



Amendment 1 to RFP Number: **KGB/ITW/AMC RFP 01/2020-21 dated 05-04-2021**

FOR ANNUAL MAINTENANCE OF COMPUTER HARDWARE, PRINTERS AND SCANNERS, AT ALL THE BRANCHES AND OFFICES OF KERALA GRAMIN BANK ACROSS KERALA FOR THE PERIOD 01-05-2021 TO 31-03-2022.

The amendment to the RFP are covered in this document.

All other instructions, terms & conditions of the above KGB/ITW/AMC RFP 01/2020-21 dated 05-04-2021 remain unchanged.

Date: 09-04-2021

Chief Manager



Addendum Item No.1		
RFP Page No. 9	5. Eligibility and technical criteria	Eligibility and technical criteria

Original Clause	Revised clause
<ul style="list-style-type: none"> Bid is open to vendors only who are ready to provide the services as per the technical criteria given in Appendix-B of this document 	<ul style="list-style-type: none"> A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and "FOR ANNUAL MAINTENANCE OF COMPUTER HARDWARE, PRINTERS AND SCANNERS, AT ALL THE BRANCHES AND OFFICES OF KERALA GRAMIN BANK ACROSS KERALA FOR THE PERIOD 01-05-2021 TO 31-03-2022. Referred to as "Solution". Interested Bidders, who can provide the above solution and meeting the Eligibility Criteria as per Appendix B1 may respond.
<ul style="list-style-type: none"> New Clause 	<ul style="list-style-type: none"> Purchase Preference (Appendix-L)

Appendix – B1

Eligibility Criteria Declaration

The General Manager,
 Kerala Gramin Bank,
 Information Technology Wing,
 KGB Towers, AK Road, UPhill, PB No – 10,
 Malappuram, Kerala -676505, India.

SUB: FOR ANNUAL MAINTENANCE OF COMPUTER HARDWARE, PRINTERS AND SCANNERS, AT ALL THE BRANCHES AND OFFICES OF KERALA GRAMIN BANK ACROSS KERALA FOR THE PERIOD 01-05-2021 TO 31-03-2022.

Ref: RFP Number : KGB/ITW/AMC RFP 01/2020-21 dated 05-04-2021

We have carefully gone through the contents of the above referred RFP and furnish the following information relating to Eligibility Criteria.

	SL No	Eligibility Criteria	Documents to be submitted with Part A-Conformity to Eligibility Criteria	Bidder's Response and Documents Submitted
CONSTITUTION	a)	The Bidder should be a Partnership Firm registered under LLP Act, 2008/Indian Partnership Act, 1932 OR Company in India as per Indian Companies Act, 1956 or Indian Companies Act 2013 and should have been in operation for at least last 3 years.	Copy of Certificate of LLP registration (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company OR Certificate of incorporation in case of Private Limited Company, issued by the Registrar of Companies.	
OEM	b)	The Bidder should have at least three years of experience in Providing AMC solution of proposed Computers, Printers, and Scanners to any Central Government/State Government/ Public Sector Organization/Scheduled Commercial Banks in India	Bidder have to submit Satisfactory service report from Banks along with the contract details (Purchase Order copy).	



FINANCIALS	c)	The Turnover of the Bidder should be minimum ₹50 Lakhs each year during last 3 years (i.e. 2018-19,2019-20 and 2020-21). The turnover must be individual company's Turnover and not that of any group of companies.	i) Audited Balance Sheet for last 3 Years (i.e. 2018-19 ,2019-20 and 2020-21). ii) Bidders who are yet to publish their audited document for the year 2020-21, must submit the provisional/CA certified results for the FY 2020-21. (Documentary proof should be attached) iii) A Certificate from Company's Auditor to that effect to be submitted iv) The documents certified by Chartered Accounts should mandatorily contain Unique Document Identification Number.	
	d)	The Bidder should have Positive Net Worth as on 31/03/2021.	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accounts should mandatorily contain Unique Document Identification Number.	
BIDDER EXPERIENCE	e)	The Bidder should have registered Office in Kerala State.	Necessary Registration Certificate .	
	f)	The Bidder should have their own Service /Support Office in all location of Regional office of the Bank as mentioned in Appendix-K of the RFP.	The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc as per Appendix-K. In Case Bidder is not having Service /Support Office at Head Office /Regional Office location, Bidder has to provide an undertaking that they will set up the support at Head Office/Regional office as per RFP terms. Bidder also has to provide the contact details as per Appendix-K.	
	g)	The Bidder should have their own of franchises 'Service /Support Office in all Regional Office locations of the Bank as mentioned in Appendix-K. of the RFP.	The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc. as per Appendix-K terms.	



BIDDER EXPERIENCE	h)	Bidder should have ISO 9001/14001/18001 or any latest ISO Certificate viz ISO 27001:2005 ISO 20000-1:2005 ISO 9001:2008.	Copy of latest and valid certificate to be submitted	
	i)	The bidder should have AMC with Central Government/State Government/ Public Sector Organization/Scheduled Commercial Banks in India for a minimum 600 Nos in each assets including Computers, Passbook Printers, Laser Printers, Dot Matrix Printers and Scanners during last 3 years from 01/04/2018 to 31/03/2021	Purchase Order Copies / Letters duly mentioning quantity of the Computers, Passbook Printers, Laser Printers, Dot Matrix Printers and Scanners from the Customers to this effect have to be enclosed.	
DECLARATION	j)	The Bidder should not be a blacklisted / debarred company as on the date of submission of RFP by any Government Department/Financial Institution/ Public Sector Units/Scheduled Commercial Bank in India	Bidder should submit Self Declaration to this effect in Letter Head.	

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence I certificates confirming compliance to Eligibility Criteria should be part of Eligibility bid.

Date:

Signature with seal:

Name :

Designation :



Appendix- K

Service Support Details

SUB: FOR ANNUAL MAINTENANCE OF COMPUTER HARDWARE, PRINTERS AND SCANNERS, AT ALL THE BRANCHES AND OFFICES OF KERALA GRAMIN BANK ACROSS KERALA FOR THE PERIOD 01-05-2021 TO 31-03-2022.

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Head Office & Regional Office Locations:-

SL NO.	HO/ RO	Postal Address	Mobile number, landline number and Email ID	Number of Engineer and service staff
1	Malappuram (HO)	Building No.18/953, Opposite to Municipal Office, AK Road, Malappuram -676505	9400999397 rompm@keralagbank.com	
2	Thiruvananthapuram	Praveen Towers, Bakery Junction, GPO, Thiruvananthapuram - 695001	9400999399 rotvm@keralagbank.com	
3	Kottayam	Ist Floor, KGB Towers, Samkranthi Junction, Perumbaikadu, Kottayam - 686016	9400999660 roktm@keralagbank.com	
4	Ernakulam	Coastal Towers (Karithatt), Near Samskara Junction, Pipeline Road, Palarivattom, Ernakulam - 682025	9400999392 roekm@keralagbank.com	



5	Thrissur	Third Floor, Sun Tower, Thrissur East Fort, Jubilee Mission Post, Thrissur - 680005	9400999400 rotsr@keralagbank.com	
6	Kozhikode	Devan's Tower, East Hill Road, Karaparamba, Kozhikode - 673010	9400999396 rokzd@keralagbank.com	
7	Kalpetta	Ammu's Complex, Near Ananthaveera theatre, Main Road, Kalpetta - 673121	9400999393 rokpt@keralagbank.com	
8	Kannur	KGB Towers, Pallikunnu, Kannur - 670004	9400999394 roknr@keralagbank.com	
9	Thalassery	KGB Towers, Pallikunnu, Kannur - 670004	9400999398 rotly@keralagbank.com	
10	Kasaragod	KMC XII/38 C1, Tiger Hills Building, Kasaragod - 671121.	9400999395 roksd@keralagbank.com	

Date:

Signature with seal:

Name :

Designation :



Appendix- L

PURCHASE PREFERENCE

1. AMC through Micro & Small Enterprises [MSEs]

- 1.1 AMC through MSEs will be done as per the Policy guidelines issued by the Ministry of Micro, Small & Medium Enterprises from time to time. Following are the conditions applicable as per the Govt. of India guidelines.

This MSEs should have registered with:

- District industries centers or
- Khadi Village industries commission or
- Khadi and Village industries board or
- Coir board or National Small Industries Corporation or
- Directorate of Handicrafts and Handloom or any other body specified by the Ministry of Micro, Small and Medium Enterprises
- MSEs participating in tenders, quoting price within price band of L1 +15% shall also be allowed to service a portion of requirement by bringing down their price to L1 in a situation where L1 price is from someone other than MSE and such MSE shall be allowed to service upto 20% of the total tendered value. In case of more than one such MSE, the SERVICE shall be shared proportionally according to the tendered quantity.
- Bank shall avail minimum 20% of their annual value of goods or services from MSEs
- Special provisions for MSEs owned by SC or ST
- Out of the 20% annual target from MSE, a sub target of 20% (ie 4% out of 20%) shall be earmarked for AMC from MSE owned by SC or ST entrepreneurs
- MSEs are also exempted from paying Application fee/Cost and EMD
- MSEs should submit the relevant documentary proof for claiming the exemptions
- MSME bidder has to submit a self-declaration accepting that if they are awarded the contract and they fail to sign the contract or to submit a Performance Bank Guarantee before the deadline defined by the Bank, they will be suspended for a period of three years from being eligible to submit bids for contracts with the Bank.
- An MSE unit will not get any purchase preference over any other MSE unit.
- Bids received without EMD for bidders not having valid NSIC registered documents for exemption will not be considered. Bids received without EMD for bidders not having valid registration documents for exemption will not be considered. However, Performance Bank Guarantee has to be submitted by the bidder under any circumstance.



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- MSEs shall have basic required qualification under eligibility criteria specified in the RFP and the above policy will be applicable to those qualifying bidders only.
- 1.2 The eligible MSEs who intend to match the L1 price (ultimately decided by the Bank) shall indicate the willingness to match the L1 price within 6 working days from the date of communication from the Bank to avail the purchase preference.
 - 1.3 The details are available on web site dcmsme.gov.in Interested vendors are requested to go through the same for details.

Date:

Signature with seal:

Name :

Designation :