

## **CORRIGENDA TO RFP ITS/AMC/24-25/1**

Corrigenda No.: ITS/AMC/24-25/1/C-01

Date: 15.06.2024

**The following changes have been made to the RFP FOR ANNUAL MAINTENANCE CONTRACTS (AMCs) OF COMPUTER HARDWARE / SOFTWARE / NETWORK AND OTHER PERIPHERALS ETC. AT ALL BRANCHES/ OFFICES OF KOLKATA CIRCLE IN THE STATE OF WEST BENGAL floated on 12.06.2024:**

✓ **Page 3. Last 2 Rows of Index changed.**

Appendix	PARTICULARS	Page no
T	FORMAT FOR BID SECURITY DECLARATION	58
Annexure-1	SERVICE LEVEL AGREEMENT (SLA)	60

✓ **Page 7, para 5(xi)**

“Support for recovery of data, free of cost, in case of any Hard Disk crash / defects of any Computer hardware and peripherals.”

Replaced by

“Support for recovery of data on a best effort basis, free of cost, in case of any Hard Disk crash / defects of any Computer hardware and peripherals.”

✓ **Page 8, Para 7(i)**

**Exemptions:** The conditions of turnover and experience, as laid down herein below, are relaxed for **Start-ups** (vide Rule 173 (i) of GFR 2017) (as defined by Department of Industrial Policy and Promotion) subject to their meeting of quality & technical specifications as laid down in this document. However, **the relaxation regarding the prior turnover and experience is applicable only to start-ups recognized by the Department of Industry & Internal Trade (DPIIT), Government of India.** “

Replaced by

**Exemptions:** The conditions of turnover and experience, as laid down herein below, are relaxed for **Start-ups** (vide Rule 173 (i) of GFR 2017) or **MSMEs** (vide Rule 153 (ii) of GFR 2017) **subject to** their meeting of quality & technical specifications as laid down in this document. However, **the relaxation regarding the prior turnover and experience is applicable only to Start-ups recognized by the Department of Industry & Internal Trade (DPIIT), Government of India or MSMEs registered under Udyam Registration under Ministry of Micro, Small and Medium Enterprises.**”

✓ **Page 11: para 12(i)**

“All participating vendors are required to submit an EMD for bidding to this RFP, in the form of a Demand Draft for Rs. 3,00,000/- (Three Lacs only) favouring ‘State Bank of India, Kolkata’ and payable at Kolkata.”

Replaced by

“All participating vendors are required to submit an EMD for bidding to this RFP, in the form of a Demand Draft or a Bank Guarantee for Rs. 3,00,000/- (Three Lacs only) favouring ‘State Bank of India, Kolkata’ and payable at Kolkata. However, **Start-ups/MSMEs**, who are exempted from making an EMD, must submit a **Bid Security Declaration.**”

✓ **Page 12, para 13(i)**, “RFP No. ITS/AMC/24-25/1 dated 03.06.2024” replaced by “RFP No. ITS/AMC/24-25/1 dated 12.06.2024”

✓ **Page 13, Para 13(ii).h**

**“A copy of the relevant and valid certificate issued by DPIIT must be submitted for availing exemption from turnover and experience criteria.**

Replaced by

**“A copy of the relevant and valid certificate issued by DPIIT / Udyam Registration Certificate must be submitted for availing exemption from turnover and experience criteria.”**

✓ **Page 13 Para 13(ii)**

j) Copy of Income Tax Permanent Account Number (PAN) allotted to the Bidder.

k) Copy of Goods and Services Tax (GST) Registration Certificate allotted to the bidder in the State of West Bengal.

Replaced by

j) Copies of valid ESIC and EPF Registration Certificates issued to the Bidder.

k) Copies of Income Tax Permanent Account Number (PAN) and copy of Goods and Services Tax (GST) Registration Certificate allotted to the bidder in the State of West Bengal.

✓ **Page 13, Para 13(ii).q**

“Scanned copy of the Bank Draft for the amount of EMD needs to be submitted online with the Bid Form. **However, the original Draft must be submitted physically to the office of AGM (ITS), LHO Kolkata before the date and time of opening of the technical bids, as per Schedule of Events.”**

Replaced by

“Scanned copy of the Bank Draft / Bank Guarantee for the amount of EMD / Bid Security Declaration needs to be submitted online with the Bid Form. **However, the original Draft/ Guarantee / Bid Security Declaration must be submitted physically to the office of AGM (ITS), LHO Kolkata before the date and time of opening of the technical bids, as per Schedule of Events.”**

✓ **Page 19, para 21.xiii** , “After allotment of Groups as per para 21(xi) above” replaced by “After allotment of Groups as per para 21(xii) above”

✓ **Page 25, Row 1**, Number of Engineers changed from 1,3,4 to 1,2,3

✓ **Page 25-28**: Annexure A1/ A2 amended.

✓ **Page 30, Row 5 (RBO-1 Berhampore)**:

- Column(L), (M) value: 3,4 replaced by 2,3
- Column (N) value: 1165944 replaced by 880464
- Column (P) value: 2618594 replaced by 2333114
- Column (Q) value: 9.01 replaced by 8.03

✓ **Page 31 Row 2**, RBO-2 BARUIPUR replaced by RBO-2 SERAMPORE.

✓ **Page 33, (Group-5)** :

- Column(L), (M) value: 5,7 replaced by 4,6
- Column(N) value 2046408 replaced by 1760928
- Column (P) value: 511253 replaced by 4827103
- Column (Q) value: 8.34 replaced by 7.87

✓ **Page 54: Sl no 6**:

“Copy of a valid certificate issued by DPIIT for Start-ups, if applicable.”

Replaced by

“Copy of a valid certificate issued by DPIIT for Start-ups OR copy of MSME Udyam Registration certificate, if applicable.”

✓ **Page 54: Sl no 14:**

“Scanned copy of Bank Draft for EMD.”

Replaced by

“Scanned copy of Bank Draft / Bank Guarantee for EMD or Bid Security Declaration”

✓ **Page 54: Sl no 18:**

New row added: “ Copies of ESIC and EPF Registration certificates”

✓ **Page 58:** New Appendix (Appendix-T: FORMAT FOR BID SECURITY DECLARATION) added.

✓ **Page 62, para 3.2:** The following line was added:

**“Replacement of consumables like Teflon and pressure rollers of Laser printers and printer heads of Passbook and Draft printers besides items like paper, ribbons, ink toners and cartridges are excluded from the scope of work in this RFP.”**

✓ **Page 63, para 3.11**

“Support for recovery of data, free of cost, in case of any Hard Disk crash / defects of any Computer hardware and peripherals.”

Replaced by

“Support for recovery of data on a best effort basis, free of cost, in case of any Hard Disk crash / defects of any Computer hardware and peripherals.”

✓ **Page 69:** New para 6.2.7 added:

**6.2.7: While the Service Providers will, without fail, extend all AMC services to in-warranty machines and shall arrange for back-to-back support from OEM Vendor(s), the delays that are attributable to the OEM Vendors, in case part replacements are required, will not be taken into consideration for calculation of penalties.**

✓ **Page 83.:** RBO 5 Amtala replaced by RBO-5 SOUTH 24 PGS

**All other terms & condition specified in the RFP No: (ITS)/AMC/24-25/1 remains unaltered.**

**For and on behalf of State Bank of India**

*Sd/-*

**Assistant General Manager (ITS)**

**State Bank of India, ITS Deptt., LHO Kolkata**