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14th June, 2022

ADDENDUM NO.2

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 as follows:

NO	QUERY FROM PROSPECTIVE BIDDER	ZANACO RESPONSE
1.	The excel sheet in the RFP cannot open, could you share the excel sheet and technical details	Please note that this is being shared to those having challenges via email upon request
2.	The RFP doesn't have a format for technical submission and financial submission, can a bidder use their standard format?	Vendor to use their format
3.	Kindly replace Liability clause with below clause: Licensor's liability under this contract is limited to the amount of fees considerations received by it reduced by the associated costs, till such time as the Software Solution is under warranty from Licensor. After expiry of warranty and provided the Client has entered into an Annual Maintenance Contract (AMC) for maintenance and support of the Software Solution, such liability will be limited to the amount of AMC fees paid to Licensor during the calendar year of such claim. Under no circumstances shall the liability of Licensor regardless of the nature of claim whether in contract, tort, strict liability or any other theory of liability, exceed the amount mentioned above.	This will be discussed with the successful bidder at contract stage

	<p>The aforesaid limitation does not apply to any liability of the Licensor towards violation of third party Copyrights / Intellectual Property Rights as well as any acts of gross negligence, misconduct or fraud on the part of the Licensor or its representatives causing direct loss to the Bank causing mal-functioning or non-functioning of the Software and where such claims are subjected to and decided by the court of law.</p> <p>The Licensor shall not be liable for any special, indirect, incidental or consequential damages of any kind including but not limited to loss of use, data, profit, income, business, anticipated savings, reputation, and more generally, any loss of an economic or financial nature, which may be deemed as consequential incident of the claim.</p>	
4.	<p>Kindly replace the clause with below clause:</p> <p>a. the Licensor hereby confirms that:</p> <p>i. to the best of Licensor's knowledge, the Software Solution does not infringe upon any intellectual property of any third party.</p> <p>ii. All Intellectual Proprietary Rights in Software Solution, Updates, Confidential Information and Trademarks belong to Licensor and have been duly procured by Licensor from authorized sources.</p> <p>b. the Licensee hereby states that;</p> <p>i. The Licensee hereby expressly disclaims any and all Intellectual Proprietary Rights in the Software Solution.</p> <p>ii. The Licensee shall promptly notify the Licensor of any unauthorized third-party duplication, distribution or use of Software Solution which comes to attention of Licensee and shall provide the Licensor with whatever reasonable assistance as necessary to (i) stop such activities and (ii) recover</p>	<p>This will be discussed with the successful bidder at contract stage</p>

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5	Does Zanaco currently have an sms gateway?	Yes
6	Does the internet banking exist within the consumer app or is it separate?	It is separate
7	Does the chatbot need to accept text and voice through all channels (eg: Consumer app and Internet Banking)?	Yes
8	Do we verify with a CRM/Backend database? If, so which platform do you use?	Yes, we do, the platform is BI
9	Would this be Google maps API integration or is the information stored on another system or is this hard coded into the system and therefore not dynamic?	This is google maps
10	Our current system works in English only. Would this be acceptable?	Yes
11	Is there a current ticketing system that ZANACO is using - a CRM?	Yes
12	Will be it acceptable to ZANACO if the responses are hard coded?	Yes

13	What purpose does this serve - is this the banking backend system? Q8(b): Will this include transactional functionality?	Yes
14	Will this just act as a channel, having a chat function in the app itself? Q9(b) Does the app currently have this functionality?	No
15	Are there any other potential integrations?	Not right now

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

Regards,



Mundia Siyauya

ACTING HEAD SUPPLY CHAIN MANAGEMENT