

Addendum and Responses of Pre-bid queries for Chatbot Application

The pre-bid meeting for the RFP titled “**Selection of Agencies/Partners for Developing Question and Answering (Q&A) Agent – Chatbot on UPkSK**” was held on **December 17, 2025**. In addition to the queries raised during the pre-bid meeting and those received through email within the stipulated time, certain **corrections, new additions and clarifications** have been incorporated in the floated RFP.

1. Corrections:

A. Section 5 (Scope of Work)-> 5.1 (Activities) – Point A: To be read as following

To develop a voice-enabled conversational Q&A agent and it should be developed in such a way that it should be ready to integrate with web and mobile app (Android & IOS). Agent will use information from UPkSK to identify the closest/appropriate facilities that offer the services needed by the citizen

B. Section 5 (Scope of Work)-> 5.1 (Activities) – Example: To be read as following

Example 1:

User: nearest hospital for eye treatment?

Chatbot: You should visit the Indira Gandhi Eye Hospital & Research Centre, Lucknow or Balrampur Hospital, Lucknow for proper treatment.

Example 2:

User: बच्चों के टीकाकरण के लिए कहाँ जाए?

Chatbot: Primary Health Centre (PHC), Pahari, Community Health Centre (CHC), Pahari या जिला अस्पताल, Ramaipatti, Mirzapur में नियमित टीकाकरण उपलब्ध है, वहीं जाकर रजिस्ट्रेशन करा सकते हैं।

Example 3:

User: Garbhwati mahila ke safe delivery ke liye paas mein sabse badiya hospital kaunsa hai?

Chatbot: Aap District Hospital, Women & Child Hospital, Balrampur pe chale jao, wahan safe delivery ki best facilities hoti hain.

Example 4:

User: नमस्ते, मुझे दो दिन से तेज बुखार और बदन दर्द हो रहा है। आसपास कोई अच्छा मेडिकल सेंटर बता सकते हैं?

Chatbot: नमस्ते! ध्यान रखें, बुखार के साथ बदन दर्द वायरल या डेंगू जैसा इंफेक्शन भी हो सकता है। क्या आपको उल्टी, सिरदर्द या कमजोरी भी है?

User: हाँ, कमजोरी तो काफी है और शरीर में दर्द भी बना हुआ है।

Chatbot: समझ गया। बेहतर होगा कि आप पास के सरकारी जिला अस्पताल या किसी बड़े जनरल/इंटरनल मेडिसिन विभाग वाले मेडिकल कॉलेज में दिखा लें, जहाँ ब्लड टेस्ट व जांच आसानी से हो सकें। अगर आप शहर में हैं तो Community Health Centre (CHC), Sarojini Nagar या District Hospital, Lucknow भी ठीक रहेगा।

User: ठीक है, क्या ये इमरजेंसी जैसा मामला है?

Chatbot: अगर बुखार 3 दिन से ऊपर हो जाए, तेज सिरदर्द हो, प्लेटलेट की समस्या का शक हो, या चक्कर/बेहोशी आए, तो तुरंत इमरजेंसी वार्ड जाएँ। अभी के लिए जल्द से जल्द डॉक्टर को दिखाना बेहतर रहेगा।

C. Section 4 (KEY DATES AND BID SUBMISSION) ->

Sl. No.	Particular	Deadline
1.	Issuance of RFP document	11.12.2025 (Wednesday)

2.	Date & place of Pre-Bid Meeting	<u>Date : 17.12.2025 (Wednesday) 11:30 AM</u> <u>For offline</u> – Conference Hall India Health Action Trust, 404- 4 th Floor, Ratan Square, Vidhan Sabha Marg, Lucknow – 226001 (UP) <u>For Online –</u> Zoom ID - https://zoom.us/j/98082746812?pwd=bRzwqJdIGbdgAgtKRWqSrH3gOqbpZ1.1
3.	Last date for Pre-Bid Query Submission on e-mail id – procurement@ihat.in	22.12.2025 (Monday) 06:00 PM
4.	Query response date	01.01.2026 (Thursday) EOD
5.	Last date for bid submission	14.01.2026 (Wednesday) 06:00 PM
6.	Date and time for opening of technical bids	15.01.2026 (Thursday) 11:30 AM
7.	Date and time for opening of financial bids	to be intimated later
8.	Address for submission of Bids	India Health Action Trust 404, 4th Floor, Ratan Square Vidhan Sabha Marg, Lucknow, PIN- 226001. Uttar Pradesh

2. New Additions:

- A. Section 5 (Scope of Work) -> 5.1 (Activities).
- B. Section 11 (Criteria for evaluation of Technical Proposal) -> Table 1 (Point 6)
- C. Section 19 -> Service level Agreements (SLA) and Penalties

A. Section 5 (Scope of Work) -> 5.1 (Activities):

- F. Security Audit of Web and Mobile Application (Android & IOS)
 - Annual security audit support shall be required for the developed chatbot application to obtain audit clearance.
 - The selected bidder shall be responsible for obtaining the **“SAFE TO HOST” certificate** prior to deployment of the chatbot application in the **Production environment** of PoC.
 - Expenses related to the security audit activity shall be borne by **IHAT**.
 - The selected bidder shall be required to share all relevant technical and application-related information with the appointed security auditors to facilitate the audit process.
 - As the security audit is a **recurring annual activity**, the selected bidder shall provide necessary support for resolution and remediation of vulnerabilities identified by the security auditors during each audit cycle.

G. The bidder should be flexible towards 20%-30% variation in approved SRS at any stage i.e. from planning to Development and Implementation.

B. Section 11 (CRITERIA FOR EVALUATION OF TECHNICAL PROPOSAL) → Table 1 (Point 6): Bidders qualifies in qualifying criteria need to perform technical presentation to technical evaluation committee (at IHAT office/ Online) for

- a. Understanding of Background & Context,
- b. Gap Analysis,
- c. Technical Approach,
- d. Potential Solution & Rationale,
- e. Methodology along with Work Plan and Time lines,
- f. Expected risks and mitigation plan HR, etc

Note: Date of Presentation, Links for online session will inform through email to only those bidders who qualifies in Qualifying criteria.

C. Section 19 -> Service level Agreements (SLA) and Penalties

Point 19.1: Service Level Agreement for Operations Phase: Service Provider must ensure that following targets should maintain during operations phase

#	Parameters	Description	Target
1	Critical priority calls (Incidents / Service Requests)	Critical bugs/issues – Bugs/issues in Q&A Agent and its integration web and mobile application (Android & IOS) affecting most of the intended users. e.g. Not giving desired results of questions, issues due to Q&A agent on integrated web and mobile application (Android & IOS).	100% of incidents should be resolved within 2 hours of issue reporting
2	Medium priority calls (Incidents / Service Requests)	Bugs in Q&A Agent and its integration web and mobile application (Android & IOS), which is in one functionality of the module and does not stop complete flow and effects	100% of incidents should be resolved within 12 hours of issue reporting
3	Low priority Incidents / Service Requests	Small Bugs / suggestions in Q&A Agent and its integration web and mobile application (Android & IOS) which is in one functionality of the module / the web page and does not stop complete flow and effects of the infected module / web page	100% of incidents should be resolved within 24 hours of issue reporting
4	Application Up-Time	Application Up-Time = (Total time of the month - Approved downtime for maintenance) - downtime	Application Up-time >= 99%
5	Application Security	An incident where system is compromised or suspected of unauthorized use/access or data theft	Investigation of breach and suitable mitigation strategy supported by evidence