

	<p align="center">CHAITANYA GODAVARI GRAMEENA BANK (A Government undertaking sponsored by Union Bank of India) HEAD OFFICE :: GUNTUR</p>	
Guntur	Dept.: Information Technology	Date: 07.10.2024

Addendum - I

Sub: Approval to place Addendum - I - RFP for AMC and FMS of computer Hardware, Software & peripherals (Part 1) And AMC and FMS of Printers (Part 2)

Tender Reference : 099/51/RFP/2024-25/07, Date: 18.09.2024
Date of Addendum : 07-10-2024

Purpose of Addendum:

Amendments in RFP document ----- Page Nos - 8, 22, 34 & 36
Clarifications in RFP document ----- Page Nos - 5, 8 & 22

Amendments:

Page No. in RFP	Current Clause details as per RFP	To be amended as
	Addition of new details: List of Indicative IT Assets to be covered under AMC/FMS (Systems & Printers)	The details are provided in Annexure - XI
	Addition of new clauses: • Earnest Money Deposit (EMD) • Performance Bank Guarantee (PBG) • Other new terms & conditions	The details are provided in Annexure - XII
8 & 22	3. The company should have OEM (Original Equipment Manufacturer) certification or Authorization or Service provider certificate.	3. The company should have OEM (Original Equipment Manufacturer) certification or Authorization or Service provider certificate or should have provided AMC/FMS service (Systems/Printers) to at least 2 RRBs/Nationalised Banks for 1 year satisfactorily (Performance Certificates should be provided from concerned Banks).
8 & 22	5. The Annual Sales Turnover shall not be less than Rs.50 Lakhs for the last 3 years.	5. The Annual Sales Turnover shall not be less than Rs.50 Lakhs for the last 3 years or the company should have provided AMC/FMS service (Systems/Printers) to at least 2 RRBs/Nationalised Banks for 1 year satisfactorily (Performance Certificates should be provided from concerned Banks).
34 & 36	AMC period: from 01-11-2024 to 31-10-2025 and RE shall be available from day one	AMC period: from 16-10-2024 to 15-10-2025 and RE shall be available from day one

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Clarifications:

Page No.	Clause	Clarification sought	Clarification given
8 & 22	The company should have OEM (Original Equipment Manufacturer) certification or Authorization or Service provider certificate	Can authorised OEM solution provider partner also bid this.	Please refer RFP.
8 & 22	The vendor should have a full-fledged Service Center at Guntur/Vijayawada with adequate technical staff and equipment for repair work. The Bank reserves the right to inspect the Repair Center and satisfy itself about the quality and reliability of service that can be rendered by the tenderer before opening the concerned tenderer's part-II bid.	Will you allow a vendor who is ready to start a full-fledged office at Guntur/Vijayawada as per Tender conditions within 1-2 weeks of LOI issued. We already have customers in Andhra, this PO will enable us to open office. Undertaking will be submitted by us	No Change in RFP Terms and Conditions.
8 & 22	The vendor should have adequate technical staff in Guntur/Vijayawada/ Rajahmundry/Eluru with expertise, certifications for dealing with the said maintenance of IT assets.	At present we operate with Resident engineers at Vijayawada/Rajahmundry/ Kakinada, will this be allowed. What certification required? Is it self-declaration?	No Change in RFP Terms and Conditions.
5	The vendor shall replace any worn out or defective part/component of all the IT assets under Comprehensive AMC, at no extra cost to the Bank. For printers, where parts are unserviceable and parts such as plastic parts, printer knobs, paper feed, printer interface cord, power cord, Fusion Units, Teflon, Paper tray, Rollers, Printer head (for a single instance) etc., need replacement, the company shall replace such parts at no extra cost to the Bank.	Normal wear, tear, Body covers, Physical damages, Damaged due to any high voltage/UPS issue/ God of act like fire/flood etc. will not be covered in Any AMC contract, please clarify.	No Change in RFP Terms and Conditions.
	<ul style="list-style-type: none"> Request you to please confirm the L1 criteria, is it on Schedule wise or total value of the contract. 		Please refer RFP (Page No.9).
	<ul style="list-style-type: none"> Regarding the OEM authorization please allow the majority qty of the make which are under AMC for submitting authorization. 		No Change in RFP Terms and Conditions.

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	<ul style="list-style-type: none"> Also request you to please accept the Engineers certifications should be the product wise related to OEM as per authorization. 	No Change in RFP Terms and Conditions.
	<ul style="list-style-type: none"> As per the pre-qualification criteria point no.2 Vendor should be in the business of maintenance of Computer Hardware, Software, Printers and other associated Peripherals at least for the last 3 years. OEM Authorization should mention that the partner is associated with OEM for providing the Services for the last 3 years. 	No Change in RFP Terms and Conditions.
	<ul style="list-style-type: none"> Request you to specify the turnover of 50 lakhs is this related to sales or AMC contracts. And also request you ask the Audited Turnover Certificate with Positive Net worth. 	No Change in RFP Terms and Conditions.
	<ul style="list-style-type: none"> As per the pre-qualification criteria point no.6 - request you to please inspect the Repair Center before evaluation of the tenders. The vendor should have a full-fledged Service Centre at Guntur/Vijayawada with adequate technical staff and equipment for repair work. The Bank reserves the right to inspect the Repair Centre and satisfy itself about the quality and reliability of service that can be rendered by the tenderer before opening the concerned tenderer's part-II bid. 	No Change in RFP Terms and Conditions.

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

**Place : Guntur
Date : 07.10.2024**

**P MARUTHI RAM
GENERAL MANAGER**

List of Indicative IT Assets to be covered under AMC/FMS:

Type of Equipment	AMC	Warranty	Total
Desktops/Computer Systems (HP)	600	930	1530
Printers - Ink tank - EPSON M2170	61	278	339
Total	661	1208	1869

Technical Support for Operating systems/Application Packages:

Windows Operating Systems	I link web
Adobe reader	Canon lide scanner software
Winzip/WinRAR/7 zip	Tight VNC remote software
Biometric software Latest version	Trend Micro (Apex antivirus)
SignCap	Chrome browser
Internet Explorer	Any other bank required system/application software

Earnest Money Deposit:

- i. The Bidders shall furnish EMD for Rs.1,00,000/- (Rupees One Lakh only) and valid for 6 months. One EMD is sufficient for each bidder irrespective of number of bids submitted (Part 1/Part 2).
- ii. EMD is required to protect the Bank against the risk of Bidder's conduct.
- iii. The EMD may be in the form of a Demand Draft or Pay Order, issued by a Scheduled Commercial Bank in India drawn in favour of Chaitanya Godavari Grameena Bank payable at Guntur, Andhra Pradesh.
- iv. Any Bid not accompanied by EMD for the specified amount as mentioned elsewhere in the RFP will be rejected as non-responsive.
- v. The EMD of the unsuccessful Bidders shall be returned within 2 weeks from the date of Bid finalization.
- vi. The EMD of successful Bidder will be discharged upon the Bidder signing the Contract and furnishing the Performance Bank Guarantee for the amount and validity as mentioned in this RFP.
- vii. No interest is payable on EMD.
- viii. The EMD may be forfeited:-
 - The bidder withdraws his bid before opening of the bids.
 - The bidder withdraws his bid after opening of the bids but before acceptance of "Letter of Intent" or "Purchase Order".
 - The selected bidder withdraws his bid / proposal before furnishing an unconditional and irrevocable Performance Bank Guarantee.
 - If a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract; or
 - If EMD is forfeited for any reasons mentioned above, the concerned Bidder may be debarred from participating in the RFPs floated by the Bank/this department, in future, as per sole discretion of the Bank.
- ix. The EMD can also be paid through NEFT to the below account:

A/c No.79991025400017

IFSCode: UBIN0CG7999

Payment narration: Mention RFP Ref. No. & Name of the organization

x. EMD 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.

ix. The MSE/NSIC certified Bidders should submit the “Bid Security Declaration” on their organization’s letter head as per the Form-X duly signed and stamped by their authorized signatory.

Performance Guarantee:

Within 21 days after the issue of purchase order the selected bidder must submit a performance guarantee equivalent to 3% of the total Contract value of all the parts (If one bidder is selected for part-1 & 2). The bank guarantee shall be kept valid till completion of warranty period of all the items i.e. AMC & FMS of Systems (Part 1), AMC & FMS of Printers (Part 2). The guarantee shall contain a claim period of three months from the last date of warranty. In case the selected bidder fails to submit performance guarantee within the time stipulated above, the bank at its discretion may cancel the order placed on the selected Bidder without giving any notice.

Thereafter the Bank shall be at liberty to proceed with procurement from the other technically qualified Bidders within the purview of the same RFP by calling for fresh commercial quotes/reverse auction from the technically short listed Bidders. In such an event, the initially selected bidder stands disqualified for further participating in the subject Bid. The selected bidder shall be responsible for extending the validity date and claim period of all the bank guarantees as and when it is due on account of incompleteness of the contract. The bank shall invoke the guarantee before expiry of validity, if the services rendered by the selected bidders are not satisfactory and not as per the terms of the contract and SLAs. The bank shall notify the selected bidder in writing before invoking the guarantee.

One Performance guarantee is sufficient for each bidder irrespective of number of bids submitted (Part 1/Part 2).

The performance guarantee will be discharged by bank and will be returned to the selected bidder thirty days after expiry of warranty period.

Other new terms & conditions:

If the Bank opines that the performance of the final empaneled bidder is not satisfactory, the Bank may, at its discretion, terminate the contract with that bidder at any point of time during the AMC period and subsequently may empanel the L2 bidder for extending AMC service for the remaining period, provided that the L2 bidder matches the L1 bidder's price. If the L2 bidder fails to do so, the Bank will repeat this process with subsequent bidders (L3, L4, etc.) until a bidder matches the L1 bidder's price.