

**CORRIGENDUM-I DATED 10.12.2018**  
**RFP FOR RATE CONTRACT FOR AMC AND FMS SERVICES OF**  
**VIDEO CONFERENCING EQUIPMENT (END-POINTS) AND MCU**  
**FOR OFFICES OF STATE BANK OF INDIA**  
**Ref: SBI/GITC/NW&C/18-19/540 dated :20/11/2018**

<b>Sl.No.</b>	<b>RFP Page No</b>	<b>RFP Clause No</b>	<b>Existing Clause</b>	<b>Revised Clause</b>
1	7	5(ii)	The Bidder shall also submit PRE-CONTRACT INTEGRITY PACT along with technical Bid as prescribed by the Govt. of India (Annexure-L) duly signed by the Bidder on each page and witnessed by two persons. The agreement shall be stamped as applicable in the State where it is executed. Bid submitted without PRE-CONTRACT INTEGRITY PACT, as per the format provided in the RFP, shall not be considered.	Deleted
2	64	Annexure-I, Clause No. (h)	<p>In the event of the equipment not being repaired or a workable solution not provided during AMC period, a penalty, in addition to the above, per working day or part thereof for the delay, will be charged at the rate mentioned below, subject to maximum amount of ten (10) per cent of the total consideration. The vendor may provide temporary equivalent replacement as a workable solution to avoid the above penalty.</p> <p>For End-Point – Rs.1,000/- per day  For 10 Port MCU – Rs. 2,500/- per day</p>	<p>In the event of the equipment not being repaired or a workable solution not provided during AMC period, a penalty, in addition to the above, per working day or part thereof for the delay, will be charged at the rate mentioned below, subject to maximum amount of ten (10) per cent of the contract value for affected device. The vendor may provide temporary equivalent replacement as a workable solution to avoid the above penalty.</p> <p>For End-Point – Rs.1,000/- per day  For 10 Port MCU – Rs. 2,500/- per day</p>

			For 20 Port MCU – Rs. 5,000/- per day For 40 Port MCU – Rs. 10,000/- per day For 80 Port MCU – Rs. 20,000/- per day	For 20 Port MCU – Rs. 5,000/- per day For 40 Port MCU – Rs. 10,000/- per day For 80 Port MCU – Rs. 20,000/- per day
3	36	Part-II, SCHEDULE OF EVENTS, Point 13, Performance Bank Guarantee	20% of the total cost of contract (to the nearest thousand) for the entire period of contract. Validity period from the date of purchase order will be 63 months	20% of the total cost of contract* (to the nearest thousand) for the entire period of contract. Validity period from the date of purchase order will be 63 months. <b>Note:</b> One time PBG to be submitted at GITC Belapur, Navi Mumbai.  *Total Cost of contract = 5 X price discovered through RA.
4	43	Annexure B/ 6	6. Deployment Methodologies	Not Applicable
5	44	Annexure B point no. 6 and 8	Deployment Methodologies and Project Management Methodologies	Not Applicable
6	49	2	<b>2.Annual Maintenance Contract (AMC)</b> 2.3 The bidder to have back-to-back arrangement with OEM for AMC and FMS, Certificate for the same to be provided along with Technical bid. A Letter for support from original equipment manufacturer (OEM) shall also be provided. The vendor/bidder has to provide a letter / email from the OEM confirming that the vendor/bidder has entered into an arrangement for back to back AMC/FMS support from the OEM. The bidder also has to provide a letter / email from the OEM confirming that the OEM will provide URL and required credentials (minimum for two users) for online verification	<b>2.Annual Maintenance Contract (AMC)</b> 2.3 The bidder to have back-to-back arrangement with OEM for AMC , Certificate for the same to be provided along with Technical bid. A Letter for support from original equipment manufacturer (OEM) shall also be provided. The vendor/bidder has to provide a letter / email from the OEM confirming that the vendor/bidder has entered into an arrangement for back to back AMC/FMS support from the OEM. The bidder also has to provide a letter / email from the OEM confirming that the OEM will provide URL and required credentials (minimum for two users) for online verification

			AMC status of any equipment, without any cost to Bank.	AMC status of any equipment, without any cost to Bank.
7	50	Annexure E, Clause No. 2.8	The vendor personnel should be well versed with trouble-shooting of various type/model of VC equipment with minimum downtime/impact to the end users. The AMC shall be comprehensive including cost of new spares (including plastic parts/lenses) for proper functioning of the all systems. If any part(s) gives repeated problems i.e. repaired twice within 30 days time, the said part(s) must be replaced immediately by the vendor with an original one. The spares replaced should be replaced with equivalent or higher specification.	The vendor personnel should be well versed with trouble-shooting of various type/model of VC equipment with minimum downtime/impact to the end users. The AMC shall be comprehensive including cost of new spares (including lenses) for proper functioning of the all systems. If any part(s) gives repeated problems i.e. repaired twice within 30 days time, the said part(s) must be replaced immediately by the vendor with an original one. The spares replaced should be replaced with equivalent or higher specification.
8	51	Annexure E Point 2.19	Response: Within 2 hours. Resolution: Within 4 hours for Metro and State capitals and within 6 hours for all other centers.	Response: Within 2 hours. Resolution: Within 4 hours for Metro and State capitals and NBD for all other centers.
9	51	Annexure I, Point 1 (d)	The VENDOR shall ensure that faults and failures intimated by Bank as above are set right within 4 (four) hours of being informed of the same. In any case of replacement of parts, the equipment should be made workable and available not later than 24 hours.	The VENDOR shall ensure that faults and failures intimated by Bank as above are set right within 4 hours( for Metro and State capitals) and Next Business Day for all other centers of being informed of the same. In any case of replacement of parts, the equipment should be made workable and available not later than 48 hours.

10	51	2	<p><b>2. Annual Maintenance Contract (AMC)</b>  2.19 Service Window &amp; Call registration: 9.00 a.m. – 9.00 p.m. (All working days).  Response: Within 2 hours.  Resolution: Within 4 hours for Metro and State capitals and within 6 hours for all other centers.  In case of replacement of parts, the equipment should be made workable and available not later than 24 hours.</p>	<p><b>2. Annual Maintenance Contract (AMC)</b> 2.19  Service Window &amp; Call registration: 9.00 a.m. – 9.00 p.m. (All working days).  Response: Within 2 hours.  Resolution: Within 4 hours for Metro and State capitals and within NBD for all other centers.  In case of replacement of parts, the equipment should be made workable and available not later than 48 hours.</p>
11	53	4	<p><b>4. Calculation of comprehensive AMC / FMS</b>  4.2 The Bank will have the discretion to avail the FMS facility depending on the requirement by the user department on a case to case basis. Where the FMS will be availed, a fixed rate of Rs.15000/- per month per location will be paid irrespective of the capacity/no of the MCU(s) at that location. Payment will be made every month in arrears.</p>	<p><b>4. Calculation of comprehensive AMC / FMS</b>  4.2 The Bank will have the discretion to avail the FMS facility depending on the requirement by the user department on a case to case basis. Where the FMS will be availed, a fixed rate of Rs.20000/- or minimum wages applicable in respective state, whichever is higher will be paid per month, per location irrespective of the capacity/no of the MCU(s) at that location. Payment will be made every month in arrears.</p>
12	63 and 67	Annexure I, 1(K) and Annexure I, FMS 2(e)	<p><b>k) Preventive maintenance:</b> the VENDOR shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the equipment) once within first 15 days of the award of contract and once within the first 15 days of every alternate month during the currency of this agreement on a day and time to be mutually agreed upon. Notwithstanding the foregoing the VENDOR recognizes Bank's</p>	<p><b>k) Preventive maintenance:</b> the VENDOR shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the equipment) once within first 15 days of the award of contract and once in every quarter thereafter, during the currency of this agreement on a day and time to be mutually agreed upon. Notwithstanding the foregoing the VENDOR recognizes Bank's operational needs and agrees that Bank shall have the right to</p>

			operational needs and agrees that Bank shall have the right to require the VENDOR to adjourn preventive maintenance from any scheduled time to a date and time not later than 15 working days thereafter.	require the VENDOR to adjourn preventive maintenance from any scheduled time to a date and time not later than 15 working days thereafter.
13	133	Annexure-O	<b>Tentative device details with approx. count</b>	<b>List of devices appended to existing list as per attached annexure-1 in corrigendum.</b>
14	134	Annexure-P	<b>Tentative AMC &amp; FMS Location wise details.</b>	<b>List of devices appended to existing list as per attached annexure-2 in corrigendum.</b>

**Annexure-1**

SNO.	Equipment Type	OEM	Make/Model	Count
1	Video conferencing Device	Cisco	DX-80	17
2	Video conferencing Device	Cisco	EX-90	3

**Annexure-2**

Sno.	Equipment	OEM	MODEL	SERIAL NO	ADDRESS
1	Video Conferencing Endpoint	Cisco	DX-80	PDC2122NMUN	RSSC GITC
2	Video Conferencing Endpoint	Cisco	DX-80	FDC2122NMUU	RSSC GITC
3	Video Conferencing Endpoint	Cisco	DX-80	FOC2122NMSP	RSSC GITC
4	Video Conferencing Endpoint	Cisco	DX-80	FDC2122NMKO	RSSC GITC
5	Video Conferencing Endpoint	Cisco	DX-80	FOC2122NMN1	RSSC GITC
6	Video Conferencing Endpoint	Cisco	DX-80	FOC2122NMQ4	RSSC GITC
7	Video Conferencing Endpoint	Cisco	DX-80	FOC2122NMM9	RSSC GITC
8	Video Conferencing Endpoint	Cisco	DX-80	FOC2122NMLP	RSSC GITC
9	Video Conferencing Endpoint	Cisco	DX-80	FOC2122NMTD	RSSC GITC
10	Video Conferencing Endpoint	Cisco	DX-80	FOC2122NMXX	RSSC GITC
11	Video Conferencing Endpoint	Cisco	DX-80	FOC2122NML2	RSSC GITC
12	Video Conferencing Endpoint	Cisco	DX-80	FOC2122NMHF	RSSC GITC
13	Video Conferencing Endpoint	Cisco	DX-80	FOC2122NMXJ	RSSC GITC
14	Video Conferencing Endpoint	Cisco	DX-80	FOC2122NMXY	RSSC GITC
15	Video Conferencing Endpoint	Cisco	DX-80	FOC2122NMXK	RSSC GITC
16	Video Conferencing Endpoint	Cisco	DX-80	FOC2122NMKP	RSSC GITC
17	Video Conferencing Endpoint	Cisco	DX-80	FOC2122NMVZ	RSSC GITC
18	Video Conferencing Endpoint	Cisco	EX-90	FTT18070030	RSSC GITC
19	Video Conferencing Endpoint	Cisco	EX-90	FTT18070022	RSSC GITC
20	Video Conferencing Endpoint	Cisco	EX-90	A1AR09600170	RSSC GITC

### Existing Annexure

#### Annexure-F

#### Indicative Commercial Bid

The indicative commercial Bid needs to contain the information listed hereunder in a sealed envelope bearing the identification – **“Indicative Commercial Bid for \_\_\_\_\_”**.

#### Name of the Bidder:

Sr. No.	Type of services / Items	Annual maintenance rate per equipment	Total amount in Rs.	Proportion to Total Cost (in percentage) #
1.	End Point : Point to Point			
2.	End Point : 1 + 3 model			
3.	End Point : 1 + 5/7 model			
4.	10 Port MCU			
5.	20 Port MCU			
6.	40 Port MCU			
7.	80 Port MCU			
8.	FMS Services (At tentative 17 location) <b>Note:</b> Rs. 15000 per month per locations.			

# The 'Proportion to Total Cost' percentage mentioned here will have to be maintained in the final price quote also by the L1 Bidder. The percentage should be mentioned in two decimal places. Variation in the final price should not exceed +/- 5%. See illustration at the end.

\* This will be the Total Cost of Ownership (TCO) and should be quoted in the reverse auction.

**Breakup of Taxes and Duties**

Sr. No.	Name of activity/Services/Item	Tax 1	Tax 2	Tax 3
		Mention Name of Tax		
1.	End Point : Point to Point			
2.	End Point : 1 + 3 model			
3.	End Point : 1 + 5/7 model			
4.	10 Port MCU			
5.	20 Port MCU			
6.	40 Port MCU			
7.	80 Port MCU			
<b>Grand Total</b>				

Signature

Seal of Company

Illustration

Particulars	Indicative Price Bid Quote (INR)	Proportion to Total Cost (in %age)	L1 Price (INR)	Minimum final price should not be below (INR)*	Maximum final price should not exceed (INR)**
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>
(a) Item 1	25	13.16	9.87	9.38	10.36
(b) Item 2	50	26.32	19.74	18.75	20.72
(c) Item 3	75	39.47	29.60	28.13	31.09
(d) Item 4	40	21.05	15.79	15.00	16.58
<b>(e) Grand Total (1 + 2 + 3 + 4)</b>	<b>190</b>	<b>100</b>	<b>75</b>		

\*Computed as 'C' percentage of 'D' less 5%.

\*\*Computed as 'C' percentage of 'D' plus 5%.



## Revised Annexure

### Annexure-F

#### Indicative Commercial Bid

The indicative commercial Bid needs to contain the information listed hereunder in a sealed envelope bearing the identification – “**Indicative Commercial Bid for**”.

#### Name of the Bidder:

Sr. No.	Type of services / Items	Annual maintenance rate per equipment	Total amount in Rs.	Proportion to Total Cost (in percentage) #
1.	End Point : Point to Point			
2.	End Point : 1 + 3 model			
3.	End Point : 1 + 5/7 model			
4.	10 Port MCU			
5.	20 Port MCU			
6.	40 Port MCU			
7.	80 Port MCU			
	<b>Total (Sum of 1 to 7)*</b>			
8.	FMS Services (At tentative 17 location) <b>Note:</b> Rs. 20000/- or minimum wages applicable in respective state, whichever is higher will be paid per month, per location.			

# The 'Proportion to Total Cost' percentage mentioned here will have to be maintained in the final price quote also by the L1 Bidder. The percentage should be mentioned in two decimal places. Variation in the final price should not exceed +/- 5%. See illustration at the end.

\* This will be the Total Cost of Ownership (TCO) for one year and should be quoted in the reverse auction and rate will be valid for entire contract period of 5 years.

**Breakup of Taxes and Duties**

Sr. No.	Name of activity/Services/Item	Tax 1	Tax 2	Tax 3
		Mention Name of Tax		
1.	End Point : Point to Point			
2.	End Point : 1 + 3 model			
3.	End Point : 1 + 5/7 model			
4.	10 Port MCU			
5.	20 Port MCU			
6.	40 Port MCU			
7.	80 Port MCU			
<b>Grand Total</b>				

Signature

Seal of Company

Illustration

Particulars	Indicative Price Bid Quote (INR)	Proportion to Total Cost (in %age)	L1 Price (INR)	Minimum final price should not be below (INR)*	Maximum final price should not exceed (INR)**
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>
(a) Item 1	25	13.16	9.87	9.38	10.36
(b) Item 2	50	26.32	19.74	18.75	20.72
(c) Item 3	75	39.47	29.60	28.13	31.09
(d) Item 4	40	21.05	15.79	15.00	16.58
<b>(e) Grand Total (1 + 2 + 3 + 4)</b>	<b>190</b>	<b>100</b>	<b>75</b>		

\*Computed as 'C' percentage of 'D' less 5%.

\*\*Computed as 'C' percentage of 'D' plus 5%.