



**Amendment No-1 to RFP NO: KGB/ITW/RFP 01/HWAMC/2023-24 Dated 01-07-2023  
dated 01-07-2023**

for "Annual maintenance of computer hardware, printers, and scanners at all the branches and offices of Kerala Gramin Bank for the period 01-08-2023 to 31-07-2024

The amendments to the RFP are covered in this document.

All other instructions, terms & conditions of the above RFP remain unchanged other than the modifications / amendments done vide replies to Pre-bid queries to RFP ref: KGB/ITW/RFP 01/HWAMC/2023-24 dated 01-07-2023. Please take note of the above amendments and replies to Pre-bid queries and the amendments thereon while submitting your response to subject RFP.

Date: 10-07-2023

Assistant General Manager

**Amendment No. 1**

**RFP NO: KGB/ITW/RFP 01/HWAMC/2023-24 dated 01-07-2023 for “Annual maintenance of computer hardware, printers and scanners at all the branches and offices of Kerala Gramin Bank for the period 01-08-2023 to 31-07-2024.**

It is decided to amend the following Clauses of RFP: RFP NO: KGB/ITW/RFP 01/HWAMC/2023-24 dated 01-07-2023.

SI No	Amendment Type	Clause No	Existing Clause	Amended Clause
1	Modification	Page No: 16 Clause number:19 Sub section: XI	AMC will be valid for 12 months from the date of commencement. However, the same shall be subject to renewal on the same rates and terms & conditions provided the service support is found satisfactory. The rates shall be valid for 2 years in case of renewal, if mutually agreed by Bank & Vendor. The AMC shall commence immediately as per the letter of allotment of Cluster.	The AMC service will be valid for a period of 12 months, which is extendable for a period of 3 months from the date of expiry at the sole discretion of the Bank on the same rates, terms & conditions, provided the service support at all the branches/offices falling is found to be satisfactory.
2	Modification	Page No: 18 Clause number: 25 Sub section: vii Page 58 Clause 3 (Services and Payment) Sub section: V	The Head of support service Engineers in each cluster should have a minimum of 5 years' experience in hardware AMC support.	The AMC service team leader posted at head office should have a minimum of 5 years' experience in Hardware AMC support and all other dedicated service engineers should have a minimum of 2 years' experience in Hardware AMC support.
3	Modification	Page No:18 Clause number: 25 Sub section: IX	In case of AMC of Head Office, the vendor shall arrange for Two engineer per 150 nodes with minimum number of one resident engineer and one team leader to coordinate all the complaint calls received from branches /offices, as per qualification/experience applicable	In the case of Head office at Malappuram, the vendor shall post one dedicated resident service engineer cum team lead for coordinating the entire project and he/she should have minimum five year experience in AMC/hardware service. He/she should be capable to perform overall control/monitoring of the entire AMC project and handle AMC related service at head office.

### Amendment No. 1

**RFP NO: KGB/ITW/RFP 01/HWAMC/2023-24 dated 01-07-2023 for “Annual maintenance of computer hardware, printers and scanners at all the branches and offices of Kerala Gramin Bank for the period 01-08-2023 to 31-07-2024.**

4	Modification	Page No:18 Clause number: 25 Sub section: X	One Service Engineer will be provided for maximum 10 Branches (to cover maximum of 150 Computers). 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.	A minimum of one dedicated service engineer with two-year experience in AMC/Hardware service should be provided for each district.
5	Modification	Page No 59 Appendix E Clause number 3 Sub section: VII	In case of AMC of Head Office, at Malappuram, the vendor shall arrange for one engineer per 150 nodes including one team leader for coordinating the entire project, as per qualification/experience applicable. If the nodes exceed 150, bidder shall provide shared / dedicated engineer.	In the case of Head office at Malappuram, the vendor shall post one dedicated resident service engineer cum team lead for coordinating the entire project and he/she should have minimum five-year experience in AMC/hardware service. He/she should be capable to perform overall control/monitoring of the entire AMC project and handle AMC related service at head office.
6	Modification	Page No 59 Appendix E Clause number 3 Sub section: VIII	One Service Engineer will be provided for each district. In case of AMC of Head Office, at Malappuram, the vendor shall arrange for one engineer per 150 nodes including one team leader for coordinating the entire project, as per qualification/experience applicable.	A minimum of one dedicated service engineer with two-year experience in AMC/Hardware service should be provided for each district.
7	Modification	Page No: 21 Clause No:25 Subsection: XXVIII  And Page No: 61	The Vendor shall ensure those faults & failures intimated by Kerala Gramin Bank as above are diagnosed & repaired within 2 hours plus journey time. If the repair work is expected to be prolonged beyond 2 hours plus journey period of downtime, the Vendor shall replace the defective	The Vendor shall ensure those faults & failures intimated by Kerala Gramin Bank as above are diagnosed & repaired within 2 hours plus journey time. If the repair work is expected to be prolonged beyond 2 hours plus journey period of downtime, the

**Amendment No. 1**

**RFP NO: KGB/ITW/RFP 01/HWAMC/2023-24 dated 01-07-2023 for “Annual maintenance of computer hardware, printers and scanners at all the branches and offices of Kerala Gramin Bank for the period 01-08-2023 to 31-07-2024.**

		Clause No: 3 Sub section: xxiv	equipment with standby equipment immediately & restore operations.	Vendor shall replace the defective equipment with standby equipment immediately & restore operations. Cases where functional standby/parts replacement is made within 24 hours from the incident report time, penalty will not be calculated.
8	Modification	Page No: 38 Annexure III Clause No: 3	The vendor shall resolve any complaint and failures in the equipment and shall repair and replace worn out or defective parts of the equipment immediately. The vendor shall ensure that faults and failures intimated by KERALA GRAMIN BANK are diagnosed and repaired within 2 hours plus journey time, if any. If the repair work is expected to prolong beyond 2 hours to down time, the vendor shall replace the defective equipment with stand-by within 24 hours and restore operations. Time taken for resolution of complaints can be relaxed in exceptional circumstance in case of branches situated in hilly areas.	The vendor shall resolve any complaint and failures in the equipment and shall repair and replace worn out or defective parts of the equipment immediately. The vendor shall ensure that faults and failures intimated by KERALA GRAMIN BANK are diagnosed and repaired within 2 hours plus journey time, if any. If the repair work is expected to prolong beyond 2 hours to down time, the vendor shall replace the defective equipment with stand-by within 24 hours and restore operations. Cases where functional standby/parts replacement is made within 24 hours from the time of incident report time, penalty will not be calculated. Time taken for resolution of complaints can be relaxed in exceptional circumstance in case of branches situated in hilly areas.
9	Modification	Page No: 38 Annexure: II	Important: The above numbers are only indicative. The detailed asset list will be provided to the Successful Bidder along with the Purchase Order. Vendor have to take detailed asset list within 20 days after issuing purchase order. The asset list will be reviewed every quarter and the modified list, with additions/deletions, if any, will	Important: The above numbers are only indicative. The detailed asset list will be provided to the Successful Bidder along with the Purchase Order. Vendor have to take detailed asset list within 30 days after issuing purchase order. The asset list will be reviewed every quarter and the modified list, with

**Amendment No. 1**

**RFP NO: KGB/ITW/RFP 01/HWAMC/2023-24 dated 01-07-2023 for “Annual maintenance of computer hardware, printers and scanners at all the branches and offices of Kerala Gramin Bank for the period 01-08-2023 to 31-07-2024.**

			be communicated to the Vendor before the beginning of the respective quarter.	additions/deletions, if any, will be communicated to the Vendor before the beginning of the respective quarter
10	Modification	Page No 43 Annexure V Serial No: 7	Procurement year: 2011, 2014, 2016, 2017	Procurement year:2014, 2016, 2017
11	Modification	Page No 43 Annexure V Serial No: 8	Procurement year: 2011,2014	Procurement year: 2014
12	Modification	Page No 43 Annexure V Serial No: 8	Procurement year: 2011	Item removed
13	Modification	Page No 44 Annexure V Serial No: 12	Procurement year: 2011,2014,2016,2017	Procurement year:2016, 2017
14	Modification	Page No 43 Annexure V Serial No: 13	Procurement year: 2011, 2016	Procurement year:2016

**Amendment No. 1**

**RFP NO: KGB/ITW/RFP 01/HWAMC/2023-24 dated 01-07-2023 for “Annual maintenance of computer hardware, printers and scanners at all the branches and offices of Kerala Gramin Bank for the period 01-08-2023 to 31-07-2024.**

15	Removal	Page No: 21 Clause No: 25 Sub Section: xxxi.C	The impact of any increase / decrease in taxes, duties or any other statutory levies shall be borne by the AMC Vendor on both sides of the change.	Clause removed
16	Removal	Page No: 22 Clause No: 26.b Last part	AMC fee @ ..... of the value of hardware items under Kerala Gramin Bank RO will be paid to the vendor in four equal quarterly installments (after completion of the quarter), subject to penalty clause of this Agreement.	Clause removed