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30th May, 2022

ADDENDUM NO.1

ZNCB/RFP/IT/17/2022 PROVISION OF THE CHATBOT SOLUTION FOR THE ZAMBIA NATIONAL COMMERCIAL BANK PLC

Reference is made to the above captioned request.

Kindly be informed that the attachment "Chatbot req.docx" on page 10, has been removed. It had indicated technical details of a chatbot, referencing some that are existing in the market as indicated below.

The Zambia National Commercial Bank Plc would like to engage the vendor to provide the chatbot solution as per attached ~~technical specifications~~



Please note that all the other details pertaining to the tender remain unchanged.

Regards,

A handwritten signature in black ink, appearing to be 'Mundia Siyauya'.

Mundia Siyauya

ACTING HEAD SUPPLY CHAIN MANAGEMENT