

Corrigendum

Ref: HO/ANS&IT/AZK/15/2015-16

Date:14-May-2015

Please refer to our website tender notice number HO/ANS&IT/AZK/185 dated 06-05-2015 for "Comprehensive Onsite Annual Maintenance Contract for maintenance of Computer Hardware, & Peripherals".

The following changes in the Tender Notice are being made through this Corrigendum.

S N	Clause	As per Tender Document	Changes Made
1	3 (e)	The sealed tenders must be submitted by 18/05/2015 upto 02:00 PM. The technical tender will be opened on 20/05/2015, at 3.00 P.M. by the Tender Committee at Gramin Bank of Aryavart, Head Office, A-2/46 Vijay Khand, Gomti Nagar, Lucknow-226010.	The sealed tenders must be submitted by 20/05/2015 upto 02:00 PM. The technical tender will be opened on 20/05/2015, at 3.00 P.M. by the Tender Committee at Gramin Bank of Aryavart, Head Office, A-2/46 Vijay Khand, Gomti Nagar, Lucknow-226010.
2	Annexure A (4 th column of table)	CAMC Rate per Unit (inclusive of all Taxes/VAT etc)	CAMC Rate per Unit (exclusive of all Taxes/VAT etc)
3	4 (vii)	Minimum Twelve dedicated service engineers will be assigned for Bank's Branches located in Agra, Aligarh, Barabanki, Etah, Faizabad, Farrukhabad, Firozabad, Hardoi, Hathras, Kannauj, Kasganj, Lucknow, Mainpuri, Mathura and Unnao Districts on all bank working days (Monday to Saturday) during the office hours from 10.00 A.M. to 06.00 P.M. The engineers should be equipped with mobile phones at the vendor's cost for quick communication.	Two dedicated resource person as service engineers cum Support Helpdesk will be assigned to Bank for the branches of the bank located in Agra, Aligarh, Barabanki, Etah, Faizabad, Farrukhabad, Firozabad, Hardoi, Hathras, Kannauj, Kasganj, Lucknow, Mainpuri, Mathura and Unnao Districts on all bank working days (Monday to Saturday) during the office hours from 10.00 A.M. to 06.00 P.M. The helpdesk engineers will be placed preferably at Bank's GM Camp Office, Aligarh and Head Office, Lucknow. The Bank will provide the necessary facility at helpdesk location e.g. mobile phone, Desktop and internet.
4	4 (xvii)	The vendor is required to deploy an engineer and attend the call /complaint within 4 hours of logging the same.	The vendor is required to deploy an engineer and attend the call /complaint within 4 hours of lodging for the local branches/offices (located within the radius of 25 Km of district headquarters) and within 24 hours for rest of the branches. If calls/complaints are not attended within the mentioned time frame, a penalty of Rs 50/- Per



			hour per equipment will be imposed to vender. The equipment should be repaired within 48 hours of lodging the complaint otherwise a penalty of Rs 500/- per day per item will be imposed to the vendor The amount of such penalties will not be more than 10% of the total value of CAMC of that quarter. Once the maximum is reached the Bank can terminate complete or part of the contract. Any loss to the Bank in this regard will be payable by the vendor.
5	Annexure B 3 (c)	THE COMPANY shall provide repair and maintenance service, in response to oral, including telephonic, email notice by branches/offices, within <u>4 hours</u> (not including intervening Sundays and Bank holidays) after such intimation during the hours set forth in clause 3.1 (a) and (b) above.	THE COMPANY shall provide repair and maintenance service, in response to oral, including telephonic, email notice by branches/offices within 4 hours of logging the same for the local branches (located within the radius of 25 Km of district headquarters) and within 24 hours for rest of the branches.
6	Annexure B 3 (d)	THE COMPANY shall ensure that faults and failures intimated by Bank as above are set right within <u>4 hours</u> of being informed of the same.	The vendor is required to deploy an engineer and attend the call /complaint within 4 hours of logging the same for the local branches (located within the radius of 25 Km of district headquarters) and within 24 hours for rest of the branches.
7	4 (i)	The contract will be on comprehensive onsite basis inclusive of repairs and replacement of spare parts including all plastic parts without any extra payment.	The contract will be on comprehensive onsite basis inclusive of repairs and replacement of spare parts including all plastic parts without any extra payment. Repair and replacement of plastic part does not cover plastic body of equipments.
8	4 (xx)	In case of printers the following items are to be covered under the scope of CAMC coverage. • Dot Matrix Printer and Pass book Printers : All the components including all plastic parts and printer head (except ribbons).	In case of printers the following items are to be covered under the scope of CAMC coverage. • Dot Matrix Printer and Pass book Printers : All the components including all plastic parts and printer head (except plastic body of equipment and ribbons).

Kindly keep on checking our website www.aryavart-rrb.com regularly to get the latest updates regarding this tender notice.

Kindly quote the tender as per the changes made.


(General Manager)

 