

File Computer No: E-48643

Dated 13.06.2025

Corrigendum-2

To,

All Eligible Bidder,

Sub: Expression of Interest (EOI) for “Selection of Business Partner from RailTel’s Empaneled Partners for delivery of public services through WhatsApp for public convenience for Customer of RailTel.”

EOI No RCIL/EOI/COMKTG/VAB/25-26/COR-CPaaS/07/E-48643 Dated: 12.06.2025

This refers to the EOI invited on 12.06.2025 for the subject mentioned above. Corrigendum-2 is issued to modify the following clause:

S N	Section	Clause	Page no	Existing Clause	Modified as
1	Annexure-1	Work Experience	Page no.30, Point No. 9	<p>Bidder should have an experience of executing “Eligible Projects” during the last 3 (Year) financial years:</p> <p>ONE Eligible Project not less than Rs. 7 Crore OR Two Eligible Projects with each having a project value not less than Rs. 4.66 Crore OR three Eligible Projects with each having a project value not less than Rs. 3.50 Crore</p> <p>*Eligible projects: AI Chatbot Development/ Integration/ Whatsapp API solution for any State Government, Central Government, PSU, or BFSI institutions in India within the last three (3) years.</p>	<p>Bidder should have an experience of executing “Eligible Projects” during the last 3 (Year) financial years:</p> <p>ONE Eligible Project not less than Rs. 7 Crore OR Two Eligible Projects with each having a project value not less than Rs. 4.66 Crore OR three Eligible Projects with each having a project value not less than Rs. 3.50 Crore</p> <p>*Eligible projects: AI Chatbot Development/ Integration/ Whatsapp API solution/ CPaaS (Bulk solutions)</p>

					SMS/Whatsapp/OB D/RCS) for any State Government, Central Government, PSU, or BFSI institutions in India within the last three (3) years.						
2	Annexure-1	(A)Technical Eligibility,	Page no.30, Point No. 10	Capability of Delivering API based Service The Bidder must have successfully implemented AI Chatbot/API solution for 50 Services in a Single work order for any State Government, Central Government, PSU, or BFSI institutions in India within the last three (3) years.	Capability of Delivering API based Service: The Bidder must have ongoing/successfully implemented AI Chatbot/API solution for at least 3 work order from any State Government, Central Government, PSU, or BFSI institutions in India within the last three (3) years.						
3	Annexure-1	(B) Technical Scoring	Page no.33, Point No. 3	Capability of Delivering API based Service in a Single orders <table><tr><td>50 Service to <75 Service: 5 Marks</td></tr><tr><td>75 Service to <99 Service: 10 Marks</td></tr><tr><td>>= 100 Service: 15 Marks</td></tr></table>	50 Service to <75 Service: 5 Marks	75 Service to <99 Service: 10 Marks	>= 100 Service: 15 Marks	Capability of Delivering API based Service: <table><tr><td>3 Project to <5 Project: 5 Marks</td></tr><tr><td>5 Project to < 10 Project: 10 Marks</td></tr><tr><td>>= 10 Project:15 Marks</td></tr></table>	3 Project to <5 Project: 5 Marks	5 Project to < 10 Project: 10 Marks	>= 10 Project:15 Marks
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>= 100 Service: 15 Marks											
3 Project to <5 Project: 5 Marks											
5 Project to < 10 Project: 10 Marks											
>= 10 Project:15 Marks											

All the other terms and conditions will remain same.

GM-VAB
For RailTel Corporation of India Ltd. /CO