

Amendment-1 to "GeM Bid ref: GEM/2022/B/2027839 dated 10/03/2022 for Supply, Installation, Customization, Implementation, Commissioning and Maintenance of Integrated WhatsApp & Chatbot Solution"

It is decided to amend the following in respect of the above RFP:

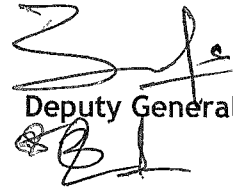
a. Bid Document (Serial No. 1 & 2, Page no. 1):

Description	Existing details	Amended details
Bid End Date/Time	31-03-2022, 15:00:00	<u>04-04-2022</u> , 15:00:00
Bid Opening Date/Time	31-03-2022, 15:30:00	<u>04-04-2022</u> , 15:30:00

Sl. No.	Section/ Annexure/ Appendix of the RFP	Clause No.	Existing	Amended
b.	Annexure-1	Technical & Functional Requirement of Integrated WhatsApp & Chatbot Solution	37. The services to be provided on SaaS model. (It is a software distribution model in which a dedicated cloud provider hosts application and make them available to end users over the internet) with high availability. Bidder has to comply all the existing and regulatory guidelines.	37. The Bidder should offer Cloud based service in Bank's name to host the Chatbot solution with high availability. The bidder should size the infrastructure to cater to 1000 concurrent users at any point of time during the contract period. Bidder has to comply all the existing and regulatory guidelines related to cloud services and Canara bank cloud policy.

All the other Instructions and Terms & Conditions of the above GeM bid remain unchanged.
Please take note of the above Amendments while submitting your response to the subject GeM bid.

Date: 24/03/2022
Place: Bengaluru


Deputy General Manager

