F.No. IMU-HQ/R/70/5401/2024-PUR   19.03.2025

MINUTES OF THE PRE-BID MEETING FOR CHATBOT DEVELOPMENT BID HELD ON 14.03.2025 AT 12:00 AM THROUGH ONLINE MODE AT IMU-HQ.

Ref No. GeM/2025B/6020493 dated 05.03.2025

1. The following were present from IMU's side: -

    a) Shri. K Kathirvel, DR (Academics & CISO)
    b) Shri. Amit Kumar, Assistant Registrar (Finance)
    c) Shri. M Sakthirajan, SM (IT)
    d) Shri. S Santhanakrishnan, SO (OS)

2. The following firms attended the pre-bid meeting through video conferencing: -

    a) M/s Hontrel Technologies Priviate Limited, Chennai.
    b) M/s Amvion Labs Pvt Ltd, Chennai
    c) M/s Showbay Technologies Pvt Ltd, Chennai
    d) M/s Kairo-ai Global Private Limited, Bengaluru
    e) M/S Prabal Kumar Shome, West Bengal

3. The Chairperson, Shri, K Kathirvel, DR (Academics & CISO) welcomed all the bidders and requested to seek clarifications if any on the scope of work and other queries related to the bid. The queries were suitably replied to the bidders, which were generic by the Committee members. However, the bidders were asked to send their queries/clarification through mail for compilation and reply.

4. The following queries received from the bidders and the recommendations given by the Committee is as under: -

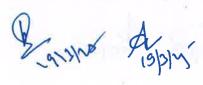| SI No	Firm Name	Query/Clarifications	Recommendations of the Committee
4.1	M/s Amvion Labs, Chennai	i) What is the current ticketing tool?	Currently No ticketing tool available
		ii) Who will provide the APIs for the Current Ticketing System?	Currently No ticketing tool available
		iii) Since, the project is to custom develop the user interfaces, is there a dev/test/UAT environment for ticketing system?	No
		iv) What are the current systems that are used for University Admission and application tracking system	NIL
		v) Provide details of systems and application architecture details for integration	NIL
		vi) Does the University already have a WhatsApp Business Account? If yes, then do they	No

		host their own WhatsApp business servers?	
		vii) Additional language addition later is out of scope of this RFP? Or later on additional cost will be defined for each language?	Initially the chatbot should support English. Provision must be kept for adding Hindi and other Indian languages later.
		viii) Can the infrastructure be on Cloud environment?	Yes. The chatbot services must be linked to IMU website.
		ix) What is the period of infra and application maintenance by the vendor?	The maintenance shall be yearly basis.
		x) "The delivery period shall constitute 2 months of the Software Development cycle followed by the stabilisation period of 6 months post going live and the Bidder will be required to carry out minor enhancements as and when required" 1. Does that mean there is only 2 months' time to develop multiple page mobile app, web interface, both with Chabot functionality which should support voice and WhatsApp integration? Then 6 months for stabilisation? 2. Who will provide details and requirements of multipage mobile app?	1. The software should be developed within 2 months from the date of Purchase order and the next six months will be used for standardization of the software like fine tuning the queries, reports etc. After that the software will be under AMC. 2. IMU will provide the content for mobile app pages.
4.2	M/s KAIROAI GLOBAL PRIVATE LIMITED	**Bid Clause 11(A):** The bidder should have an active office in Chennai GST Certificate/MSME Certificate/ Certificate of incorporation showing address of Chennai. We kindly request the removal of this clause, as it is restrictive and favors only bidders based in Chennai. This limitation prevents fair competition and excludes capable bidders from other regions who can provide the required services efficiently. If warranty support is a concern, we suggest requesting details of local engineer support or an Authorized Service Provider (ASP) to ensure seamless service without restricting participation.	The bidder should have an active office (main or branch) in Chennai. GST Certificate or MSME Certificate or Certificate of incorporation or Telephone bill or Internet bill showing address of Chennai.
4.3	M/s Tibe Allianz Pvt Ltd	Provide the detailed scope of work, including specific technical requirements, deliverables, and	The detailed scope of work is already uploaded in the GeM Bid as Annexure-1 to the ATC

		any additional clarifications post the pre-bid meeting.	

5. The Committee recommended that reply may be sent to the respective firms on the clarifications received through the mail and also upload on the IMUs web page as no change in existing scope of work or terms & conditions are envisaged.

S Santhanakrishnan
SO

M Sakthirajan
SM (IT)

Amit Kumar
AR (F)

K Kathirvel
DR (Academic/CISO)
Chairperson