

**Punjab National Bank**



**CORRIGENDUM-2**

**(Dated 13.09.2024)**

**RFP for selection of vendor for Supply, Installation, Implementation & Maintenance of Cloud based Chatbot Solution dated 05.07.2024.**

**(RFP Ref: RFP Ref. No. PNB/HO/DBTD/RFP/Chatbot/01/2024-25 Dated: 05.07.2024)**

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**Corrigendum-2: RFP for Supply, Installation, Implementation & Maintenance of Cloud based Chatbot Solution**

Sl.	RFP Clause Ref. No.	Existing Clause	Proposed Clause
1.	<b>Post implementation onsite support</b>  <b>Page no. 57, Point no.10)</b>	The successful bidder will ensure onsite availability of experienced L3 engineers of OEM in case of any urgent requirement of the Bank in addition to the existing onsite resident engineer without any extra cost to the Bank, till the time the issue is resolved. Complete RCA should be provided to Bank by OEM, in such Cases.	The successful bidder will ensure onsite/remote availability of experienced L3 engineers of OEM in case of any urgent requirement of the Bank in addition to the existing onsite resident engineer without any extra cost to the Bank, till the time the issue is resolved. Complete RCA should be provided to Bank by OEM, in such Cases.
2.	<b>ANNUAL TECHNICAL SUPPORT (ATS)</b>  <b>Page no. 58, Point no. d)</b>	The successful bidder should provide on-site preventive maintenance on regular interval i.e. quarterly or as defined by Bank through OEM certified resources. Pro-active product health status check-up (on-site) and submission of report by product as per Bank's requirement.	The successful bidder should provide preventive maintenance on regular interval i.e. quarterly or as defined by Bank through OEM certified resources. Pro-active product health status check-up and submission of report by product as per Bank's requirement.
3.	<b>Page no.79</b>  <b>ANNEXURE-III, Eligibility Criteria, Point no.5</b>	<ul style="list-style-type: none"><li>• Bidder should have minimum annual turnover of Rs.15 Crore. (Rupees Fifteen Crores only) in 2 financial years out of last 3 consecutive financial years (FY-2020-21, 2021-22 or 2022-23).</li><li>• In case of MSEs &amp; Start-ups, the minimum annual turnover requirement is Rs.5 Cr. (Rupees Five Crores only) in 2 financial years out of last 3 consecutive financial years (FY-2020-21, 2021-22 or 2022-23).</li></ul>	<ul style="list-style-type: none"><li>• Bidder should have minimum annual turnover of Rs.15 Crore. (Rupees Fifteen Crores only) in 2 financial years out of last 3 consecutive financial years (FY-2020-21, 2021-22 or 2022-23).</li><li>• In case of MSEs &amp; Start-ups, the minimum annual turnover requirement is Rs.1 Cr. (Rupees One Crore only) in 2 financial years out of last 3 consecutive financial years (FY-2020-21, 2021-22 or 2022-23).</li></ul>

<b>4.</b>	<b>Page no.80 ANNEXURE-III, Eligibility Criteria, Point no.8</b>	The bidder should be ISO 27001 certified organization and SOC2 certified.	The Bidder/ Cloud Service Provider should be ISO-27017/ SOC2 compliant.
<b>5.</b>	<b>Page no.80 ANNEXURE-III, Eligibility Criteria, Point no.9</b>	The bidder should be CMM Level 3 and above certified organization in any three of the last five years.	The Bidder should have ISO 27001 / CMMI level 3 or equivalent BIS Certification.
<b>6.</b>	<b>Page no.94 ANNEXURE-XI,  TECHNICAL AND FUNCTIONAL SPECIFICATIONS</b>	Basic Certification <ul style="list-style-type: none"><li>• SOC 2 - 1 marks</li><li>• ISO 27001- 2 marks</li><li>• CMMI Level 3 &amp; above- 2 marks</li></ul>	Basic Certification <ul style="list-style-type: none"><li>• SOC 2 or ISO-27017 - 1 marks</li><li>• ISO 27001 or equivalent BIS certification - 2 marks</li><li>• CMMI Level 3 &amp; above or equivalent BIS certification - 2 marks</li></ul>