



**क्षेत्रीय कार्यालय, नागपुर REGIONAL OFFICE, NAGPUR**

**RO:NGP:RCC:2021-22:212**

**Date:28/03/2022**

Corrigendum TO **TENDER NUMBER RO:NGP:RCC: 2021-22:206** Dated 15/03/2022 FOR ANNUAL MAINTENANCE CONTRACT FOR THE PERIOD ONE YEAR COMENCING FROM 01/04/2022 TO 31/03/2022 FOR THE HARDWARE AND PERIPHERALS INSTALLED AT VARIOUS BRANCHES & ADMINISTRATIVE OFFICES OF CENTRAL BANK OF INDIA IN NAGPUR REGION.

**Last date and time for receipt Of Bidding Document: 31/03/2022 at 13:00 Hrs.**

**Date and Time of Technical Bid Opening: 31/03/2022 at 16:30 Hrs.**

QUERY	READ AS
Point - 1	Point - 1
As mention on Page no 4, Point No 2.2, Both Quotations (Technical & Commercial) must be submitted, on or before 15:00 hours on 30/03/2022	Both Quotations (Technical & Commercial) must be submitted, on or before 13:00 hours on 31/03/2022
POINT -2	POINT -2
As mention on Page no 5, Point No 3.2, The Bidder should have minimum 10 qualified and experienced engineers on their payroll stationed at Regional headquarter of the bank i.e at Nagpur. Bidder should have sufficient support personnel to support IT Infrastructure on their own without resorting to sub-contracting in part or full / rendering support of any sort <b>through franchises will not be acceptable.</b>	The Bidder should have minimum 10 qualified and experienced engineers on their payroll stationed at Nagpur. Bidder should have sufficient support personnel to support IT Infrastructure on their own without resorting to sub-contracting in part or full / rendering support of any sort <b>through franchises will not be acceptable.</b>
POINT -3	POINT -3
As mention on Page no 10, Point No 1.2, AMC offer is of Facility Management Service (FMS) and Comprehensive in nature, as comprehensive AMC is proposed the selected vendor(s) will have to replace damaged/worn out components at no additional cost to the bank except in case of force majeure viz damage due to external factors (robbery, arson, rioting, and willful damage). Damage due to electrical/voltage problems will not be in the scope of force majeure clause.	AMC offer is of Facility Management Service (FMS) and Comprehensive in nature, as comprehensive AMC is proposed the selected vendor(s) will have to replace damaged/worn out components at no additional cost to the bank except in case of force majeure viz damage due to external factors (robbery, arson, rioting, and willful damage).





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<p><b>POINT -4</b></p> <p>As mention on Page no 10, Point No 1.7, Vendor should provide <b>Four dedicated engineers</b> for Central Bank of India, one at Regional Office Nagpur. The residence Engineer at RO should have Engineering Degree (B.E. in Electronics/Computer/IT) Certificate from recognized university and have at least More than 3 years' of experience in handling, resolving the issues related to bank's software's, Operating System, hardware and peripherals in PSU Banks/RBI/RRB and have experiences of handling small team of 2-3 members. <b>He must have knowledge of installation, setting and configuration of all banking software used in a bank.</b> Other 3 Engineers required on field locations of Nagpur Region (6 districts), who have Diploma Certificate and at least 1 year of experience in handling and resolving the software, Operating System, hardware and peripherals issues in PSU Banks/RBI/RRB.</p>	<p><b>POINT-4</b></p> <p>Vendor should provide <b>Five dedicated qualified and skilled engineers</b> for Central Bank of India, Out of which one at Regional Office Nagpur, One is for attending local branches from Nagpur city, One is for Bhandara and Gondia District, One is for Wardha district and One is for Chandrapur and Gadchiroli districts. The residence Engineer at RO should have well Qualified and skilled engineer having Certificate from recognized university and have at least More than 3 years' of experience in handling, resolving the issues related to bank's software's, Operating System, hardware and peripherals in PSU Banks/RBI/RRB and have experiences of handling small team of 2-3 members (Highly qualified and experience person will be preferred for the residence Engineer). <b>He must have knowledge of installation, setting and configuration of all banking software used in a bank.</b> Other 4 Engineers required on field locations of Nagpur Region (6 districts), who have Well qualified &amp; skilled and at least 1 year of experience in handling and resolving the software, Operating System, hardware and peripherals issues in PSU Banks/RBI/RRB.</p>
<p><b>POINT -5</b></p> <p>As mention on Page no 15, Point No 11 <b>FORCE MAJEURE:</b></p> <p>As Software support and Comprehensive AMC is proposed the selected vendor(s) will have to replace damaged/worn out components at no additional cost to the bank except in case of force majeure viz damage due to external factors (robbery, parson, rioting, willful damage). Damage due to electrical/voltage problems will not be in the scope of force majeure clause.</p>	<p><b>POINT -5</b></p> <p>As Software support and Comprehensive AMC is proposed the selected vendor(s) will have to replace damaged/worn out components at no additional cost to the bank except in case of force majeure viz damage due to external factors (robbery, parson, rioting, willful damage).</p>





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<b>POINT -6</b>	<b>POINT -6</b>
As mention on Page no 17, Sr No 03 , Resident Engineer must be B.E. (Electronics/Computer/IT Engineering) with minimum 3 years' experience in Hardware support and service in PSU bank. Resume should be attached with Technical Bid to whom you deployed at Regional Office, Nagpur.	Resident Engineer must be well Qualified and skilled engineer having Certificate from recognized university with minimum 3 years' experience in Hardware support and service in PSU bank. Resume should be attached with Technical Bid to whom you deployed at Regional Office, Nagpur. (Highly qualified and experience person will be preferred for the residence Engineer).
<b>POINT -7</b>	<b>POINT -7</b>
As mention on Page no 14, Point No 8 The Vendor will ensure to have qualified B.E. Engineers with minimum 3 years' experience allocated exclusively for this assignment. These engineers should have complete knowledge of maintaining and repairing Laptop, Desktop PCs, Passbook Printers, 136 Col Printers, 80 Col Printers, Laser/Deskjet Printers, Scanners as well as maintenance of Operating Systems and knowledge of installation, setting and configuration of all banking software used in a bank as mentioned n Scope of Work above.	The Vendor will ensure to have qualified , skilled and experienced Engineers allocated exclusively for this assignment. These engineers should have complete knowledge of maintaining and repairing Laptop, Desktop PCs, Passbook Printers, 136 Col Printers, 80 Col Printers, Laser/Deskjet Printers, Scanners as well as maintenance of Operating Systems and knowledge of installation, setting and configuration of all banking software used in a bank as mentioned n Scope of Work above.
<b>POINT -8</b>	<b>POINT -8</b>
As mention on Page no 19,ANNEXURE IV Point No 9. Residential Resource 8 Hrs. Daily working (Yearly Charges)	As mention on Page no 19,ANNEXURE IV Point No 9. Residential Resource 8 Hrs.Daily working (Yearly Charges) <b>will not be consider for TCO calculation.</b> However Bidder has to quote the resident engineer yearly charges. Bidder has to quote the AMC charges for 2 Laptop (Dell/Wipro/Acer make) separately, which will also not included for the calculating TCO.
<b>POINT -9</b>	<b>POINT -9</b>
As mention on Page no 5-6,Point no 3.3 Vendor should provide One dedicated resident engineer for Central Bank of India Regional Office, NAGPUR and at least one qualified and skilled engineers (Hardware & Software Support) at each major District	Vendor should provide One dedicated resident engineer for Central Bank of India Regional Office, NAGPUR and qualified & skilled engineers (Hardware & Software Support) at major District Head Quarters. The dedicated engineer has to be present on all

आजादी का  
अमृत महोत्सव

भारतीय स्वतंत्रता के 75 वर्ष का उत्सव



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Head Quarters. The dedicated engineer has to be present on all working days during office hours or as directed by Bank for RO NAGPUR to see the branch operation is not hampered due to technical issues with proper coordination with team. Other than the same Field Engineer must be available to cover branches under Wardha, Bhandara, Gondia, Chandrapur and in Gadchiroli area to cover all the branches under Nagpur Region as per list available in Annexure-IX. In case the services of the Engineer posted at Regional Office is not satisfactory Bank may ask to replace the Engineer with suitable one only after checking the technical compatibility of the Engineer. Vendor shall not sub contract or permit anyone other than the company personnel to perform any of the services required by the vendor. Call lodging system should be clearly given to us along with daily tracker of all the calls for monitoring the call status.

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(A.K.ATLURI)  
DY Regional Manager

