

Amendment

Amendment to RFQ 01/AMC/2024-25 dated 14/05/2024 for Selection of Provider for providing Comprehensive AMC services for IT hardware Items effective from 01/06/2024 to 31/03/2025.

It is decided to amend the following in respect of above RFQ.

<u>Sr.</u>	<u>RFQ Clause Number</u>	<u>Existing Clause</u>	<u>Amend Clause</u>
1.	Annexure-6 (Technical Specification of IT hardwares)	Point A) of Annexure-6 <u>Technical Specifications of IT Hardware:</u> As per Annexure-6, Computer AIOs, Laser Printers, High Speed Scanners, Passbook Printers & Flat Bed Scanners are to be covered under AMC.	Amended Annexure-6 is attached here.

Note:

1. All other instructions & term conditions of RFQ shall remain unchanged. Please take notes of above amendment to RFQ 01/AMC/2024-25 dated 14/05/2024 while submitting your responses to the subject RFQ.
2. This document shall form part & parcel of our RFQ 01/AMC/2024-25 dated 14th May 2024.

Date: 20th May 2024

Place: Gandhinagar

Assistant General Manager (TOE)



Internal

Annexure-6 (Amended)

Technical Specification of IT Hardware in Canara Bank to be covered under AMC.

SUB: Providing Comprehensive AMC of IT hardware items effective from 01/06/2024 to 31/03/2025.

Ref: RFQ 01/AMC/2024-25 dated 14/05/2024

Note:

1. The Bidder shall provide all other required equipment and services, whether or not explicitly mentioned in this RFQ, to ensure the uptime of the items under AMC.
2. The selected bidder shall own the responsibility to demonstrate that the Services offered are as per the specification/performance stipulated in this RFQ and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

A) Technical Specifications of IT Hardware:

Office Name	Computer AIOs	Laptops	Laser Printers	High Speed Scanners	Passbook Printers	Flat Bed Scanners
Ahmedabad Circle Office (7625)	76	0	22	4	1	0
Ahmedabad Large Corporate Branch (3189)	12	0	2	1	1	0
Ahmedabad SPLSD MID CORP Branch (17010)	9	0	3	1	0	0
Surat SPLSD MID CORP Branch (2542)	9	0	2	1	0	0
L & D Centre - Ahmedabad (6518)	22	0	1	0	0	0
Ahmedabad ASST REC MGMT Branch (3966)	6	0	2	1	0	1
Various Branches	0	69	0	0	0	0
Total	134	69	32	8	2	1

B) Coverage of AMC

- a. All parts of the IT Hardware should be covered under Comprehensive AMC. If any part needs to be replaced to resolve complaints, the same should be replaced with equivalent or superior part which is compatible, Replacement should be done at no cost to the bank.
- b. Cost of all spares and labor charges should be borne by the vendor under AMC.
- c. List of IT Hardware to be covered under comprehensive AMC is as above. The Vendor should go through the entire list and its configuration before quoting the bid price. The Vendor should make available the spare parts of the same OEM or equivalent.
- d. The list of IT hardware items is not exhaustive, additions or omissions to be made will be informed to you from time to time and the same should be incorporated in the AMC on quarterly basis. The Vendor is required to maintain proper inventory of all IT hardware.
- e. If required, the vendor shall visit all our locations and verify the IT Hardware Item details before commencing the AMC contract. This will be termed "Preliminary Visit". It shall be done at no expense to the bank. All items will be treated as perfectly working at the time of starting the contract.
- f. Vendor should ensure to apply latest bug fixes/patches or other OS level changes requested by the Bank on the list of inventories covered under AMC.
- g. The selected bidder shall guarantee availability of the 1 Service Engineers during Working Hours of the Bank on all Working Days (excluding Bank's Holidays) during the entire AMC period for given location:

