

CORRIGENDUM NO. 1

Date: 20/12/2019

AMENDMENT TO RFP NO. RMGB/IT/01/2019-20 Dated 04/12/2019: 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.- 7, Point No.- 4-4.1, Para No. - 2	Bidding Process	The bidder has to give credit to Bank through NEFT towards tender cost of Rs.3,000/- (Rs. Three Thousand only) and Earnest Money Deposit (EMD) of Rs. 3,00,000/- (Rupees Three Lac only). Bidder has to submit the NEFT details proof (scanned copy of NEFT comprises of UTR No.) along with Technical Bid Document. Bank's NEFT detail is mentioned in Annexure-G .	The bidder has to give credit to Bank through NEFT towards tender cost of Rs.3,000/- (Rs. Three Thousand only) and Earnest Money Deposit (EMD) of Rs. 3,00,000/- (Rupees Three Lac only). Bidder has to submit the NEFT details proof (scanned copy of NEFT comprises of UTR No.) along with Technical Bid Document. Bank's NEFT detail is mentioned in Annexure-G . NOTE: Exemption of tender fee & EMD will be given only to MSME/NSIC registered bidders. Bidders claiming exemption from submission of EMD & Bid participation fee shall submit valid certificate, provided exemption from same have been indicated in the certificate and such certificate is valid on the date of submission of the bid.
2	Page No.- 18, Point No.- 18(a)	Performance Bank Guarantee (PBG)	The empanelled vendor shall submit a Performance Bank Guarantee amounting to 10% of AMC Value as per Annexure-H : Performa for Performance Bank Guarantee valid for 27 (Twenty Seven)	The empanelled vendor shall submit a Performance Bank Guarantee amounting to 10% of AMC Value as per Annexure-H : Performa for Performance Bank Guarantee valid for 27 (Twenty Seven)



			months from Scheduled commercial Bank from the date of empanelment letter at RMGB, HO immediately after acceptance of Bank's empanelment letter but within 10 (Ten) days of acceptance of empanelment letter.	months from Scheduled commercial Bank from the date of empanelment letter at RMGB, HO immediately after acceptance of Bank's empanelment letter but within 20 (Twenty) days of acceptance of empanelment letter.
3	Page No.- 11-12, Point No.- 4.11, Para No.- 2	Award of Contract	The acceptance of the bid, subject to contract, will be communicated by way of placing an empanelment letter in writing at the address supplied by the bidder in the bid document. Successful bidder has to submit duly signed and stamped acceptance on duplicate copy of empanelment letter and Bank Guarantee also as specified in this document within 10 (Ten) days of date of issuance of letter.	The acceptance of the bid, subject to contract, will be communicated by way of placing an empanelment letter in writing at the address supplied by the bidder in the bid document. Successful bidder has to submit duly signed and stamped acceptance on duplicate copy of empanelment letter and Bank Guarantee also as specified in this document within 20 (Twenty) days of date of issuance of letter.
4	Page No.- 15, Point No.- 10(c)	The EMD may be forfeited	In case of successful bidder, if the bidder dishonors its bidding commitments or fails or fails to sign the Contract or fails to accept the work order or fails to furnish Performance Bank Guarantee within 10 (Ten) days from date of award of the contract.	In case of successful bidder, if the bidder dishonors its bidding commitments or fails or fails to sign the Contract or fails to accept the work order or fails to furnish Performance Bank Guarantee within 20 (Twenty) days from date of award of the contract.
5	Page No.- 32, Point No.- 4	Penalty Provision	<<<No Existing Point related to Maximum Penalty Deduction in Quarterly AMC Payment >>>	<<<New Point No. 4(h) added as under->>> h) The total penalty imposed in a Quarter for one or all items will be to the extent of 10% of Gross AMC Value of all items for the whole year.



6	Page No.- 31, Point No.- 7.(f).1	Service Levels Expected	<p><<<New Para Added before this Para>>></p> <p>The vendor shall arrange for standby machine/equipment, if they are not able to resolve the problem within the stipulated resolution period or machine/equipment taken away for repairs. In any case, if the system repair is likely to take more than 24 hours, alternative spare must be arranged to make the system operational so that work at the Branch/Office are not affected.</p>	<p><<<New Para Added and will interpreted as under>>></p> <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> <p>The vendor shall arrange for standby machine/equipment, if they are not able to resolve the problem within the stipulated resolution period or machine/equipment taken away for repairs. In any case, if the system repair is likely to take more than 24 hours, alternative spare must be arranged to make the system operational so that work at the Branch/Office are not affected.</p>
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