

## QUESTIONS AND ANSWERS

### SAREP RFP-2023-004: Design, Development, and Implementation of AI-based Digital Assistant for DPDC (Objective 3)

S. No	Document/Section/Page No.	RFP Clause	Question	RTI Response
1	RFP: SAREP-RFP-2024-004  Deliverable, timeline	Kickoff and Workplan	What shall we present in the Kick-off meeting?	You are to present the background of the work, the proposed methodology for implementation and the workplan indicating the milestones/deliverables.
		Digital Assistant Documentation Report	what shall we include in the documentation report?	The documentation report will provide guidance on the use of the digital assistant, its functionalities, and description on the source code. The documentation report must also contain minutes of meetings with DPDC, compliance of User Acceptance Tests, relevant process flow charts / diagrams, decision trees, description of ML algorithm to be used, etc.  The purpose of this report is to have a document outlining the entire development effort to reach the Go-Live stage.
2	RFP: SAREP-RFP-2024-004  Pricing	Pricing Table	The pricing table in page 11 totals 81.25%. The remaining 18.75% is for development of the application? Please clarify.	The Quarterly O&M Update Report has a ceiling of 6.25% allocated for <u>EACH REPORT</u> . In total, 4 quarterly reports (25%) must be submitted over 12 months of AMC.  This should be stated as Numbers or Num in short form.
		Pricing Table	The "Unit of Measure" column - what do we put here?	
3	RFP: SAREP-RFP-2024-004	<b>II Objective –</b> To design, develop and implement a comprehensive AI-based Digital Assistant for DPDC to respond to customer queries.	Do you have any specific preferences for the technology stack, such as cloud platform, programming language, and database, that align with what your existing systems are currently using for this solution? Kindly Suggest.	No.

**QUESTIONS AND ANSWERS**

**SAREP RFP-2023-004: Design, Development, and Implementation of AI-based Digital Assistant for DPDC (Objective 3)**

4	RFP: SAREP_RFP-2024-004  Digital Assistant specification/Multilingual support/integration	<b>Integration – (page 7)</b> The Digital Assistant shall be seamlessly integrated with DPDC's backend systems (Such as : CMS, Billing, Payment, Prepaid, AMI etc.) through APIs (Application Programming Interfaces). This ntegration will allow the Digital Assistant to access real-time data, submit service requests, and interact with the DPDC databases securely. AI- Digital Assistant should be designed to provide a quick and efficient information regarding power services, billing, outage reports, and more	Will the AI-powered Digital Assistant be integrated with the DPDC service portal using existing third-party APIs, or will it be necessary to develop new APIs specifically for this integration, which will then fall within the scope of the AI-powered Digital Assistant project? Kindly confirm.	This will be determined during discussions with DPDC.
5		<b>Integration – (page 9)</b> vi. Allow handover to the agent with chat history  <b>h. Scalability:</b> The proposed Digital Assistant shall be capable of handling the DPDC user's load. This must be based on data collected from DPDC call centers regarding incoming call volumes, as well as volumes of social media messages and visits to DPDC's customer portal.	Request to kindly let us know the total user base and the expected concurrency.	DPDC had informed that on average there are 150 – 200 calls placed daily. During blackouts, the maximum number of calls can reach up to 1000 per day.
6	RFP: SAREP_RFP-2024-004	<b>Integration – (page 9)</b> j. Analytics and Reporting Implementing analytics and reporting features for AI-based Digital Assistant integrated with DPDC systems is crucial for monitoring its performance, understanding user interactions, and making informed decisions for continuous improvement.	Do we need to develop a live dashboard to monitor the AI-powered Digital Assistant in real-time, allowing you to track its performance and activity effectively? Kindly confirm.	Yes.

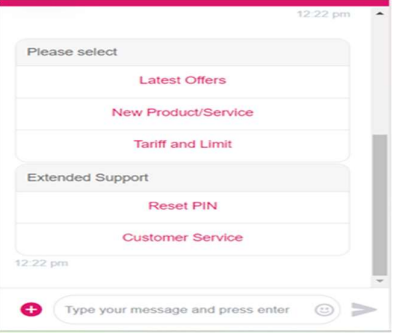
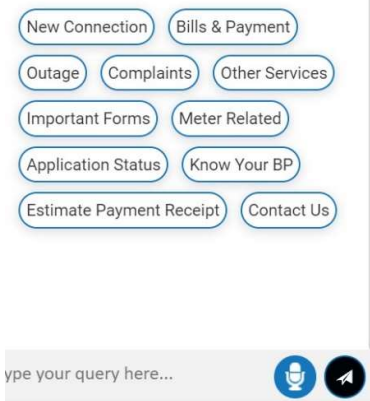
## QUESTIONS AND ANSWERS

### SAREP RFP-2023-004: Design, Development, and Implementation of AI-based Digital Assistant for DPDC (Objective 3)

		<ul style="list-style-type: none"> <li>• Include parameters such as total users, active users, engaged users, etc.</li> <li>• Provide analytics on conversation starter messages, bot messages, user messages, failed messages, response time, fallback rate, Digital Assistant availability, and total conversations.</li> </ul>		
7	RFP: SAREP_RFP-2024-004	<p><b>iii. User Interaction (Page 6)</b></p> <p>General Query</p>	Is DPDC currently utilizing any existing software for agent interaction? If not, do DPDC have any preferences regarding the software to be used for this purpose? Kindly confirm.	DPDC has its own CMS platform, as well as its own billing platform.
8	RFP: SAREP_RFP-2024-004	<p><b>xiii. Digital Assistant Maintenance and Support (Page 10)</b></p> <p>Provide technical and functional support, deploy resources for knowledgebase updates, UI requirements, and regular maintenance.</p>	How frequently will resources be deployed for knowledgebase updates, UI requirements, and regular maintenance? Kindly Confirm.	This will vary depending on the requirements of the Digital Assistant.
9	RFP: SAREP_RFP-2024-004	<p><b>vi. Allow handover to the agent with chat history</b></p> <p><b>d. Location Tracking:</b> DPDC AI Digital Assistant shall be able to track user’s location with user consent. The location of the user is important for DPDC because it has a defined operational area, and every customer is associated with a NOCS.</p>	Request to elaborate the requirement of location services as the services are linked to the supply points which have a fixed location which is already captured by utility.	<p>This pertains to instances where the customer will reach out directly to the Digital Assistant. Generally, DPDC is able to get location data of customers who call on the hotline and are able to provide details according to the locality. They require similar functionalities for the Digital Assistant.</p> <p>In addition, access to the user's location information will help the chatbot to determine if there is an ongoing outage in the user's area and will proactively help in relaying relevant information regarding expected resolution time to the user.</p>

**QUESTIONS AND ANSWERS**

**SAREP RFP-2023-004: Design, Development, and Implementation of AI-based Digital Assistant for DPDC (Objective 3)**

<p>10</p>	<p>RFP: SAREP_RFP-2024-004</p>	<p><b>Digital Assistant Specifications (Page 6)</b> The proposed Digital Assistant will allow customers to read all standard relevant queries using the predefined decision trees.</p>	<p>Does this mean that the Digital Assistant will display available services as options, similar to the image below?</p> 	<p>Yes. See the picture below for an example. The menu items should ideally also get automatically filtered based on user input (while typing or narration)</p> 
<p>11.</p>	<p>RFP: SAREP_RFP-2024-004</p>	<p><b>“User Interaction: User Registration and Interaction, Authentication and Authorization” (Page 6)</b>  General Query</p>	<p>Is there an existing user authentication process in the DPDC system, or is it necessary to implement a new authentication process specifically for the Digital Assistant?</p>	<p>Yes, users have to login to the customer portals using their relevant customer IDs and passwords, or OTP-based integration.  Additionally, for complaints / interactions requiring customer IDs, the authentication is necessary. However for certain queries such as "No power in a specific area" or "ways to get a DPDC connection" there might not be a customer ID associated with the user. In such cases, authentication may not be relevant. Instead, location data can be used to cater responses.</p>

## QUESTIONS AND ANSWERS

### SAREP RFP-2023-004: Design, Development, and Implementation of AI-based Digital Assistant for DPDC (Objective 3)

12.	RFP: SAREP_RFP-2024-004	<p>“User Input Handling: Consider implementing fallback mechanisms for handling ambiguous or unexpected queries” (Page 6)</p> <p>General Query</p>	<p>Does this imply that in the event of ambiguous or unexpected queries, the system will provide users with the option to engage with a human agent?</p>	Yes.
13.	RFP: SAREP_RFP-2024-004	<p>“Multi-lingual Support (Bangla, English &amp; Banglish)” (Page 6-7)</p>	<p>Is the dataset available in all language variations, including Bangla, English, and Banglish?</p>	<p>DPDC will provide all available data on customer interactions in Bangla, English, and Banglish, to the extent possible. Details will be discussed post award.</p>