

No. PMIDC/IT/2019/10142

Dated 15/11/19

Corrigendum-2

This has reference to Request for Proposal (RFP) floated on 25th October 2019 regarding "Selection of Service Provider for Whatsapp Business Solution for eGovernance Project" Following addition/ deletion/ modification(s) have been made to the RFP uploaded on <https://eproc.punjab.gov.in/> on November 15, 2019:

S. No	RFP Reference	Item description in RFP	Query	PMIDC Response
1	3 . Scope of Work	Implementation of Verified WhatsApp Business profile of PMIDC.	We will recommend verification for your account and assist at each stage. However, It is WA's prerogative and verification depends upon lot factor which is beyond vendor's control.	PMIDC will provide user stories and templates of all the messages that have to be sent through the chatbot. In case Whatsapp recommends and changes same shall be incorporated after mutual discussion.
2	3 . Scope of Work	Providing WhatsApp Container API for sending WhatsApp messages / notification to consumers.	WA API Won't be required as Our API will suffice and it comes more additional features and regular feature releases.	Partner (bidder) has to provide WhatsApp Container API for integration.
3	3 . Scope of Work	Provide APIs to receive messages sent by users through WhatsApp.	API would require from PMIDC end as it would be hosted and mapped in PMIDC environment.	All the received messages on the WhatsApp business number should be sent / forwarded to a secure URL, which will be provided by PMIDC.

4	3 . Scope of Work	PMIDC will notify its consumers of their Water bills, due date reminders for other municipal taxes and also provide them with payment receipts over WhatsApp.	Use Cases & Templates are subjected to approval from WA end.	PMIDC will provide user stories and templates of all the messages that have to be sent through the chatbot. In case Whatsapp recommends any changes same shall be incorporated after mutual discussion.
1	6.2 Indemnity	The contractor who is awarded the contract will be deemed to have indemnified the PMIDC and its employees for any or all damages and claims arising out of damage, destruction and death caused to personnel, equipment & stores employed by the contractor.	Indemnity clause in favour of PMIDC only and Service Provider is not entitled to get indemnified. Pls change this clause to make it mutually agreeable.	As per RFP
2	6.5 Resolution of disputes	The Bidder shall not be entitled to suspend the service(s), pending resolution of any disputes between the Parties and shall continue to render the Service(s) in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.	The RFP is silent on remedies available with Service Provider in case of claims like payment default etc. This means if there is any payment default, the Service Provider cannot suspend the service. It has to approach dispute resolution and pending disputes, the Service Provider cannot suspend the services. Pls change this clause to make it mutually agreeable.	As per RFP
3	6.8 Contract prices	b. The prices shall remain valid for the complete contractual period. No upward revision in prices will be accepted after opening of the bids and during the validity of the contract.	The price is firm and will not change for 3 years. Please note, WhatsApp may do upward or downward changes in the price for WhatsApp Notifications. Changes in charges from WhatsApp should be considered for a revision.	Read this criterion as "The prices shall remain valid for the complete contractual period. Revision of charges by WhatsApp may be considered only after mutual agreement."

4	6.13	<p>Termination PMIDC may, terminate the Contract/Agreement by giving the Bidder a prior and written notice of 30 days indicating its intention to terminate the Contract/Agreement. The bidder shall not have any right to terminate the agreement entered into subsequent to this RFP, for convenience. PMIDC shall reserve the right to cancel the contract in the event of - one or more of the following conditions:- Serious problems in quality of resources deployed.- Overall quality and acceptability of the Solution.</p>	<p>No Termination rights available with Service Provider. Pls change this clause to make it mutually agreeable.</p>	<p>As per RFP</p>
5	10		<p>Bid Security / Earnest Money Deposit (EMD) - Rs. 50,000/- (Rupees Fifty thousand only) in the form of Bank Guarantee (as per format given in Volume II of the RFP). We are unable to locate the format in the RFP documents. Is a Demand Draft acceptable for the EMD? Pls share the name and place for the DD to be given. Please also confirm where should the EMD be physically submitted?</p>	<p>Corrigendum dated 5th Nov 2019 has been issued in this regard.</p>