

**Corrigendum I - NHB/ITD/ Selection of Service Provider for IT Facility Management Services/627/2021 -
Request for proposal (RFP) for Selection of Service Provider for IT Facility Management Services**

<i>Corrigendum/Addendum - NHB/ITD/RFP/Selection of Service Provider for IT Facility Management Services/627/2021- Request for proposal (RFP) for Selection of Service Provider for IT Facility Management Services</i>				
S.N.	Para/ Section	Page No.	RFP Clause	Revised Clause
1.	Para 4.5.15	33	Selected bidder will be handed over the data centre equipment's for maintenance on AS IS condition and must maintain the same	Selected bidder will be handed over the data centre equipment for maintenance on AS IS condition and must maintain the same. The Selected Bidder shall inspect the Data Centre Equipment's during the transition period and submit a report regarding their condition and faulty parts, if any. The said report will be mutually agreed by the Bidder and the Bank.
2.	Para 4.27.5	54	Bidder will be required to provide AMC for hardware items directly. The type of maintenance will be fully comprehensive on-site including repair/replacement of parts or full item in case not repairable with same or better configuration/technical specifications. Maintenance Services shall consist of preventive and breakdown maintenance of Servers and Network hardware etc. at all Bank's locations.	Bidder will be required to provide AMC for hardware items directly or through the respective OEM vendor as per the Support Category indicated in Para 4.27.23. The AMC renewal certificate is required to be submitted to Bank. The type of maintenance will be fully comprehensive on-site including repair/replacement of parts or full item in case not repairable with same or better configuration/technical specifications. Maintenance Services shall consist of preventive and breakdown maintenance of Servers and Network hardware etc. at all Bank's locations.

*Corrigendum/Addendum - NHB/ITD/RFP/Selection of Service Provider for IT Facility Management Services/627/2021-
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3.	Para 4.27.9	54	If Bank acquires new IT asset(s) after the start of this contract and after the expiry of essential warranty period bank decides to go for the AMC of these items with Bidder, rate for the same will be determined based on the unit rate already decided for the similar other item.	<p>If the Bank acquires new IT asset(s) in:</p> <ul style="list-style-type: none"> • Support Category 'B' as a replacement of current IT assets after expiry of Warranty and post implementation of FM services (after the expiry of essential warranty period) or purchased (count not more than 15% of current assets) and Bank decides to go for AMC of these items with Bidder, Bank will not pay any additional charges for the same. In case the count is more than 15% of current assets, rate for the same will be determined based on the quoted AMC rate already decided for similar other item. • Support Category 'A' as replacement of current IT assets or otherwise, after expiry of Warranty period of the said asset and Bank decides to go for AMC of these items with Bidder, the Bidder shall provide back-to-back arrangement with OEMs. The Bidder shall submit AMC renewal certificate from OEM in advance. The cost towards the AMC shall be reimbursed on quarterly basis along with the AMC and FMS payments.

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4.	Para 4.27.23	55	--new addition--	<p>The Comprehensive AMC for IT/non-IT Components are divided into 2 Support categories.</p> <p>Support Categories</p> <ul style="list-style-type: none"> • Support Category 'A' - To be Managed by Bidder and supported by OEM on 24*7 basis through back-to-back agreement by Bidder • Support Category 'B' - can be Managed and supported by Bidder on 24*7 basis <p>The Support Categories required are mentioned in the Appendix 1 to 4</p> <p>In case of purchase of new IT assets, the respective Support Category will be informed to the Bidder in advance.</p>
5.	Para 4.27.24	55	--new addition--	<p>Bank shall not be responsible for any non-support from OEMs. The Bidder shall also submit the written undertaking to support those part/ equipment's which may have been declared end-of-support by the OEM or may be declared end-of-support during the AMC period.</p>

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6.	Para 4.35	61	<p>Service Window</p> <table border="1"> <thead> <tr> <th>Service Area</th> <th>Service Window</th> <th>Time Period*</th> </tr> </thead> <tbody> <tr> <td>Data Centre Operations</td> <td>24hrs x 7 days</td> <td>8 AM – 8AM</td> </tr> <tr> <td>DR Site Operations</td> <td>12hrs x 6 days</td> <td>8AM – 8 PM</td> </tr> <tr> <td>Operation Team Lead</td> <td>9hrs x 5 days</td> <td>9.30AM – 6.30PM</td> </tr> <tr> <td>Facility Management /End User Support</td> <td>12hrs x 6 days</td> <td>8AM – 8PM</td> </tr> <tr> <td>Helpdesk Executive</td> <td>9hrs x 5 days</td> <td>9.30AM – 6.30PM</td> </tr> <tr> <td>Technical Assistant</td> <td>8hrs x 6 days</td> <td>10AM – 6PM</td> </tr> </tbody> </table> <p><i>* Time period is indicative and is subjected to change. Operation Team Lead, Facility Management, Helpdesk and Technical Assistant Staff may be called on Sundays/National Holidays may be called on requirement basis.</i></p>	Service Area	Service Window	Time Period*	Data Centre Operations	24hrs x 7 days	8 AM – 8AM	DR Site Operations	12hrs x 6 days	8AM – 8 PM	Operation Team Lead	9hrs x 5 days	9.30AM – 6.30PM	Facility Management /End User Support	12hrs x 6 days	8AM – 8PM	Helpdesk Executive	9hrs x 5 days	9.30AM – 6.30PM	Technical Assistant	8hrs x 6 days	10AM – 6PM	<p>Service Window</p> <table border="1"> <thead> <tr> <th>Service Area</th> <th>Service Window</th> <th>Time Period*</th> </tr> </thead> <tbody> <tr> <td>Data Centre Operations</td> <td>24hrs x 7 days</td> <td>8 AM – 8AM</td> </tr> <tr> <td>DR Site Operations</td> <td>12hrs x 6 days</td> <td>8AM – 8 PM</td> </tr> <tr> <td>Operation Team Lead</td> <td>9hrs x 5 days</td> <td>9.30AM – 6.30PM</td> </tr> <tr> <td>Facility Management /End User Support</td> <td>12hrs x 6 days</td> <td>8AM – 8PM</td> </tr> <tr> <td>Helpdesk Executive</td> <td>9hrs x 5 days</td> <td>9.30AM – 6.30PM</td> </tr> <tr> <td>Technical Assistant</td> <td>8hrs x 6 days</td> <td>10AM – 6PM</td> </tr> </tbody> </table> <p><i>* Time period is indicative and is subjected to change. Operation Team Lead, Facility Management, Helpdesk and Technical Assistant Staff may be called on Sundays/National Holidays on requirement basis. Data Centre will be manned by at least one Server/Network Engineer during the Night Shift and during Sundays/National Holidays.</i></p>	Service Area	Service Window	Time Period*	Data Centre Operations	24hrs x 7 days	8 AM – 8AM	DR Site Operations	12hrs x 6 days	8AM – 8 PM	Operation Team Lead	9hrs x 5 days	9.30AM – 6.30PM	Facility Management /End User Support	12hrs x 6 days	8AM – 8PM	Helpdesk Executive	9hrs x 5 days	9.30AM – 6.30PM	Technical Assistant	8hrs x 6 days	10AM – 6PM
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S.N.	Para/ Section	Page No.	RFP Clause			Revised Clause		
			S. No.	Financial and other Requirements/ Criteria	Documents to be submitted with this RFP	S. No.	Financial and other Requirements/ Criteria	Documents to be submitted with this RFP
7.	Para 6.2 & Annex ure D	72 & 93	3.	Should have Annual Turnover of Rs.100 crore per annum or more during last 3 financial years ending March 2020, in Indian Operations only, out of which at least Rs.10 Crores in each financial year from its IT FM Services only.	<ul style="list-style-type: none"> The Bidder must produce a certificate from Company's Chartered Accountant to this effect. Audited balance sheet of financial years 2017-18, 2018-19 and 2019-20 	3.	Should have Annual Turnover of Rs.100 crore per annum or more during last 3 financial years ending March 2020, in Indian Operations only, out of which at least Rs.10 Crores in each financial year from its IT FM Services only.	<ul style="list-style-type: none"> The Bidder must produce a certificate from Chartered Accountant/Statutory Auditor to this effect. Audited balance sheet of financial years 2017-18, 2018-19 and 2019-20
			4.	Bidder should have positive net worth and must be a Profitable organization for the last three financial years.	The Bidder must produce a certificate from Company's Chartered Accountant to this effect.	4.	Bidder should have positive net worth and must be a Profitable organization for the last three financial years.	The Bidder must produce a certificate from Chartered Accountant/ Statutory Auditor to this effect.

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			10.	The bidder should not be involved in any litigation which threatens solvency of company	Certificate is to be provided by the Chartered Accountant/ Statutory Auditor		10.	The bidder should not be involved in any litigation which threatens solvency of company	Certificate is to be provided by the Chartered Accountant/ Statutory Auditor/ <u>Company Secretary</u>
8.	Para 6.4	74	6.	Total Number of engineers with MCSA/MCSE certification on roles involved in Server Administration/Management (UNIX, LINUX and Windows Based Servers, Active Directory, Backup Solution, Anti-Virus Management, SAN administration, Virtualization, etc.) and engineers with CISSP/CISM/CISA/SSCP or equivalent on Company roles in planning and implementation solution for I.T. Security such as Antivirus server, Access Management, DLP solution, ATP solutions etc.	Max. Marks 10		6.	Total Number of engineers on Company roles with relevant server certification involved in Server Administration/ Management (UNIX, LINUX and Windows Based Servers, Active Directory, Backup Solution, Anti-Virus Management, SAN administration, Virtualization, etc.) and engineers on Company roles with relevant Security Certification in planning and implementation solution for I.T. Security such as Antivirus server, Access Management, DLP solution, ATP solutions etc.	Max. Marks 10
								<i>Documentary Evidence required: List of all employees along with qualification</i>	

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			>26 to 50 engineers	6
			10-25 engineers	3
9.	Para 7	76	<p>Cost of RFP</p> <p>i. Price of the tender/RFP has been fixed at ₹25,000/-. Bidder has to necessarily deposit ₹25,000/- (Rupees Five Thousand only). Account details are mentioned in Annexure Q. The proof of payment shall be submitted in the “Technical Proposal” envelope only.</p> <p>ii. Please note that any bid received without the proof of e-payment will be rejected.</p> <p>iii. The Bidder shall intimate the UTR details to Bank at the contact details provided in the RFP after making the payment along with copy of the UTR, Company’s PAN and GST Registration Number.</p>	<p>Cost of RFP</p> <p>i. Price of the tender/RFP has been fixed at ₹25,000/-. Bidder has to necessarily deposit ₹25,000/- (Rupees Five Thousand only). Account details are mentioned in Annexure Q. The proof of payment shall be submitted in the “Technical Proposal” envelope only.</p> <p>ii. In case of bidders registered with the National Small Industries Corporation (NSIC)/MSME, they are eligible for waiver of RFP document cost. However, they need to provide valid MSME/NSIC Certificate clearly mentioning that they are registered with NSIC/MSME under single point registration scheme. In addition, bidder has to submit Annexure R in physical form (Hard copy) duly signed by Chartered Accountant before last date and time of submission of bid.</p> <p>iii. Please note that any bid received without the proof of e-payment will be rejected.</p> <p>iv. The Bidder shall intimate the UTR details to Bank at the contact details provided in the RFP after making</p>

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				the payment along with copy of the UTR, Company's PAN and GST Registration Number.
10.	Annexure - 'L' Para 3.11	118	Limitation of Liability (i) The Consultant's aggregate liability, in connection with the obligations undertaken as a part of this Project, whether arising under this Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), other than the circumstances mentioned in the sub-clause (ii) below, shall be limited to _____ times of the total contract value.	Limitation of Liability (i) The Consultant's aggregate liability, in connection with the obligations undertaken as a part of this Project, whether arising under this Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), other than the circumstances mentioned in the sub-clause (ii) below, shall be limited to <u>One</u> time of the total contract value.
11.	Appendix 1	143	--excel sheet containing Helpdesk assets--	Revised sheet containing additional details such as Date of Purchase, Support Category etc. has been placed on the website along with the corrigendum.
12.	Appendix 2	143	--excel sheet containing Data Centre assets--	Revised sheet containing additional details such as Date of Purchase, Serial Number, Support Category etc. has been placed on the website along with the corrigendum.
13.	Appendix 3	143	--excel sheet containing Server assets--	Revised sheet containing additional details such as Date of Purchase, Serial Number, Support Category etc. has been placed on the website along with the corrigendum.

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14.	Appen dix 4	143	--excel sheet containing Network assets--	Revised sheet containing additional details such as Date of Purchase, Serial Number, Support Category etc. has been placed on the website along with the corrigendum.

**Certificate for RFP Cost Waiver for MSME/NSIC Firms
(in Letter head of Chartered Accountant)**

Date:

TO WHOMSOEVER IT MAY CONCERN

This is to certify that M/s. _____, having registered office at _____ has made an original investment of Rs. _____/- in _____, as per Audited Balance Sheet as on 31.03.2020. Further we certify that the Company is classified under SME as per MSME Act 2006.

We have checked the books of the accounts of the company and certify that the above information is true and correct.

Chartered Accountant Firm Name & Seal

Signature
Name
Reg No.
VID No.