

Himachal Pradesh State Pharmacy Council (HPSPC)

Notice Inviting Quotations for WhatsApp Chatbot for Pharmacist Interaction and AI Chatbot Application for Website

QUOTATIONS CALL NOTICE

Ref No:

Date:

To

.....

.....

Subject- Notice for Quotations call

Sealed quotations are invited for “**WhatsApp Chatbot for Pharmacist Interaction and AI Chatbot Application for Website** on terms & conditions given as under.

Sr. No	Particulars	Price
1		
2		
3		
4	Tax if any	

1. WhatsApp chatbot

The WhatsApp chatbot will serve as an automated assistant designed to interact with pharmacists via the WhatsApp messaging platform. The chatbot will provide a range of services including instant assistance, enhanced support, regular updates, regulatory compliance assistance, and feedback collection. This scope of work outlines the requirements and functionalities of the chatbot.

1.1. Features and Functionalities

1.2. Instant Assistance

- **24/7 Availability:** The chatbot should be available at all times to provide support.
- **Natural Language Processing (NLP):** Implement NLP to understand and respond to queries in natural language.
- **Predefined Responses:** Develop a database of predefined responses for common queries.

1.3. Enhanced Support

- **FAQs Database:** Create and maintain a comprehensive FAQ database.
- **Guided Procedures:** Develop step-by-step guides for common procedures such as registration, renewal, and application processes.
- **Interactive Flow:** Design interactive conversation flows to assist users in navigating through different procedures.

1.4. Regular Updates

- **Notification System:** Implement a system to send timely notifications about CPE programs, renewal dates, and other important updates.
- **Subscription Management:** Allow pharmacists to subscribe/unsubscribe to specific updates.
- **Calendar Integration:** Integrate with calendar systems to send reminders and notifications.

1.5. Regulatory Compliance Assistance

- **Real-time Updates:** Provide real-time updates on regulatory changes and new compliance requirements.
- **Automated Reminders:** Set up automated reminders for important deadlines and compliance submissions.
- **Resource Links:** Provide links to relevant regulatory documents and resources.

1.6. Feedback Collection

- **Survey Integration:** Integrate survey tools to collect feedback from pharmacists.
- **Feedback Analysis:** Analyze the collected feedback to generate insights and recommendations.

2. AI Chatbot Application for Website

Introduction

The AI Chatbot application should assist candidates in addressing their queries and questions related to their profiles and the services provided to pharmacists. The chatbot should have the provision to ensure efficient and effective communication, enhancing the overall experience for users.

2.1 Scope of Work

1. **Requirement Analysis**
 - Understand the specific requirements of the council and candidates.
 - Identify key functionalities and features needed in the chatbot.
2. **Design and Development**
 - Design the user interface (UI) to ensure it is user-friendly and accessible.
 - Develop the backend algorithms to enable quick and automated responses.
 - Integrate natural language processing (NLP) capabilities to understand and process candidate queries accurately.
3. **Implementation**
 - Deploy the AI Chatbot on the council's digital platforms (website, mobile app).
 - Ensure the chatbot is integrated with the council's database to access candidate profiles and relevant information.

2.2 Required Features

1. **24/7 Availability:** The AI Chatbot shall operate around the clock, providing continuous support to candidates without any downtime.
2. **Quick and Automated Responses:** The chatbot should deliver rapid and consistent answers to candidate queries, ensuring a seamless and efficient user experience.
3. **Reduced Complaints:** By offering reliable and accurate information, the chatbot shall help minimize interaction-related complaints with the council.
4. **Handles Multiple Queries:** The chatbot should be capable of managing numerous inquiries from multiple candidates simultaneously, ensuring no query goes unanswered.
5. **Personalized User Experience:** The chatbot shall deliver tailored responses based on individual candidate profiles, enhancing user satisfaction and engagement.
6. **Council Upgrade:** The implementation of the chatbot should enhance the overall functionality and service level of the council, leading to improved operational efficiency.

Sealed Quotations duly filled in the specified Performa shall be addressed to **Registrar HP State Pharmacy Council Address: Swasthya Bhawan Chotta Shimla to Kusumpti Road Opp. ICICI Bank Kasumpti SDA Commercial Complex, Shimla, Himachal Pradesh 171009.**

The Last Date for receipt of Quotation is **02/08/2024 by 4:00 PM** through Registered/ Speed Post/ Trackable Courier Only.

General Terms and Conditions

1. The quotation must enclose adequate documentation to prove their authorization claimed if not, the office of HP State Pharmacy Council, reserves the right to accept or reject quotations from these agencies. The decision of the HP State Pharmacy Council will be final and binding.
2. The client reserves the right to terminate the contract in the event of unsatisfactory services provided by the vendor or breach of any terms and conditions mentioned hereunder.
3. The quoted rate inclusive of tax and exclusive of tax should be mentioned separately.
4. The vendor shall in compliance with the GOI Guidelines for the server and database.
5. The vendor will at all times adhere to the IT Security and Confidentially policies of the office.
6. Passwords shared by the office will be strictly confidential and shall not be disclosed to outsiders at any cost.
7. Attach a copy of the GST Certificate of the Company
8. The rate must be inclusive of all charges. Taxes are to be mentioned clearly in the quotation.
9. The final quantity may vary at the time of issue of the purchase order.
10. The rate validity will be up to 60 days from the date of the submission deadline.
11. All Service Charges/ Freight or any other charges should be included in the final price. The council will not pay any additional charges except taxes.
12. The Quotation should be submitted in the prescribed format within the given timeline to the address of the council.

Registrar

HP State Pharmacy Council