

**CORRIGENDUM NO. 1****Date: 11/11/2020**
**AMENDMENT TO RFP NO RMGB/IT/01/2020-21 Dated 04/11/2020: REQUEST FOR PROPOSAL FOR ANNUAL MAINTENANCE CONTRACT (AMC) OF COMPUTER HARDWARE AND PERIPHERALS AT VARIOUS BRANCHES/OFFICES OF RMGB.**

Following amendment / modification have been made in tender documents:

S N	Page No. & Point No.		Existing Para mentioned in RFP	Revised Para in RFP
1	Page No.- 46, Annexure - I	Indicative Commercial Proposal	Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, submit our Indicative Commercial Bid of Rs. _____ (Rupees _____) (Total Proposal amount in words and figures) for annual maintenance contract of computer hardware and peripherals at various Branches/ Offices under area of operation of bank in conformity with the said Bidding documents  <b>Note:</b> In Table "Amount (₹)*"	Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, submit our Indicative Commercial Bid of Rs. _____ per year (Rupees _____) (Total Proposal amount in words and figures) for annual maintenance contract of computer hardware and peripherals at various Branches/ Offices under area of operation of the bank in conformity with the said Bidding documents  <b>Note:</b> In Table read as "Amount (₹)* per Year"
2	Page No.- 37, Annexure – D Point No.- 5	Bidder's Eligibility Criteria	Bidder must have an at least past 3 years experience of successfully executing minimum 2 works of Annual Maintenance Contract for minimum 3000 numbers of Computer Hardware & Peripherals during last 3 years in multiple locations in the state of Rajasthan to Government Institutions/ undertakings/ affiliated bodies/ Banks/ Financial Institutions/ PSUs.	Bidder must have an at least past 3 years experience of successfully executing minimum 2 works of Annual Maintenance Contract for minimum 3000 numbers of Computer Hardware & Peripherals during last 3 years in multiple locations in India and out of 3000, Bidder must have AMC of minimum 1500 numbers of Computer Hardware & Peripherals in Rajasthan to Government Institutions/ undertakings/ affiliated bodies/ Banks/ Financial Institutions/ PSUs.





3	Page No.- 31, Point No.- 7. f)	Resolution Time / Penalty/ SLA conditions:	<p>The vendor shall correct any fault and failures in the hardware equipment and shall repair and replace worn or defective parts of the hardware equipment immediately. The vendor shall ensure that faults and failures intimated by RMGB are diagnosed and repaired within 2 hours plus journey time (Max 3 hours).</p> <p><b><u>Maintenance services shall be available on all working days of the Bank's Branches/Offices Monday through Saturday. The services should be available from 10:00 AM to 5:00 PM.</u></b></p> <p><b>1. Service Levels expected</b></p> <table border="1" data-bbox="555 917 1018 1382"> <thead> <tr> <th>SN</th> <th>Particulars</th> <th>Resolution Time (Excluding Journey Time of Max 3 hrs) (Excluding time from 17:00 hrs to 10:00 hrs)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Servers/PC/ Printers / Scanners / Networking equipment's</td> <td>2 Hrs</td> </tr> </tbody> </table> <p>Any machine/equipment that is reported to be down by 2:00 PM on a given day should be either fully repaired or replaced by a temporary substitute (of equivalent configuration) on the same day. Any machine/equipment reported down after 2:00 PM should be either fully repaired or replaced by 10:00 AM of next working day (No Journey Period will be considered for TAT Calculation).</p>	SN	Particulars	Resolution Time (Excluding Journey Time of Max 3 hrs) (Excluding time from 17:00 hrs to 10:00 hrs)	1	Servers/PC/ Printers / Scanners / Networking equipment's	2 Hrs	<p>The vendor shall correct any fault and failures in the hardware equipment and shall repair and replace worn or defective parts of the hardware equipment immediately. The vendor shall ensure that faults and failures intimated by RMGB are diagnosed and repaired within stipulated timelines as below.</p> <p><b><u>Maintenance services shall be available on all working days of the Bank's Branches/Offices Monday through Saturday. The services should be available from 10:00 AM to 5:00 PM.</u></b></p> <p><b>1. Service Levels expected</b></p> <table border="1" data-bbox="1050 917 1513 1316"> <thead> <tr> <th>SN</th> <th>Particulars</th> <th>Resolution Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Servers/ Network Switches</td> <td>T Day</td> </tr> <tr> <td>2</td> <td>Other Hardware/ Peripherals/ upgradation of software etc</td> <td>T + 1 Day</td> </tr> </tbody> </table> <p><b>Note: For Point No. 1</b> Any Server/ Network Switches that is reported to be down by 2:00 PM on a given day should be either fully repaired or replaced by a temporary substitute (of equivalent configuration) on the same day. Any Server/ Network Switches reported down after 2:00 PM should be either fully repaired or replaced by 10:00 AM of next working day (No Journey Period will be considered for TAT Calculation).</p>	SN	Particulars	Resolution Time	1	Servers/ Network Switches	T Day	2	Other Hardware/ Peripherals/ upgradation of software etc	T + 1 Day
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4	Page No.- 32, Point No.- 7 f) 4. a)	Penalty Provision	<b>a) Downtime of per Server and/or IOI (Draft) Printer</b> <table border="1" data-bbox="550 298 1013 763"> <thead> <tr> <th>SN</th> <th>Period for delay</th> <th>Penalty Amount (In Rupees)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Upto 2 Hrs + 3 Hrs Journey = Total 5 Hrs</td> <td>Nil</td> </tr> <tr> <td>2</td> <td>Upto 6 Hrs + 3 Hrs Journey = Total 9 Hrs</td> <td>500</td> </tr> <tr> <td>3</td> <td>Thereafter penalty upto 3 days (per day)</td> <td>1000</td> </tr> <tr> <td>4</td> <td>Penalty beyond 3 days (per day)</td> <td>1500</td> </tr> </tbody> </table>	SN	Period for delay	Penalty Amount (In Rupees)	1	Upto 2 Hrs + 3 Hrs Journey = Total 5 Hrs	Nil	2	Upto 6 Hrs + 3 Hrs Journey = Total 9 Hrs	500	3	Thereafter penalty upto 3 days (per day)	1000	4	Penalty beyond 3 days (per day)	1500	<b>a) Downtime of per Server and/or Network Switches</b> <table border="1" data-bbox="1045 298 1519 696"> <thead> <tr> <th>SN</th> <th>Period for delay</th> <th>Penalty Amount (In Rupees)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>T* Day</td> <td>Nil</td> </tr> <tr> <td>2</td> <td>T* + 1 Day</td> <td>500</td> </tr> <tr> <td>3</td> <td>T* + up to 3 Day (per day)</td> <td>1000</td> </tr> <tr> <td>4</td> <td>T* + beyond 3 Day (per day)</td> <td>1500</td> </tr> </tbody> </table> <p>* T denotes Complaint Reporting Day</p>	SN	Period for delay	Penalty Amount (In Rupees)	1	T* Day	Nil	2	T* + 1 Day	500	3	T* + up to 3 Day (per day)	1000	4	T* + beyond 3 Day (per day)	1500
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