

NTPC Limited
(A Government of India Enterprise)
EOC Noida Office
NOTICE INVITING TENDER (NIT)
FOR

Design & Implementation of secure cloud based AI/ML Powered Chatbot with NLP and Voice capabilities for HR functions with Annual Technical support (ATS) for period of three (03) years after warranty.

[Domestic Competitive Bidding]

NIT No: 9900238214

Date: 30/05/2022

1.0 NTPC invites on-line bids from eligible Bidders for aforesaid package, as per the scope of work briefly mentioned herein after:

2.0 Brief Details

NIT No.	9900238214
NIT Date	30/05/2022
Tender ID	2022_NTPC_64276_1
Tender Reference	NTPC/EOC/9900238214
Document Sale Commencement Date & Time	30/05/2022, 11:30 Hrs (IST)
Source of NIT	Delhi & Noida Office (HR-Contract)
Contract Classification	Service
Last Date and Time for Bid submission	13/06/2022, 14:00 Hrs (IST)
Technical Bid Opening Date & Time	14/06/2022, 14:30 Hrs (IST)
Price Bid Opening Date & Time	To be intimated later
Cost of Bidding Documents in INR	Rs.1,125/-
EMD / Bid Security in INR	Rs. 1,00,000/- (One Lakhs Only)
Pre-Bid Conference Date & Time (if any)	Not Applicable
Reverse Auction	Not Applicable

3.0 The bidding document is available online. A complete set of Bidding Documents may be downloaded by any interested Bidder from the NTPC tender website <https://eprocurmentpc.nic.in>.

The Bidder would be required to register in the website. First time users are required to register themselves on NTPC tender website after filling up the required details. Users whose email address has not been linked to a vendor code allotted by NTPC/ first time users not allotted any vendor code by NTPC, should send a copy of the registration details to the e-mail address specified in this NIT under Address for Communication with following details at least three working days prior to Technical Opening Date:

- i. Request on the letter head of the Company
- ii. Copy of GST Registration
- iii. Copy of PAN no.
- iv. Email ID and Contact No.
- v. Name and Designation of the contact person

vi. Cancelled cheque & EFT form duly verified by bank.

Note: Format of EFT (Electronic Fund Transfer) is attached along with bidding documents

4.0 Brief Scope of Work and other Specific details:

AI/ML Powered Chatbot with NLP and Voice capabilities for HR functions in NTPC for transactional queries & having requisite integrations with SAP/Non SAP systems & under initial warranty of one year followed by Annual Technical support (ATS) of three years and as per detailed technical specifications & scope of work.

5.0 Downloading / Issuance of bidding documents to any bidder shall not construe that bidder is considered qualified.

6.0 'Class-I local suppliers' and '~~Class-II local suppliers~~' only are eligible to participate in this tender, as defined in the bidding documents/ Public Procurement (Preference to Make in India), Order 2017 and its subsequent amendments/ revisions issued by DPIIT. The bidders may apprise themselves of the relevant provisions of bidding documents in this regard before submission of their bids.

Any 'Bidder from a country which shares a land border with India', as specified in the Bidding Documents, will be eligible to bid in this tender only if bidder is registered with the Competent Authority as mentioned in the Bidding Documents.

7.0 Qualifying Requirements for Bidders:

7.1 The bidder should have executed/ completed job of AI/ML Powered Chatbot in Government/ Autonomously bodies/ PSU/ Other private sector organizations in India during the last seven (07) years as on the date of techno-commercial bid opening having contract value,

One executed/completed work having executed value not less than **Rs.60.62 Lakh-**

Or

Two executed/completed works having executed value not less than **Rs.37.89 Lakh each.**

Or

Three executed/completed works having executed value not less **than Rs.30.31 Lakh each.**

Note: (1) The work "executed" means the bidder should have achieved the criteria specified in the QR, even if the total contract is not completed / closed.

(2) In case of contracts under execution as on date of bid opening, the value of work completed till the date of bid opening will be considered provided the value of executed work is certified by the employer.

(3) The term Semi Government includes Autonomously bodies set up & working in India.

7.2 The average annual turnover of the bidder, in the preceding three (03) financial years as on the date of Techno-Commercial bid opening shall not be less than **Rs.40.14 Lakh**,

Note:

(a)While computing the turnover other income shall not be considered.

(b)In cases where audited results for the last financial year as on the date of Techno commercial bid opening are not available, the financial results certified by a practicing Chartered Accountant shall be considered acceptable. In case, bidder is not able to submit the certificate from practicing Chartered Accountant certifying its financial parameters, the audited results of three consecutive financial years preceding the last financial year shall be considered for evaluating the financial parameters. Further a certificate would be required from the CEO/CFO as per the format enclosed in the bidding documents stating that the financial results of the company are under audit as on the date of Techno-commercial bid opening and the certificate from the practicing Chartered Accountant certifying the financial parameters is not available.

8.0 NTPC reserves the right to reject any or all bids or cancel / withdraw the Notice Inviting Tender [NIT] for the subject package without assigning any reason whatsoever and in such case no bidder/intending bidder shall have any claim arising out of such action.

9.0 Address for Communication:

AGM (HR-C&P) NTPC LTD., 1st Floor, EOC, Plot No. A-8A, Sector 24, NOIDA (UP), India-201 301. Phone: 0120 - 2410561, 0120-3776188, Email: skjambhale@ntpc.co.in.	DGM (HR-C&P) NTPC LTD., 1st Floor, EOC, Plot No. A-8A, Sector 24, NOIDA (UP), India-201 301. Phone: 0120- 4948112, Email: rakeshgari@ntpc.co.in.
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