



CHAITANYA GODAVARI GRAMEENA BANK

(A Government undertaking sponsored by Union Bank of India)

HEAD OFFICE :: GUNTUR

Guntur

Dept. : Information Technology

Date : 16.12.2021

Addendum - 1

RFP for Empanelment of Vendors and award of work for Annual Maintenance Contract (AMC) and Facility Management Service (FMS) of computer Hardware, Software & peripherals (Part 1)

And

Annual Maintenance Contract (AMC) and Facility Management Service (FMS) of Printers (Part 2)

At branches/offices of Chaitanya Godavari Grameena Bank

Tender Reference : 099/51/RFP/2021-22/04, Date: 08.12.2021
Date of Addendum : 16-12-2021

Purpose of Addendum:

- (1) Amendments in RFP document ----- Page Nos- 5, 6, 8, 13, 18 & 33
(2) Clarifications in RFP document ----- Page Nos- 8, 9, 11, 16 & 21

(1) Amendments:

Page No.	Current Clause details	To be amended as
-	22.Termination & Exit from service	Addition of new clause: The Bank reserves the right to terminate the services of selected vendor in case of unsatisfactory service/delay in attending the issues at any time with 10 days prior intimation to the vendor. The payment shall be made to vendor only up to the last date of service on pro-rata basis.
6, 13 & 18	Resident Engineer	Addition of new clause: The details of two resident engineers i.e. RE-1 and RE-2 should be provided in Annexure - II. The RE-1 should be available at the Bank premises as and when required by Bank and the RE-2 is substitute to RE-1 in case of his/her absence due to an inevitable situation. The qualifications, eligibility criteria and other terms and conditions for RE-2 is same as RE-1. The penalty regarding to Resident Engineer is applicable when both the Resident Engineers i.e. RE-1 & RE-2 are absent.



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8	Bid process:	<p>Addition of new clause:</p> <p>The initial empanelment shall be for a period of one year only. However, the Bank reserves the right to extend the period up to maximum of one year (Multiples of Quarters) based on the satisfactory service of selected vendor. The Bank is the sole discretionary authority and no requests/disputes/objections/correspondences shall be entertained in this regard.</p>								
5 & 13	<p>Maintenance:</p> <p>The vendor should provide for at least one Quarterly Maintenance Schedule of internal cleaning of all Computer systems with brush and/or vacuum cleaning.</p>	<p>The vendor should provide for at least one <u>Half yearly Maintenance Schedules of internal cleaning of all Computer systems with brush and/or vacuum cleaning.</u></p>								
33	Annexure - IX: List of indicative IT assets to be covered under AMC/FMS.	<p>i) Addition of new type of equipment:</p> <table border="1" data-bbox="783 1016 1417 1292"> <thead> <tr> <th>Type of Equipment</th> <th>AMC</th> <th>Warranty</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Printers - Dot Matrix Printers for Term Deposit Receipt printing</td> <td>-</td> <td>230</td> <td>230</td> </tr> </tbody> </table> <p>Now the total types of equipment become seven.</p> <p>ii) Addition of new clause as under.</p> <p>Note: Nearly 100 new Desktop/Computer Systems and 50 new printers are likely to be added to the list in the next 6 months which come under the warranty category. The AMC/FMS service should be extended to these new items also.</p>	Type of Equipment	AMC	Warranty	Total	Printers - Dot Matrix Printers for Term Deposit Receipt printing	-	230	230
Type of Equipment	AMC	Warranty	Total							
Printers - Dot Matrix Printers for Term Deposit Receipt printing	-	230	230							
-	<p>Technical Bid form</p> <p>Escalation Matrix (Annexure - IX)</p>	<p>Addition of new Annexure:</p> <p>The bidders should also include the Annexure - XI (Escalation matrix) while submitting Technical Bid forms for both Part-1 & Part-2. If the Escalation matrix is different for Computer Hardware/Software/ Peripherals and Printers, the bidder should submit separate Annexure for each category.</p>								



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	Note: Updated escalation matrix shall be made available to the Bank once in each quarter and each time the matrix gets changed.
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(2) Clarifications:

Page No.	Clause details	Clarification
9	RFP Fees: RFP Fee is exempted for the Bidders having the NSIC Certificate or MSE Certificate; Bidder has to submit the valid proofs from NSIC at the time of Bid submission.	MSE Certificate may be read as MSME (Micro Small & Medium Enterprise) Certificate.
8 & 21	Bidders eligibility criteria: The company should have OEM (Original Equipment Manufacturer) certification or Authorization or Service provider certificate .	The company should have OEM (Original Equipment Manufacturer) certification or Authorization or Service Provider Certificate for the services. Certificate pertaining to sales is not relevant to this RFP requirement.
11 & 16	Indicative commercial bid	In the RFP, the references to 'Indicative commercial bid' may be read as 'Commercial bid' .

All the other terms and conditions of the RFP read with Addendum I remain unchanged.

Place : Guntur
Date : 16.12.2021

Dr. B V RAMANA RAO
GENERAL MANAGER