



**Government of Punjab**  
**Department of Governance Reforms and Public Grievances**  
**D-241, Phase 8B, Sector 74, S.A.S. Nagar - 160071**

**Corrigendum - 1**

SN	Tender Clause No.	Page No.	Tender Clause Title	Tender Clause Details/Specifications	Revised Clause								
1	2 SN 5, SN6	5	Document control sheet	<table border="1"> <tr> <td>Date and time for submission of bids.</td> <td><b>28/12/2023</b> upto 03:00 PM</td> </tr> <tr> <td>Date and time of opening of pre-qualification bids.</td> <td><b>29/12/2023,</b> 11:00 AM</td> </tr> </table>	Date and time for submission of bids.	<b>28/12/2023</b> upto 03:00 PM	Date and time of opening of pre-qualification bids.	<b>29/12/2023,</b> 11:00 AM	<table border="1"> <tr> <td>Date and time for submission of bids.</td> <td><b>03/01/2024</b> upto 03:00 PM</td> </tr> <tr> <td>Date and time of opening of pre-qualification bids.</td> <td><b>04/01/2024,</b> 11:00 AM</td> </tr> </table>	Date and time for submission of bids.	<b>03/01/2024</b> upto 03:00 PM	Date and time of opening of pre-qualification bids.	<b>04/01/2024,</b> 11:00 AM
Date and time for submission of bids.	<b>28/12/2023</b> upto 03:00 PM												
Date and time of opening of pre-qualification bids.	<b>29/12/2023,</b> 11:00 AM												
Date and time for submission of bids.	<b>03/01/2024</b> upto 03:00 PM												
Date and time of opening of pre-qualification bids.	<b>04/01/2024,</b> 11:00 AM												
2	3.1.7	6	Definitions	<p>“DPS” or “Data Processing Software” refers to the software (<b>desktop</b> and / or <b>mobile application</b>), developed and maintained by the Service Provider for processing of data received through Chatbot. It is an optional service that may be availed by the Client.</p>	<p>“DPS” or “Data Processing Software” refers to the software (<b>web based application</b> and/or <b>mobile application in native technology for both iOS and android versions</b>), developed and maintained by the Service Provider for processing of data received through Chatbot. It is an optional service that may be availed by the Client.</p>								

## Rate Contract for providing WhatsApp Chatbot Services and Data Processing Software

Tender Reference No.: DGRPG/WhatsApp\_Chatbot/2023/1

Annexure - A

SN	Tender Clause No.	Page No.	Tender Clause Title	Tender Clause Details/Specifications	Revised Clause
3	5.3.2 SN 7	12	Technical Evaluation Criteria	<b>ISO 20000 Certificate</b> <b>The bidder possesses ISO 20000 certification which should be valid on the date of bid : 5 Marks</b>	<b>Stands deleted</b>
4	5.3.2 SN 9	12	Technical Evaluation Criteria	Be in business for more than 3 years as on last date of bid submission <ul style="list-style-type: none"> <li>● &gt;= 3 &amp; &lt; 5 : 5 marks</li> <li>● &gt;=5 &amp; &lt; 7 : <b>7 marks</b></li> <li>● &gt;=7 : <b>10 marks</b></li> </ul>	Be in business for more than 3 years as on last date of bid submission <ul style="list-style-type: none"> <li>● &gt;= 3 &amp; &lt; 5 : 5 marks</li> <li>● &gt;=5 &amp; &lt; 7 : <b>10 marks</b></li> <li>● &gt;=7 : <b>15 marks</b></li> </ul>
5	5.11.9		Financial Bid format and evaluation	Additional Clause	<b>Rate of all the line items must be submitted in the financial bid, failing which the bid shall be rejected</b>
6	7.2.8	28	Group 1 - WhatsApp Chatbot Scope	The Service Provider shall implement the Chatbots / DPS with multilingual support i.e. in Punjabi, English & Hindi. The messaging framework must be capable of sending/receiving messages in media formats <b>like images, pdf, documents, audio, video, gif, emoji, stickers etc.</b> allowed by WhatsApp and the file size limit should not be less than the defined permissible limit by WhatsApp.	The Service Provider shall implement the Chatbots / DPS with multilingual support i.e. in Punjabi, English & Hindi. The messaging framework must be capable of sending/receiving messages in all media formats allowed by WhatsApp and the file size limit should not be less than the defined permissible limit by WhatsApp.

Rate Contract for providing WhatsApp Chatbot Services and Data Processing Software

Tender Reference No.: DGRPG/WhatsApp\_Chatbot/2023/1

Annexure - A

SN	Tender Clause No.	Page No.	Tender Clause Title	Tender Clause Details/Specifications	Revised Clause
7	7.2.14	30	Group 1 - WhatsApp Chatbot Scope	<b>The chatbot should support the use of Artificial Intelligence (AI), Machine Learning (ML) and Natural Language Processing (NLP) algorithms to train itself with a variety of questions asked by citizens.</b>	<b>Stands deleted</b>
8	7.2.16	30	Group 1 - WhatsApp Chatbot Scope	The Chatbot should be able to translate voice inputs into text, convert the input from one language to another, <b>read images and other latest technologies used in AI, ML and NLP.</b>	The Chatbot should be able to translate voice inputs into text <b>and vice-versa and</b> convert the input from one language to another.
9	7.8	37	Outsourcing / subletting	<b>No part of the contract, except for the WhatsApp Chatbot subscription shall be outsourced by the Service Provider. Non-adherence to the same shall attract penal action against the Service Provider</b>	<b>The Service Provider may either outsource the WhatsApp Chatbot subscription (Group 1) or the DPS work (Group 2) but not both. The part of the contract being outsourced shall be intimated to the Client.</b>

Rate Contract for providing WhatsApp Chatbot Services and Data Processing Software

Tender Reference No.: DGRPG/WhatsApp\_Chatbot/2023/1

Annexure - A

SN	Tender Clause No.	Page No.	Tender Clause Title	Tender Clause Details/Specifications	Revised Clause
10			Limitation of Liability	Additional Clause	<p><b>The liability of Service Provider (whether in contract, negligence, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the aggregate of revenue earned by the Service Operator as of the date of the claim. However, liability arising on account of Confidentiality and IPR infringement are excluded from this capping.</b></p>
11			Complete Tender Document.	Clarification	<p>The word “<b>desktop application</b>” be read as “<b>web based applications</b>” and the word “<b>mobile applications</b>” be read as “<b>mobile application in native technology for both iOS and android versions</b>”</p>