	Please confirm whether self-declaration for non-blacklisting needs to be submitted on letterhead or notarized stamp paper as mentioned in Qualification clause No. 14 on Pg 48	To be submitted in letter head and as mentioned in the RFP requisite self-declaration in support of the same to be submitted on Non-Judicial Stamp paper of Rs. 100.00 (Rupees One hundred)
45	52	ANNEXURE-V: PROFORMA TECHNICAL- BID FOR	Presentation & Demonstration - Presentation of proposed Solution demonstration by Bidders (Approx. Time – 30 mins)	Please confirm if we need to submit Presentation as part of bid set OR it needs to be presented when invited. Please confirm	It is clarified that the presentation and demonstration are not required to be submitted as part of the bid documents . The same shall be conducted only by shortlisted/technically qualified bidders , who will be intimated separately by MePDCL regarding the schedule and venue (physical/virtual) for the presentation and demonstration.
46	53	ANNEXURE-VI: SERVICES CARRIED THREE YEARS OUT IN LAST	Nos. of Clients	Kindly confirm the expectation from this field.	It is clarified that the field " No. of Clients " refers to the total number of distinct clients/organizations for whom the bidder has provided similar or relevant services during the specified period. Bidders are required to indicate the count along with supporting details of such engagements.
47	57	ANNEXURE-IX: COMMERCIAL PROPOSAL FORMAT & INSTRUCTIONS	Estimated Monthly Qty. As per actual usage 12–15 Lakh	Please mention exact numbers to multiply with Unit rates and arrive at Monthly Cost	It is clarified that the quantities mentioned are indicative estimates only based on current projections and may vary depending on actual operational requirements.
48	10	3 Scope of work> 1 (b)	WhatsApp phone number provisioning and display name approval	We understand that the mobile number for WhatsApp onboarding will be provided by MePDCL	It is clarified that the mobile number for WhatsApp onboarding shall be provided by MePDCL.
49	10	3 Scope of Work> 1 (C)	Support to obtain Official Business Account Certification (Green Tick) where applicable	Green Tick is subject to be approved on the submission of 5 non promotional news articles related to MePDCL, we understand that MePDCL will provide the same.	It is clarified that the selected bidder shall provide end-to-end support and guidance for obtaining the WhatsApp Official Business Account (Green Tick).
50	10	3 Scope of work> 2 (B)	Supporting two-way messaging for consumer queries and responses	Please confirm whether live chat agent configuration is required? If yes, please state the number of agents.	It is clarified that the primary requirement under this RFP is to enable two-way communication through automated channels (chatbot-based interaction) . Provision for live agent escalation may be supported as part of the solution; however, deployment and management of live chat agents is not within the current scope of this RFP.
51	11	3 Scope of work> 3	AI-Enabled WhatsApp Chatbot	Please confirm whether Agency is required provide the AI APIs?	It is clarified that the bidder shall be responsible for providing the complete chatbot solution , including the required AI/NLP capabilities , whether through in-built components or third-party AI APIs. All associated integrations, licenses, and operational requirements for enabling the chatbot functionalities as specified in the RFP shall be in the scope of the bidder.
52	12	3 Scope of work> 4(d)	Real-time Delivery Reports (DLRs) and delivery status tracking	Please confirm whether webhook configuration is required?, if yes, we understand that webhooks will be provided by MePDCL	It is clarified that the solution should support webhook/API-based mechanisms for real-time delivery status updates, if required. The bidder shall provide the necessary capability for pushing Delivery Reports (DLRs). MePDCL will provide the required API endpoints/webhook URLs for integration with its systems.

53	12	3 Scope of work> 4(f)	The Bidder should have Mobile messaging platform with a state of the art framework that supports SMS, as well as WAP Push messaging. It should also support intelligent routing to deliver the messages through best available channels to satisfy the best performance objectives and ensure messages are delivered to the customer in any part of the world - 24x7x365 availability with access to all GSM networks nationally / internationally.	Please note that Promotional SMS in India must be sent between 9:00 AM and 9:00 PM IST to comply with TRAI regulations	It is clarified that the messages proposed under this RFP are utility/service-related communications (such as bill alerts, payment confirmations, outage notifications, and complaint updates) and not promotional messages . Accordingly, the applicable TRAI regulations for transactional/service messages shall apply.
54	12	3 Scope of work> 6(E)	MIS reports exportable in PDF/Excel/CSV formats	Please allow deviation for reports to be exported in Excel and CSV format only.	It is clarified that the system shall support export of MIS reports in Excel and CSV formats as mandatory requirements . Support for PDF format is desirable , and bidders are encouraged to provide it as part of the solution wherever available.
55	15	6 Eligibility /qualification Criteria	The Bidder should provide an undertaking letter that it should be able to provide the updates to the software within 15 days as and when business requirements changes.	Please allow deviation for the required days as implementation business requirement changes are dependent upon business approvals.	It is clarified that the bidder shall ensure implementation of approved changes/updates within 15 days from the date of approval of the requirement by MePDCL . In case of major enhancements or changes involving significant development effort , timelines may be mutually agreed upon between MePDCL and the selected bidder.
56	16	7. Project Delivery Related Instructions> 7(f)	The bidder shall ensure that all required WhatsApp and SMS message templates are prepared, submitted, and approved well in advance to avoid operational delays.	We understand that SMS/Whatsapp template approval will be managed by MePDCL post training of the panel.	It is clarified that the primary responsibility for preparation, submission, and coordination for approval of SMS and WhatsApp message templates shall lie with the bidder . MePDCL shall provide necessary inputs, approvals, and support as required. The bidder shall ensure that all templates are submitted and approved in a timely manner to avoid any operational delays.
57	19	9. Coverage of work and existing system> 9.2 Existing System Environment>(d)	Payment Gateway – Used for online bill payment and transaction confirmation	Please confirm whether payment gateway integration is required with the WhatsApp chatbot? If yes, confirm the name of the payment gateway currently being used by MePDCL	It is clarified that the bidder shall ensure seamless integration with MePDCL's existing payment gateway. The details of the payment gateway and required integration specifications shall be shared with the selected bidder during the implementation phase.
58	19	9. Coverage of work and existing system>9.3 Integration Expectations	Provide complete API documentation and support during integration and UAT	Please confirm whether UAT environment for testing of system integrations and WhatsApp chatbot is required before going live?	It is clarified that a User Acceptance Testing (UAT) environment shall be required for testing of system integrations, messaging workflows, and WhatsApp chatbot functionalities prior to Go-Live. The bidder shall support integration testing and UAT in coordination with MePDCL to ensure successful deployment.
59	23	16. Safety of System and Data	The Agency shall be fully responsible for the upkeep, operation, maintenance, security, and safe custody of all documents and records, whether in electronic or physical form, that are provided to it by MePDCL or generated by the Agency during the course of execution of the services. All such documents and records shall be properly maintained in an updated and usable condition and shall be returned to MePDCL in good order upon completion or termination of the contract.	Please confirm whether the cloud storage is required to store all the user interaction and responses through the duration of the contract?	It is clarified that the bidder shall ensure secure storage and maintenance of relevant records , including user interactions and system-generated data, as required for operational, reporting, and audit purposes. The retention period and storage approach shall be finalized during implementation. The bidder shall ensure that data is securely stored, accessible, and made available to MePDCL as and when required.
60	17	Clause 8. Penalties for Non-Conformance		Kindly exclude uncontrollable factors which are outside the purview of vendor. Ex. Regulatory / user related etc.	It is clarified that penalties shall be applicable for non-performance attributable to the bidder. Events beyond the control of the bidder , such as regulatory restrictions, telecom/network issues, or other force majeure conditions, shall be considered on a case-to-case basis and may be excluded from penalty applicability, subject to proper justification and verification.
61	22	Clause 12. Terms of Payment	h) No escalation in rates shall be permitted during the initial contract period. Any revision during the extended period shall be subject to mutual agreement and approval by MePDCL.	No price escalation for entire contract period of 2 years. Kindly allow for price escalation on mutual discussion between the Parties after completion of one year term during the contractual of 2 years. Also, kindly allow to revise the prices in case of increase in statutory changes.	It is clarified that the prices quoted by the bidder shall remain firm and fixed during the initial contract period of two (2) years , and no escalation shall be permitted during this period. However, in case of statutory changes imposed by Government/regulatory authorities , the same may be considered by MePDCL on a case-to-case basis .
62	23	Clause 15. Indemnity	Clause 15. Indemnity	This is Unilateral Clause. Kindly make this mutual as we would also need Indemnity in case there is any claim pertaining to content breach.	It is clarified that the indemnity clause shall primarily remain applicable to the bidder for any loss, damage, or claims arising out of their acts, omissions, or non-compliance. However, MePDCL shall be responsible for the accuracy and legality of content/data provided by it , and any claims arising solely due to such content shall be addressed accordingly. Detailed terms shall be finalized in the Contract Agreement.

63	39	Clause 42. Confidentiality	Clause 42. Confidentiality	Unilateral clause- kindly make it mutual since even we will be sharing information at our end during bidding process which will be confidential in nature	It is clarified that the confidentiality obligations under this RFP shall primarily apply to the bidder with respect to MePDCL's data and information. However, MePDCL shall also maintain confidentiality of any proprietary or sensitive information submitted by bidders as part of the bidding process. Detailed confidentiality provisions shall be incorporated in the Contract Agreement with the selected bidder.
64	39	Clause 43. Contract Agreement	Clause 43. Contract Agreement	Kindly agree to include Customer Indemnity for content infringement claims.	It is clarified that the bidder shall remain responsible for indemnifying MePDCL against claims arising out of its services, including technology, platform, and operational aspects. However, in case of claims arising solely due to content/data provided by MePDCL , the same shall be addressed appropriately. Detailed indemnity provisions shall be finalized in the Contract Agreement.
65	41	Clause 47. Force Majeure	Clause 47. Force Majeure	Kindly include Pandemic in Force Majeure clause. Kindly add to ensure making payment to the extent of services rendered on immediate basis while invoking the said clause.	It is clarified that the Force Majeure clause shall cover events beyond the reasonable control of the parties, including but not limited to natural calamities, acts of Government, and pandemics. However, the detailed scope, applicability, and associated provisions including payment terms during such events shall be finalized and incorporated in the Contract Agreement with the selected bidder.
66	44	Clause 50. Other terms and conditions	MePDCL reserve the right to accept or reject any or all Proposals/Offer or annul the bid Process or modify/ change the content of the bid document without assigning any reason.	Kindly agree to provide for an opportunity of being heard and inform reason for such rejection.	It is clarified that MePDCL reserves the right to accept or reject any or all bids, annul the bidding process, or modify the bid document in accordance with applicable procurement guidelines. The decision of MePDCL in this regard shall be final and binding .
67	NA	Limitation of Liability	Limitation of Liability	Uncapped LOL. Kindly add mutual limitation of liability with capping of 12 months receivables	It is clarified that the Limitation of Liability clause shall primarily remain applicable to the bidder for any losses arising out of its services, including but not limited to breach of contract, data security issues, and non-performance. However, detailed provisions regarding limitation of liability, including any caps or exclusions, shall be finalized and incorporated in the Contract Agreement with the selected bidder.
68	8	1. Invitation for Proposal	The quotation/ bid in the prescribed proforma along with requisite documents should reach the office of the undersigned by speed post or by email (with strong Password) to the email address cecommercial.mepdcl@meghalaya.gov.in on or before 5.00 PM of 23th March 2026.	A. Please confirm whether Technical Bidset needs to be password protected? B. Please confirm whether Financial Bid needs to be password protected? C. We understand that password needs to be shared with MePDCL when requested and not during submission. please confirm.	A. Technical Bidset needs to be password protected B. Financial Bidset needs to be password protected C. Password will be shared during the Bids Opening (both Technical bids and Financial Bids)
69		Eligibility Criteria	Official WhatsApp Business API access via a Meta-authorized Business Solution Provider (BSP)	1. Kindly confirm whether the Sender ID is Govt./TRAI Exempted or Non-TRAI Exempted. 2. Is the Sender ID is exempted of paying DLT Scrubbing Charges?	It is clarified that the Sender ID is Non-TRAI exempted. The Sender ID shall be configured accordingly, and necessary registrations/approvals shall be facilitated as part of the implementation.
70		Eligibility Criteria	Official WhatsApp Business API access via a Meta-authorized Business Solution Provider (BSP)	1. We are authorized TSP of Meta so help with relaxation for participation in this tender. 2. Need to remove this point Instead of that need to add meta partner only	It is clarified that the requirement for access to the official WhatsApp Business API through a Meta-authorized Business Solution Provider (BSP) shall remain unchanged. However, bidders having valid authorization/partnership with Meta or an authorized BSP may participate, subject to submission of supporting documentary evidence. Such bidders shall also be required to demonstrate their capability to deliver the complete scope of work as defined in the RFP .
71			WhatsApp Outbound Notifications (Template Messages) WhatsApp Inbound Session Messages	Kindly confirm the category of WhatsApp messages - Marketing/Utility/Authentication	It is clarified that the WhatsApp messages under this RFP shall primarily fall under Utility (Service) category , including bill alerts, payment confirmations, outage notifications, and complaint updates. Authentication messages may be used where required (e.g., OTP for secure transactions). Marketing messages are not proposed under the scope of this RFP.
72	12	3- Scope of Work clause 5 -System Integration	Secure APIs, middleware, or web hooks shall be used for integration, along with complete API documentation and versioning control.	In the system Integration, It is mentioned that Middleware might be required for system Integration, Middleware will either be provided by the client, or needs to be included as part of our submission.	It is clarified that the bidder shall be responsible for ensuring end-to-end integration of the proposed solution with MePDCL systems. Any middleware, connectors, or integration components required to achieve seamless integration shall be provided and managed by the bidder as part of the solution. MePDCL will provide the necessary APIs, access, and support for integration.
73	11	3. Scope of Work > 3 -AI-Enabled WhatsApp Chatbot		Frequency for sharing bill details in the chatbot. (Realtime or periodic)	It is clarified that the chatbot shall provide bill details in real-time through integration with MePDCL's billing system. Wherever real-time integration is not feasible, near real-time or periodic synchronization may be adopted as mutually agreed during implementation.

74				Chatbot Specifications: Please confirm the required chatbot size or capacity.	It is clarified that the chatbot solution shall be scalable and capable of handling the expected transaction volumes as defined in the RFP (including approximately 6 lakh consumers and associated messaging volumes). The bidder shall ensure adequate capacity to handle peak load conditions , concurrent user sessions, and future growth during the contract period.
75				BOQ Format: Please provide any specific requirements or formats for the Bill of Quantities (BOQ).	No specific format for BOQ.
76				Compliance for Meta: I would like to inform you that Meta has not provided an authorization or compliance letter. Instead, we must provide proof of Meta's online registration. Please review the attached screenshot and confirm if it is sufficient to meet the compliance requirements.	Submission of online registration details/screenshots may be considered as supporting evidence , however, MePDCL reserves the right to seek additional documents or verification to establish authenticity and compliance.
77				Experience Requirements: Please confirm if it is mandatory to submit power sector work orders and completion certificates to meet the [2 Crore] turnover requirement.	As per Clause 6 of the RFP.
78				Request you allow MSME Purchase Preference clause of Central govt.	As per RFP.
79	2	Bid Submission Date	Last date of bid submission 23.03.2026	Request to extend the submission deadline by 15 working days	Extension of the last date of submission of Bids shall be 15 days from the date of Issuance/publication of the Pre-bid replies (i.e. before 17:00 Hrs of 7th April, 2026).
80	8	Mode of Submission	Bid to be submitted via email with strong password	Kindly clarify whether the password should be shared in the same email or separately after bid opening upon request from MePDCL.	Password should be shared during bid opening via email in the same email address.
Note	Extension of the last date of submission of Bids shall be 15 days from the date of Issuance/publication of the Pre-bid replies [i.e. before 17:00 Hrs of 7th April, 2026 (Tuesday)]. Technical Bid Opening will be on the 8th April 2026 at 3:00PM (Wednesday) through Hybrid mode.				