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**Amendment 1** to RFP Number: **KGB/ITW/AMC RFP 02/2021-22 dated 04-06-2021**

**FOR ANNUAL MAINTENANCE OF COMPUTER HARDWARE, PRINTERS AND SCANNERS, AT ALL THE BRANCHES AND OFFICES OF KERALA GRAMIN BANK ACROSS KERALA FOR THE PERIOD 01-07-2021 TO 30-06-2022.**

The amendments made to the RFP are covered in this document.

All other instructions, terms & conditions of the above KGB/ITW/AMC RFP 02/2021-22 dated 04-06-2021 remain unchanged.

Date: 12-06-2021

**Asst.General Manager**

**IT Wing**



**Addendum Item No.1**

RFP Page No. 9	Tender Fee	CLAUSE i
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Original Clause	Revised clause
(i) Bid document can be downloaded from Bank's website <a href="https://www.keralagbank.com/tenders/">https://www.keralagbank.com/tenders/</a> . In that event, the bidders should pay the Tender Fee amount (Non Refundable) as mentioned in the Bid Schedule towards tender document by means of DD drawn on any scheduled Commercial Bank in favour of Kerala Gramin Bank, payable at Malappuram.	Bid document can be downloaded from Bank's website <a href="https://www.keralagbank.com/tenders/">https://www.keralagbank.com/tenders/</a> . In that event, the bidders should pay the Tender Fee amount (Non Refundable) as mentioned in the Bid Schedule towards tender document by means of DD drawn on any scheduled Commercial Bank in favour of Kerala Gramin Bank, payable at Malappuram. Company registered under MSME in service sector are exempted from tender fee. Valid documents should be submitted along with bid.

**Addendum Item No.2**

RFP Page No. 18	25.SERVICES & PAYMENT	CLAUSE viii
RFP Page No. 19	25.SERVICES & PAYMENT	CLAUSE x
RFP Page No. 20	25.SERVICES & PAYMENT	CLAUSE xxiii

Original Clause	Revised clause
<b>(viii) The support service team shall be dedicated for Kerala Gramin Bank only</b> and shall report to and operate from a designated Kerala Gramin Bank branch/office only. The name, qualification and experience of the service engineer(s) must be submitted along with the agreement. In case of any new engineer joins during AMC, the above details will be immediately furnished to the Bank.	<b>(viii) The support service team shall be either shared or dedicated for Kerala Gramin Bank, except in the case of Head Office, where one dedicated Resident Service Engineer should be posted to function as the Team Leader for coordinating the entire project. Minimum one engineer should be allotted for each district for providing service support.</b> The name, qualification and experience of the service engineers must be submitted along with the agreement. In case of any engineer relieves/joins during AMC, the details of such persons should be immediately informed to the Bank via letter/ email.



<p><b>(x)</b> One Service Engineer will be provided for maximum 10 Branches (to cover maximum of 150 desktops). Location of stationing of engineer will be decided in consultation with concerned Administrative Office. However, in case of multiple offices situated in the same premises, any individual office with up to 150 workstations one resident engineer should be placed. If the number of workstations crosses 150 per office another engineer must be deployed.</p>	<p><b>(x)</b> One Service Engineer should be provided for each district. At Bank's Head Office at Malappuram, the vendor shall post one dedicated Resident Service Engineer to function as the Team Leader for coordinating the entire project and he/she shall be having adequate experience for handling the task. Apart from overall control and monitoring of the entire AMC project, upto 150 nodes can be assigned to this Resident Engineer and for servicing units on AMC exceeding 150 nodes, an additional service Engineer (shared or dedicated) shall be posted.</p>
<p><b>(xxiii)</b> The vendor in each cluster shall keep sufficient quantities of spares of essential kits or parts of the equipment. Service Provider will maintain spares as per <b>Appendix K</b>. The stock of spares will be maintained at Bank location suitably agreed between Bank &amp; Vendor. The spares must be original and as per the standard hardware configuration as approved by the Bank. At the minimum, the under noted quantities will be maintained. A certificate in this regard is to be submitted to the respective RO by 1<sup>st</sup> of every month after physical verification by RO/ HO IT team.</p>	<p><b>(xxiii)</b>The vendor in each cluster shall keep sufficient quantities of spares of essential kits or parts of the equipment. Service Provider will maintain spares as per <b>Annexure IV</b>. The stock of spares will be maintained at Bank location suitably agreed between Bank &amp; Vendor. The spares must be original and as per the standard hardware configuration as approved by the Bank. At the minimum, the under noted quantities will be maintained. A certificate in this regard is to be submitted to the respective RO by 1<sup>st</sup> of every month after physical verification by RO/ HO IT team.</p>

**Addendum Item No.3**

RFP Page No. 61	Appendix A	RFP reference
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Original reference	Revised reference
REF: RFP KGB/ITW/AMC RFP-01/2021-22 Dated 05/06/2021	REF: RFP KGB/ITW/AMC RFP- <b>02</b> /2021-22 Dated 04/06/2021

**Addendum Item No.4**

RFP Page No. 73	Appendix E	Clause XXI
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Original Clause	Revised clause
<p>The vendor in each cluster shall keep sufficient quantities of spares of essential kits or parts of the equipment. Service Provider will maintain spares as per <b>Appendix K</b>. The stock of spares will be maintained at Bank location suitably agreed between Bank &amp; Vendor. The spares must be original and as per the standard hardware configuration as approved by the Bank. At the minimum, the under noted quantities will be maintained. A certificate in this regard is to be submitted to the respective RO by 1<sup>st</sup> of every month after physical verification by RO/ HO IT team.</p>	<p>The vendor in each cluster shall keep sufficient quantities of spares of essential kits or parts of the equipment. Service Provider will maintain spares as per <b>Annexure IV</b>. The stock of spares will be maintained at Bank location suitably agreed between Bank &amp; Vendor. The spares must be original and as per the standard hardware configuration as approved by the Bank. At the minimum, the under noted quantities will be maintained. A certificate in this regard is to be submitted to the respective RO by 1<sup>st</sup> of every month after physical verification by RO/ HO IT team.</p>



**Addendum Item No.5**

RFP FRONT PAGE	RFP reference	RFP reference

Original reference	Revised reference
Ref: <u>RFP Number : KGB/ITW/AMC RFP 02/2020-21 dated 04-06-2021</u>	Ref: <u>RFP Number : KGB/ITW/AMC RFP 02/<b>2021-22</b> dated 04-06-2021</u>

Note: Bidders are advised to consider the above amendments and comply with the same while preparing the bid documents