



Amendment-4 to "RFP 08/2018-19 dated 29/08/2018 for Supply, Installation, Implementation, Maintenance and Support for Chatbot & Social Media Banking Solution"

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

Sl. No.	Page No.	Clause No.	Existing	Amended
a.	49	<u>Annexure-2</u> <u>Eligibility Criteria Declaration</u> <u>Criteria no.e</u>	<u>Eligibility Criteria:</u> The proposed Chat Bot & Social Media Banking Solution should have been implemented in at least two BFSI institutions out of which one should be a Scheduled Commercial Bank in India. <u>Documents to be submitted:</u> Bidder should submit Copy of Purchase Order/Reference Letter from the Institutions to this effect duly mentioning the Solution Name.	<u>Eligibility Criteria:</u> The proposed Chat Bot & Social Media Banking Solution should have been implemented in at least two Government departments/PSUs/BFSI institutions in India. <u>Documents to be submitted:</u> Bidder should submit Copy of Purchase Order/Reference Letter from the Institutions to this effect duly mentioning the Solution Name.

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

Date: 06/10/2018
Place: Bengaluru

[Handwritten Signature]

Deputy General Manager

[Handwritten Initials]

