

**CORRIGENDUM-1**  
**RFQ No.: AGL/56/IT/WhatsApp Business Solutions/09/2024**

Techno-Commercial Pre-Bid Queries				
Sl. No.	Clause no.	Tender Specification	Bidder's Query	AGL's Reply
1	Page No. 02 RFQ	Quotation shall be submitted as under: a. Covering Letter with Bidder's Offer Number (Reference Number). b. Sealed and Signed copy of RFQ and Annexures. e. Copy of bidder's GST registration certificate & PAN Card	There is only two annexures available 1 is SOW and 2nd is SOR please clear our understanding - do we need to provide only these 2 annexures as a Techno-commercial bid?	Bidder need to submit RFQ along with Annexure-1, Annexure-2, Corrigendum's Issued, GST and PAN Certificate.
2	General		As tender demands WhatsApp Business API Services, requesting you to kindly add similar work experience criteria expected for Govt/PSU/reputed firm as well for checking bidders capability	RFQ CONDITION PREVAILS
3	ANNEXURE-II SCHEDULE OF RATES (SOR)		requesting you to consider only official BSP	RFQ CONDITION PREVAILS
4	ANNEXURE-II SCHEDULE OF RATES (SOR)		As META has introduced various conversation categories like, Utility, marketing, services and authentication with individual price format - <a href="https://developers.facebook.com/docs/whatsapp/pricing/">https://developers.facebook.com/docs/whatsapp/pricing/</a>  requesting to kindly add line item of conversation categories with their volumes	AS WE HAVE TRANSACTIONAL SMS FACILITY, SO IN THE SAME WAY, WE NEED TRANSACTIONAL WHATSAPP PACK (WE DON'T NEED PROMOTIONAL WHATSAPP PACK AS WE ARE UTILITY SERVICE PROVIDER COMPANY). VOLUME IS SAME AS MENTIONED IN SOR AND WILL BE USED PURELY FOR TRANSACTIONAL PURPOSES, NOT FOR MARKETING PURPOSES
5	ANNEXURE-II SCHEDULE OF RATES (SOR)		as SOR has only mentioned transactional Messages, which can be OTP and other transaction related messages. OTP messages are authentication as per Meta. Even if you are sending offer related messages or any news letter to existing vendor Meta will count those conversation in Marketing category, its completely depend on META whether they are moving Messages under Utility or marketing and there is huge difference in unit rate pricing of both the categories hence requesting to add marketing conversation in SOR.	AS WE HAVE TRANSACTIONAL SMS FACILITY, SO IN THE SAME WAY, WE NEED TRANSACTIONAL WHATSAPP PACK (WE DON'T NEED PROMOTIONAL WHATSAPP PACK AS WE ARE UTILITY SERVICE PROVIDER COMPANY)
6	General		As Scope demands WhatsApp business API solution requesting you to kindly allow only official business solution partner (BSP) with META as per the directory of Meta. Below link for official business partner with meta <a href="https://www.facebook.com/business/partner-directory/search?solution_type=messaging&amp;platforms=whatsapp">https://www.facebook.com/business/partner-directory/search?solution_type=messaging&amp;platforms=whatsapp</a>	RFQ CONDITION PREVAILS
7	Page No. 08 Annexure 1 Point No.08	8. The Vendor shall handover all the documents along with entire source code to AGL after completion of development period.	Here we are requesting you to kindly revoke the line of source code. We will provide console and API integration.	IT IS OK FOR US. WE NEED TRAINING DOCUMENTS, USER MANUALS ETC. FOR SMOOTH OPERATION OF WORK. APIs WILL BE REQUIRED FROM VENDOR TO INTEGRATE WITH OUR SYSTEM.
8	Page no.8	The Vendor shall handover all the documents along with entire source code to AGL after completion of development period.	We have the entire proprietary of the solution and it has industry's best encryption and security feature. Sharing source code of entire solution is not possible. We can share all documents and flows with AGL which are specifically developed for them.  We request you to kindly amend/remove source code clause from the scope of work.	IT IS OK FOR US. WE NEED TRAINING DOCUMENTS, USER MANUALS ETC. FOR SMOOTH OPERATION OF WORK. APIs WILL BE REQUIRED FROM VENDOR TO INTEGRATE WITH OUR SYSTEM.
9			Are APIs available for integration with existing software?	IT WILL BE DEVELOPED BY OUR SOFTWARE DEVELOPER ONCE VENDOR FINALIZED AND IT SUBMITS THE API MANUAL FOR FURTHER DEVELOPMENT IN MUTUAL CO-ORDINATION
10			How many services need to be integrated?	IT WILL BE DEFINED ONCE VENDOR GETS ON-BOARDED
11			Is the integration between the O&M period?	YES
12			Is the API response format JSON or XML?	IT DEPENDS AS PER SYSTEM'S AVAILABILITY AT THAT TIME
13			Does the API support multi-language messaging?	YES
14		Charges for WhatsApp API Messages (Initiated by AGL/Users Qty: Ten Lakhs)	There are 3 types of Message category of WhatsApp Messages:- 1. Marketing 2. Utility 3. Service Kindly confirm the type of Message for which you are asking price.	AS WE HAVE TRANSACTIONAL SMS FACILITY, SO IN THE SAME WAY, WE NEED TRANSACTIONAL WHATSAPP PACK (WE DON'T NEED PROMOTIONAL WHATSAPP PACK AS WE ARE UTILITY SERVICE PROVIDER COMPANY)
15	ANNEXURE-II SCHEDULE OF RATES (SOR)		Quantity mentioned in the Annexure I is it for entire contract period??	YES
16	ANNEXURE-II SCHEDULE OF RATES (SOR)		messaging categories are not mentioned in the Scope of Requirements (SOR) document. Could you please provide a detailed bifurcation of the messaging categories	AS WE HAVE TRANSACTIONAL SMS FACILITY, SO IN THE SAME WAY, WE NEED TRANSACTIONAL WHATSAPP PACK (WE DON'T NEED PROMOTIONAL WHATSAPP PACK AS WE ARE UTILITY SERVICE PROVIDER COMPANY)

**This Corrigendum-1 forms an integral part of the RFQ No.: AGL/56/IT/WhatsApp Business Solutions/09/2024 and a copy of the same is to be submitted along with the Bid.**