

Sl No	Clause No	Existing	Amendment
1	6.2 and 6.3	Tendor Fee of Rs 1000 and EMD of Rs 25000 is to be submitted by all participating Bidder	For MSME exemption in Tendor Fee and EMD will be given by submission of certificate along with the Technical Bid
2	18.1	The Bank will not pay any advance for Annual Maintenance Charges of Computer Hardware and Peripherals. Bills and Invoices shall be prepared by the Bidder and submit it to respective branch on half yearly basis along with the cop of purchase order. Invoice amount will be paid by the bank within 30 days from the date of submission of the bill.	Payment will be made in Advance on half yearly basis by respective Branch. Invoice amount will be paid by the bank branch within 30 days from the date of submission of the bill. PM reports to be submit to branch at the end of Half year. Other conditions remain same.
3	2.3.12	The VENDOR will guarantee an uptime of 99.90% for Hardware on quarterly basis. The system should not be subject to reported downtime for a continuous period of more than two hours; all the items supplied should be repaired / replaced within 4 hours (Resolution time) from the time of lodging of complaint/request. In case of vendor failing above standards, a standby arrangement should be provided till the machine is repaired. vendor shall forthwith replace/provide such hardware at no extra cost to the bank	The VENDOR will guarantee an uptime of 95% for Hardware on quarterly basis. The system should not be subject to reported downtime for a continuous period of more than two hours, all the items supplied should be repaired / replaced within 4 hours (Resolution time) from the time of lodging of complaint/request. In case of vendor failing above standards, a standby arrangement should be provided till the machine is repaired. vendor shall forthwith replace/provide such hardware at no extra cost to the bank
4	2.2.10	Bidder should post 1 Dedicated Qualified Engineer at Zonal Office	Bidder who will be selected as L1 will be given Administrative Office AMC of Hardware. This vendor will also provide dedicated engineer to Zonal office without any extra cost.