

**Amendment-1 to RFP 01/AMC/2024-25 dated 04/03/2024 for SELECTION OF SERVICE PROVIDER FOR PROVIDING COMPREHENSIVE AMC SERVICES FOR IT HARDWARE ITEMS EFFECTIVE FROM 01/04/2024 FOR A PERIOD OF 2 YEARS.**

**It is decided to amend the following in respect of the above RFP:**

Sl. No.	Page No. (RFP PDF)	Section / Annexure / Appendix of the RFP	Clause No.	Existing	Amended
a.	59	Annexure-13	Bill of Material	Existing Annexure-13 Bill of Material	Annexure-13(Amended) Bill of Material
b.	41-42	Annexure-2	Pre-Qualification Criteria	The Bidder should have minimum experience of Seven (7) years in providing Hardware/ Software Maintenance Services to any of the Public Sector Banks, having expertise in maintenance of minimum of 500 Desktops/ All in One PCs,100 Printers and 100 scanners in last 5 financial year.	The Bidder should have minimum experience of Seven (7) years in providing Hardware/ Software Maintenance Services to any of the Public Sector Banks, having expertise in maintenance of minimum of 500 Desktops/ All in One PCs,100 Printers and 100 scanners in last 5 financial year.  However, in case of Startup and MSEs the same should be read as follows:  "The Bidder should have minimum experience of Five (5) years in providing Hardware/ Software Maintenance Services to any of the Public Sector Banks, having expertise in maintenance of minimum of 500 Desktops/ All in One PCs,100 Printers and 100 scanners in last 5 financial year.

All the other instructions and terms & conditions of the above RFP shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject RFP.

Date: 11/03/2024

Place: Delhi

  
General Manager

Annexure-13(Amended)

Bill of Material

(Should be submitted by eligible bidder on Company's letter head with company seal and signature of the authorized person)

SUB: Providing Comprehensive AMC of IT hardware items effective from 01/04/2024 for a period of 2 Years.

Ref: RFP 01/AMC/2024-25 dated 04/03/2024.

<u>Notes</u>	
1.	These details should be on the letter head of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2.	Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3.	Do not change the structure of the format nor add any extra items.
4.	No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

Table -A

AMC & ATS Charges for 2 years contract period

[Amount in Rs.]

Sl. No.	Hardware/ Software Item(AIO/Desktop/Laptop/ Printer/Scanner/Color Printer)	AMC & ATS			Qty .	Total cost of AMC & ATS charges for 2 years (Excl of Taxes)	Tax for Column D		Total AMC & ATS charges (Incl. of tax)
		1 <sup>st</sup> year AMC charges per unit (Excl. of Tax)	2 <sup>nd</sup> year AMC charges per unit (Excl. of Tax)	Total AMC charges per unit (Excl. of Tax)			% Of tax	Tax Amount	
		A	B	C=(A+B)			D	E=(D*C)	
1.	AIO (All in One PC)				336				
2.	Desktop				131				
3.	Laptop				40				
4.	Printer				120				
5.	Scanner				17				
6.	Colour Printer				10				





**Table -B**

**Service Engineer Charges for 2-year Contract Period**

[Amount in Rs.]

Sl. No.	No. of Service Engineer Required	Engineer Details	AMC & ATS			Qty.	Total cost of Engineer charges for 2 years (Excl. of Taxes)	Tax for Column D		Total Engineer charges (Incl. of tax)
			1 <sup>st</sup> year engineer charges (Excl. of Tax)	2 <sup>nd</sup> year engineer charges per unit (Excl. of Tax)	Total Engineer charges (Excl. of Tax)			% Of tax	Tax Amount	
			A	B	C=(A+B)			D	E=(D*C)	
1	4									

**Note:**

- i. The above charges are including the Resource Cost for maintenance under AMC, replacement of Spare parts and to provide AMC Services as per the terms and conditions of the RFP. No additional charges will be paid over and above the quoted prices.
- ii. Qualified and experienced Engineer should be available for the support whenever call is lodged by the Canara Bank. Engineer has to visit the site immediately for support:
- iii. Since new purchase of hardware inventories (Computers, printers and other IT Hardware items) and scrapping of old items are cyclic in nature. Bank reserves the right to increase or decrease the IT Hardware under AMC to the quantity specified in this tender as part of annexure-6 with 15% margin at the same rate arrived at on the Terms and Conditions of this Tender.
- iv. The selected bidder shall guarantee availability of the 4 Service Engineers during Working Hours of the Bank on all Working Days (excluding Bank's Holidays) during the entire AMC period.



Undertaking

- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Date

Signature with seal

Name:

Designation:

