



Department of Information Technology

RFP for Selection of Vendor for Implementation of Artificial Intelligence based Intelligent Virtual Assistant – Chatbot
RFP Ref. No. DIT/BPR & BTD/OA/3574/2019-20 Date: 27/09/2019
Amendments, Addendums and Corrigendum's

The following clause shall be read with respective RFP Clause

1. Part-II Point No-15. MSME

In case of Bidder being Startups as recognised by **Department of Industrial Policy & Promotion (DIPP)** or **MSME** registered with the Central Purchase Organisation or the concerned Ministry of Department or MSME bidder registered with NSIC they shall be exempted from submission of Tender Fee, EMD, turnover requirement and prior experience requirement subject to their meeting of quality and technical specification prescribed by the Bank.

2. Part -III Point No- 2.Technical & Commercial Evaluation Process

During Technical evaluation, bidder has to give demo cum product walkthrough of proposed solution before Bank wherein all the features of Scope of Work/Technical Specifications have to be demonstrated. Failure to demonstrating the same shall lead to rejection of the Bid on Technical ground. Decision of the Bank in this regard shall be final and conclusive.

The following Clause Stands deleted (Sub-clause IV, Page No-16)

In tender participating MSEs quoting price within price band of L1+15% allowed to supply a portion upto 20% of requirement by bringing down their price to L1 price where L1 is non-MSEs.

All other terms and conditions of the above RFP & subsequent pre-bid responses / addendum/ corrigendum/ Eligibility Criteria will remain unchanged.