

RFP for Implementation of AI-powered Omnichannel Customer Support Digital Platform for MSEDCL Consumers
and MSEDCL Employees (**Tender No:** CGMIT/WHTSAPP/2025-26/005 Ver 2.0)

Corrigendum I

Sr.no.	Tender Reference	Old Value	New Value	Remarks
1	10. SERVICE LEVEL AGREEMENT & PENALTIES, 13. Responsibility	The RF DCU implementing bidder shall be responsible for roles and responsibilities with respect to the Requisite Services. Further, terms & conditions mentioned in this RFP shall be binding on RF DCU implementing bidder.	Clause deleted	Typographical error.
2	1. CONTRACT PROFORMA	(Signed blank Contract Proforma to be submitted by bidder during bidding process as an acknowledgement)	To be submitted by successful bidder.	Typographical error.
3	3. TENDER SCOPE OF WORK 3.4. AI-Enabled WhatsApp C onversational & Voice Solution c) Integrated Telephony Dialler Provisioning	Integrated Telephony Dialler Provisioning – In addition to WhatsApp-native voice, the solution shall incorporate a telephony-grade dialler framework enabling integration with PSTN/VoIP systems for standard call flows, thereby ensuring continuity of customer engagement across both digital	Clause deleted	

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		and conventional call environments.		
4	3. TENDER SCOPE OF WORK 3.19 Training & Documentation	End-user training modules in video + PDF formats are required to be provided. Operational manuals for admin and technical teams of all 3 Discoms. API documentation and knowledge base access.	1. End-user training modules in video + PDF formats are required to be provided. 2. Operational manuals for admin and technical teams . 3. Bidder to provide API documentation and knowledge base access. 4. Bidder to provide training to one batch of minimum of 10 person for admin & IT group	
5	3. TENDER SCOPE OF WORK B. Detail Scope of Work 3.13 Technical, Security & Compliance Requirements F. Point	All data processed, stored, or handled by the system must reside within the State Data Centre (SDC) or a central government-approved cloud platform to comply with data sovereignty requirements	Clause deleted	
6	3. TENDER SCOPE OF WORK A. Brief Scope of Work 3.20 Solution deployment & Integration with MSEDCL	Nil	<Clause added > MSEDCL will not provide any cloud infrastructure or hosting environment. Bidder shall host its solution on MEITY empanelled cloud.	Sub section added