



ODISHA GRAMYA BANK
Information Technology Department
Head Office, Gandamunda, P.O.-Khandagiri, Bhubaneswar

RFP Ref. No OGB/RFP/ITD/HARDWARE/008/2021-22 dated 16th September 2021, Amendment_1 Date: 04-10-2021

AMENDMENT_1: REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF COMPUTER & PERIPHERALS

REVISED BID SCHEDULE

Sl. No.	Description of Information/ Requirement	Information / Requirement
1.	Tender Reference Number	OGB/RFP/ITD/HARDWARE/008/2021-22
2.	Date of Issue of RFP	16 th September 2021
3.	Last date for receipt of queries, if any.	21 st September 2021, 14:00 hours
4.	Pre Bid Meeting	22 nd September 2021, 15:00 hours
5.	Bid Submission Mode.	Through e-Procurement portal: https://odishabank.abcprocure.com/EPROC/
6.	Last Date and Time for submission of bids along with supporting documents both by e-Procurement portal and physical copy	19 th October 2021 on or before 14:00 hours
7.	Last date, time and place for submission of Original Bid Cost (DD), Bank Guarantee towards EMD, Integrity Pact and Power of Attorney.	19 th October 2021 on or before 14:00 hours at the Bank's Information Technology Department, Head Office, Bhubaneswar. (Should be submitted to the contact officials in person).
8.	Date, time and venue for opening the technical bid.	19 th October 2021 at 15:00 hours at the Bank's Information Technology Department, Bhubaneswar.
9.	Date, time and venue for opening the commercial bid	Will be intimated to technically short-listed bidders.
10.	Name of contact officials for submission of documents as stated in serial No.7 and for any enquiries.	S S Acharya – Sr. Manager – IT A Patra - Sr. Manager - IT S Gajendra – Asst. Manager - IT
11.	Address for Communication / Submission of Bids	The General Manager, Information Technology Dept., Odisha Gramya Bank, Head Office, AT- Gandamunda, P.O. – Khandagiri, Bhubaneswar – 751030.
12.	Contact officials for any clarification.	Mr. A. Patra – Sr. Manager-IT - 0674-2353024
13.	Contact e-mail ID	itd@odishabank.in , itdh@odishabank.in
14.	Contact details of Independent External Monitor	Name: Vinayaka Rao Turaga email: tvrao56@gmail.com



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Information Technology Department
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RFP Ref. No OGB/RFP/ITD/HARDWARE/008/2021-22 dated 16th September 2021, Amendment_1 Date: 04-10-2021

AMENDMENT_1: REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF COMPUTER & PERIPHERALS

All bidders are hereby informed that based on the discussion in the Pre-bid meeting held at Head Office of Odisha Gramya Bank, on date 22nd September 2021, the response to queries submitted by all bidders are in Table# 2 and necessary amendments to RFP are provided in Table#1.

Table#1: Amendment_1

Point#	Document Reference	Page No	Existing Clause in RFP	Amendment
1	Eligibility Criteria	Pg.: 14; Clause: 4.1.2	The Bidder should have a minimum turnover of ₹ 1 Crores per annum in each of the last three financial years In India. In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this. In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth,	The Bidder should have a minimum service turnover of ₹ 1 Crores per annum in each of the last three financial years In India i.e. 2018-19, 2019-20 and 2020-21. Bidder can provide turnover certificate from CA for FY: 2020-21 or Balance sheet. If the turnover from services / AMC is not explicitly mentioned in the balance sheet, then bidder should submit a certificate from CA mentioning the turnover from services / AMC for above financial years. In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this. In case the Bidding Company is the result of a

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			minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.	demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.
2	Eligibility Criteria	Pg.: 15; Clause: 4.1.8	The bidder should have an active contract for AMC for desktop or PC or computer peripherals with any Government Department / PSU / PSB / RRB / Scheduled Commercial Bank in Odisha as on date of issue of this RFP.	The bidder should have an active contract for AMC for desktop or PC or computer peripherals with any Government Department / PSU / PSB / RRB / Scheduled Commercial Bank in Odisha as on date of issue of this RFP. The minimum value of such AMC contract should be 30.00 lakhs through combination of maximum of three such active AMC (Desktop and peripherals) contracts in Odisha. Supporting Documents: Relevant Purchase Order / A letter from the client or copy of e-mail communication stating the status of the contract from the client, along with contact details of client for verification.
3	Eligibility Criteria	Pg.: 15; Clause: 4.1.5	Bidder should have service / support infrastructure at Bhubaneswar & support services across 13 operating districts of OGB and should be able to provide efficient and effective support.	Bidder should provide the copy of active PO or contract document or letter from client with active contract, as proof of operation at 13 operating districts namely Khurda, Puri, Balasore, Bhadrak, Cuttack, Jajpur, Keonjhar, Mayurbhang, Dhenkanal, Angul, Kendrapada, Nayagarh. Multiple orders can be submitted as proof.
4	Eligibility Criteria	Pg.: 14; Clause: 4.1.3	The bidder should have made operating profit in any one of the three financial years i.e. 2018-19, 2019-20 and 2020-21 or calendar years 2019, 2020 and 2021 or the Bidder's financial years. In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this. In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining	The bidder should have made operating profit in any one of the three financial years i.e. 2018-19, 2019-20 and 2020-21. Bidder can provide CA certificate regarding operating profit for FY: 2020-21, if Balance Sheet is yet to be completed. In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this. In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less

Point#	Document Reference	Page No	Existing Clause in RFP	Amendment
			the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.	than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.
5	Checklist	Pg.: 6; Clause: 1	₹5,900.00 (Rupees Five Thousand Nine Hundred only) including GST towards cost of Bid document in form of Demand Draft issued by any commercial bank in India. The scanned copy of the Demand Draft to be uploaded in e-Procurement portal and the hard copy of the DD must reach at Head Office of OGB before last date of submission of bid along with other documents.	₹5,900.00 (Rupees Five Thousand Nine Hundred only) including GST towards cost of Bid document in form of Demand Draft issued by any commercial bank in India. The scanned copy of the Demand Draft to be uploaded in e-Procurement portal and the hard copy of the DD must reach at Head Office of OGB before last date of submission of bid along with other documents. Exemption of Bid Cost will be allowed to bidder registered under MSME / NSIC / Udayog Aadhar as Micro & Small Enterprises of service industry under category relevant to this RFP and on submission of photo copy of registration certification from relevant authority of Govt. of India. Bidder should upload scanned copy of required valid certificate in Bank's e-Procurement portal and need not send any hardcopy.
6	Checklist	Pg.: 6; Clause: 2	Earnest Money Deposit (EMD) in form of Bank Guarantee (BG) amounting to ₹1,00,000.00 (Rupee One Lakh Only) . The scanned copy of Bank Guarantee to be uploaded in e-Procurement portal and the hard copy of the BG must reach at Head Office of OGB before last date of submission of bid.	Earnest Money Deposit (EMD) in form of Bank Guarantee (BG) amounting to ₹1,00,000.00 (Rupee One Lakh Only). The scanned copy of Bank Guarantee to be uploaded in e-Procurement portal and the hard copy of the BG must reach at Head Office of OGB before last date of submission of bid. Exemption of EMD will be allowed to bidder registered under MSME / NSIC / Udayog Aadhar as Micro & Small Enterprises of service industry under category relevant to this RFP and on submission of photo copy of registration certification from relevant authority of Govt. of India. Bidder should upload scanned copy of required valid certificate in Bank's e-Procurement portal and need not send any hardcopy.
7	Scope of Work	Pg.: 9; Clause: 3.1.2	Bank is having K7 Enterprise Anti-virus at all client PCs and are being updated Provide AMC for one Server used as Anti-Virus Server at Disaster Recovery Centre, Hyderabad.	Bank is having K7 Enterprise Anti-virus at all client PCs and are being updated Provide AMC for one Server (HP PROLiant DL320e Server - 1U Rack Mountable along with Microsoft Windows Server 2012 R2 Standard Edition OEM with Media) used as Anti-Virus Server at Disaster Recovery Centre, Hyderabad.
8	Payment Terms	Pg.: 24; Clause: 8.11	Support Engineer: The Payment will be released as monthly arrear after deduction of penalty if any and on submission of GST compliant invoices, required Bank Guarantee and	Support Engineer: The Payment will be released as quarterly arrear after deduction of penalty if any and on submission of GST compliant invoices, required Bank Guarantee and agreements. The invoice should accompany

Point#	Document Reference	Page No	Existing Clause in RFP	Amendment
			agreements. The invoice should accompany the engineer's visit reports for the month. If any engineer found to be absent or on leave for more than 3 days in a month and if replacement of the engineer is not provided by the vendor for the absence period, than the absence period will be deducted from the payment on prorata basis.	the engineer's visit reports for the month. If any engineer found to be absent or on leave for more than 3 days in a month and if replacement of the engineer is not provided by the vendor for the absence period, than the absence period will be deducted from the payment on prorata basis.
9	Eligibility Criteria	Pg.: 13; Clause: 4.1.1	The bidder is registered as a company in India as per Companies Act, 1956/Registered Partnership Firm (operating in the line of business) and should have been in operation for a period of at least 3 years as on date of RFP. In case the Bidding Company is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 3 years as on date of submission of the bid. In case the Bidding Company is the result of a demerger / hiving off, at least one of the demerged company or resulting company should have been in operation for at least 3 years as on the date of submission of bid.	The bidder is registered as a company in India as per Companies Act, 1956 or 2013 / Registered Partnership Firm (operating in the line of business) and should have been in operation for a period of at least 3 years as on date of RFP. In case the Bidding Company is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 3 years as on date of submission of the bid. In case the Bidding Company is the result of a demerger / hiving off, at least one of the demerged company or resulting company should have been in operation for at least 3 years as on the date of submission of bid.
10	Eligibility Criteria	New Clause; Clause: 4.1.11	Addition of New Clause to Eligibility Criteria	Bidders is not allowed to subcontract or engage third party or have franchise arrangement for the services under scope of this RFP. Bidder is required to provide AMC support through engineers on bidder's pay roll and not through any outsourced vendor or engineer. Supporting Documents: Undertaking of bidder on bidder's letter head and relevant proof of same.
11	Comprehensive Onsite AMC	Pg.: 10; Clause: 3.2.2	Repair or replacement of spare parts including all liquid, plastic, connecting cables, electronic and electrical parts in a CPU and Display Unit for all burnt cases due to electrical or lighting issues / physical damage cases, but not to burnt cases due to fire.	Repair or replacement of spare parts including plastic, connecting cables, electronic and electrical parts in a CPU and Display Unit for all burnt cases due to electrical or lighting issues / physical damage cases, but not to burnt cases due to fire. In case of replacement, the spare should be compatible and of higher or similar configuration. Following cases are not to be covered under CAMC and to be made as chargeable. The engineer visit for the chargeable replacement of spare should be provided free of cost. Replacement of chargeable items should be undertaken after obtaining prior approval of Bank.

Point#	Document Reference	Page No	Existing Clause in RFP	Amendment
				<p>1. Display units having spots / lines / liquid damages except electronics and electrical damages.</p> <p>2. Any burned cases which are visible to naked eyes subject to acceptance by Bank after due verification.</p>
12	Comprehensive Onsite AMC	Pg.: 10; Clause: 3.2.3	Repair or replacement of spare parts including all plastic, metallic, connecting cables, electronic and electrical parts in a Printer, CTS Scanner for all burnt cases due to electrical or lighting issues / physical damage cases / damages due to wear & tear / damage to optical parts by any means, but not to burnt cases due to fire.	<p>Repair or replacement of spare parts including all plastic, metallic, connecting cables, electronic and electrical parts in a Printer, CTS Scanner for all burnt cases due to electrical or lighting issues / physical damage cases / damages due to wear & tear / damage to optical parts by any means, but not to burnt cases due to fire.</p> <p>In case of replacement, the spare used should be compatible and of higher or similar configuration.</p> <p>Following cases are not to be covered under CAMC and to be made as chargeable. The engineer visit for the chargeable replacement of spare should be provided free of cost. Replacement of chargeable items should be undertaken after obtaining prior approval of Bank.</p> <p>1. Any burned cases which are visible to naked eyes subject to acceptance by Bank after due verification.</p>

Table#2: Clarification on queries of bidders

Point #	Vendor	Document Reference	Page No	Description in RFP	Clarification Sought	Bank's remark
1	Maple Computer	Eligibility Criteria	Pg.: 14; Clause: 4.1.2	The Bidder should have a minimum turnover of ₹ 1 Crores per annum in each of the last three financial years In India. In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this. In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.	Micro MSME Unit Firms are Exempted	Refer to Table#1, point # 1.
2	Maple Computer	Eligibility Criteria	Pg.: 15; Clause: 4.1.8	The bidder should have an active contract for AMC for desktop or PC or computer peripherals with any Government Department / PSU / PSB / RRB / Scheduled Commercial Bank in Odisha as on date of issue of this RFP.	Micro MSME Unit Firms are Exempted	Refer to Table#1, point # 2.
3	Maple Computer	Eligibility Criteria	Pg.: 15; Clause: 4.1.5	Bidder should have service / support infrastructure at Bhubaneswar & support services across 13 operating districts of OGB and should be able to provide efficient and effective support.	Some Service Centre Districts to be opened as per your requirement before signing of Contract	Refer to Table#1, point # 3
4	Maple Computer	Eligibility Criteria	Pg.: 14; Clause: 4.1.3	The bidder should have made operating profit in any one of the three financial years i.e. 2018-19, 2019-20 and 2020-21 or calendar years 2019, 2020 and 2021 or the Bidder's financial years. In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the	Provisional balance sheet to be provided as 31 st December'2021 is the last date of annual return filling	Refer to Table#1, point # 4

Point #	Vendor	Document Reference	Page No	Description in RFP	Clarification Sought	Bank's remark
				purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this. In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.		
5	Maple Computer	Regarding Summary	Pg.: 9; Clause: 3.1.1	1. Provide Comprehensive Annual Maintenance Contract (Here in after referred as C-AMC or AMC) of following items exists at Branches, Regional Offices and Head Office & Central Clearing House. a. All items of Desktop Computer (PC) – 2650 (Make: Dell, Acer, HCL) **(Initial PO will be for 2450 units and 200 units will be added after 31st March 2022) b. Dot matrix printers – 523 (Make: TVS, Wep) c. Laser Printers – 222 (Make: RICOH, HP, Samsung, Brother, Canon) d. CTS Scanner – 20 (Make: Canon) e. Passbook Printer – 657 (Make: TVS, Lipi, Epson)	As specification required location wise with make & year of purchased	No amendment
6	Manor Computers	Checklist	Pg.: 6; Clause: 1	₹5,900.00 (Rupees Five Thousand Nine Hundred only) including GST towards cost of Bid document in form of Demand Draft issued by any commercial bank in India. The scanned copy of the Demand Draft to be uploaded in e-Procurement portal and the hard copy of the DD must reach at Head Office of OGB before last date of submission of bid along with other documents.	As we are MSME/NSIC registered, we are exempted. Can we submit the hard copy of exemption document before last dates of bid submission?	Refer to Table#1, point # 5
7	Manor Computers	Checklist	Pg.: 6; Clause: 2	Earnest Money Deposit (EMD) in form of Bank Guarantee (BG) amounting to ₹1,00,000.00 (Rupee One Lakh Only) . The scanned copy of Bank Guarantee to be uploaded in e-Procurement portal	As we are MSME/NSIC registered, we are exempted. Can we submit the hard copy of	Refer to Table#1, point # 6

Point #	Vendor	Document Reference	Page No	Description in RFP	Clarification Sought	Bank's remark																																																																								
				and the hard copy of the BG must reach at Head Office of OGB before last date of submission of bid.	exemption document before last dates of bid submission?																																																																									
8	Manor Computers	Format for Commercial Bid	Pg.: 53	<table border="1"> <thead> <tr> <th>Item</th> <th>Unit</th> <th>Cost</th> <th>Qty.</th> <th>AMC</th> <th>Cost</th> <th>Total</th> <th>Cost</th> </tr> </thead> <tbody> <tr> <td>CPU</td> <td></td> <td>**</td> <td></td> <td></td> <td></td> <td></td> <td>2650</td> </tr> <tr> <td>Monitor</td> <td></td> <td>**</td> <td></td> <td></td> <td></td> <td></td> <td>2650</td> </tr> <tr> <td>Dot Matrix Printer</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>523</td> </tr> <tr> <td>Laser Printer</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>221</td> </tr> <tr> <td>Laser Printer (Colour)</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> </tr> <tr> <td>Passbook Printer</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>657</td> </tr> <tr> <td>CTS Scanner</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>20</td> </tr> <tr> <td>Dedicated Engineer</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>9</td> </tr> </tbody> </table>	Item	Unit	Cost	Qty.	AMC	Cost	Total	Cost	CPU		**					2650	Monitor		**					2650	Dot Matrix Printer							523	Laser Printer							221	Laser Printer (Colour)							1	Passbook Printer							657	CTS Scanner							20	Dedicated Engineer							9	Item make mentioned But model not mentioned	No amendment
Item	Unit	Cost	Qty.	AMC	Cost	Total	Cost																																																																							
CPU		**					2650																																																																							
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Passbook Printer							657																																																																							
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9	Accel It Services	Scope of Work	Pg.: 9; Clause: 3.1.2	Bank is having K7 Enterprise Anti-virus at all client PCs and are being updated Provide AMC for one Server used as Anti-Virus Server at Disaster Recovery Centre, Hyderabad.	Server is under AMC of this contract or not. If yes please share Server details	Refer to Table#1, point # 7																																																																								
10	Accel It Services	Scope of Work	Pg.: 10; Clause: 3.1.3	<p>3. Provide Man Power Support as per list mentioned:</p> <p>a. Full time Man Power inclusive of all travel and dearness allowance for physical visit to branch and offices. Minimum of 7 engineers should be provided at district head Quarters under 9 Regional Offices (RO).</p> <p>b. One L3 level of Technical Support Engineer, proficient in Odia speaking language, for maintenance of all computers and peripherals and coordination with field engineers. The job of the engineer should not be limited to the existing setup but to manage all new products introduced under scope of AMC or maintenance or support related to computer peripherals.</p> <p>c. One L1 engineer proficient in English speaking language, for providing full time support in managing video conference system in Head Office and to provide operation support to all Video Conferences setup at Regional Offices and Anti-virus server and client management.</p>	1) 07 engineers including L3 and L1 VC or total 09 engineers required. 2) total Engineers exact seating locations required	Clarification: one L3 and one L1 engineers should be physically present at Head Office, Bhubaneswar. Other engineers are need not to be physically present at Regional Office, however bidder should place the engineers to meet the defined SLA.																																																																								
11	Accel It Services	Payment Terms	Pg.: 24;	Support Engineer: The Payment will be released as monthly arrear after deduction of penalty if any and on submission of GST compliant invoices, required Bank Guarantee and agreements.	For engineers, vendor can submit separately invoice monthly basis.	Refer to Table#1, point # 8																																																																								

Point #	Vendor	Document Reference	Page No	Description in RFP	Clarification Sought	Bank's remark
			Clause: 8.11	The invoice should accompany the engineer's visit reports for the month. If any engineer found to be absent or on leave for more than 3 days in a month and if replacement of the engineer is not provided by the vendor for the absence period, than the absence period will be deducted from the payment on prorated basis.	Or both AMC and RE's invoice can submit Quarterly basis.	
12	Acer India	Eligibility Criteria	Pg.: 13; Clause: 4.1.1	The bidder is registered as a company in India as per Companies Act, 1956/Registered Partnership Firm (operating in the line of business) and should have been in operation for a period of at least 3 years as on date of RFP. In case the Bidding Company is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 3 years as on date of submission of the bid. In case the Bidding Company is the result of a demerger / hiving off, at least one of the demerged company or resulting company should have been in operation for at least 3 years as on the date of submission of bid.	The bidder is registered as a company in India as per Companies Act of 1956/2013, and should have been in operation for a period of at least 5 years as on date of RFP.	Refer to Table#1, point # 9
13	Acer India	Eligibility Criteria	Pg.: 14; Clause: 4.1.2	The Bidder should have a minimum turnover of ₹ 1 Crores per annum in each of the last three financial years In India. In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this. In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.	The Bidder should have a minimum turnover of ₹ 10 Cr per annum in each of the last three financial years In India out of which minimum 5 Cr from Service Business.	Refer to Table#1, point # 1.
14	Acer India	Eligibility Criteria	Pg.: 14;	The bidder should have made operating profit in any one of the three financial years i.e. 2018-19, 2019-20 and 2020-21 or calendar years 2019, 2020 and 2021 or the Bidder's financial	For 2020-21 turnover certificate from CA can be provided if Balance	Refer to Table#1, point # 4

Point #	Vendor	Document Reference	Page No	Description in RFP	Clarification Sought	Bank's remark
			Clause: 4.1.3	years. In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this. In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.	sheet yet to be completed	
15	Acer India	Eligibility Criteria	Pg.: 15; Clause: 4.1.6	The Bidder should have following accreditations/ certifications which should be valid as on submission date of this RFP. A) ISO 9000 / 9001 B) ISO 20000	The Bidder should have following accreditations/ certifications which should be valid as on submission date of this RFP. A) ISO 9001:2015 B) ISO 20000-1:2018 C? ISO 27001:2013	No Amendment
16	Acer India	Eligibility Criteria	Pg.: 15; Clause: 4.1.8	The bidder should have an active contract for AMC for desktop or PC or computer peripherals with any Government Department / PSU / PSB / RRB / Scheduled Commercial Bank in Odisha as on date of issue of this RFP.	The bidder should have an active contract for AMC for desktop or PC or computer peripherals of 30 Lakhs or 2 active Contract of 15 Lakhs or 3 active contract of 10 Lakhs of	Refer to Table#1, point # 2.

Point #	Vendor	Document Reference	Page No	Description in RFP	Clarification Sought	Bank's remark
					any Banking Sector/PSU/Govt./Corporate in Odisha continues for last 3 Years . Further the bidder should have experience to give Service Support to >300+ Branches in any Bank in Odisha as on date of issue of this RFP. Service Satisfactory letters and AMC PO copy to be attached.	
17	Rapidtech It Services	Eligibility Criteria	Pg.: 13; Clause: 4.1.1	The bidder is registered as a company in India as per Companies Act, 1956/Registered Partnership Firm (operating in the line of business) and should have been in operation for a period of at least 3 years as on date of RFP. In case the Bidding Company is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 3 years as on date of submission of the bid. In case the Bidding Company is the result of a demerger / hiving off, at least one of the demerged company or resulting company should have been in operation for at least 3 years as on the date of submission of bid.	The bidder is registered as a company in India as per Companies Act of 1956/2013, Registered Partnership Firm (operating in the line of business) and should have been in operation for a period of at least 5 years as on date of RFP.	Refer to Table#1, point # 9
18	Rapidtech It Services	Eligibility Criteria	Pg.: 14; Clause: 4.1.2	The Bidder should have a minimum turnover of ₹ 1 Crores per annum in each of the last three financial years In India. In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this. In case the Bidding	The Bidder should have a minimum Services turnover of ₹ 1 Crores per annum in each of the last three financial years In India. Audited Financial statements for the financial year 2017-18, 2018-19 &	Refer to Table#1, point # 1.

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				Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.	2019-20 and Company Turnover Certificate for the financial year 2020-21 (if Balance sheet not completed for FY2021). Also required Auditor/CA, Certificate indicating the sales Turnover & Service Turnover for the previous financial years mentioned above.	
19	Rapidtech It Services	Eligibility Criteria	Pg.: 14; Clause: 4.1.3	The bidder should have made operating profit in any one of the three financial years i.e. 2018-19, 2019-20 and 2020-21 or calendar years 2019, 2020 and 2021 or the Bidder's financial years. In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this. In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.	Bidder should submit Copy of the audited Balance Sheets for the preceding three years (i.e.2017-18, 2018-19, 2019-20 and Turnover Certificate from CA/Auditor for 2020-21 if Balance sheet not completed for FY2021).	Refer to Table#1, point # 4
20	Rapidtech It Services	Eligibility Criteria	Pg.: 15; Clause: 4.1.6	The Bidder should have following accreditations/ certifications which should be valid as on submission date of this RFP. A) ISO 9000 / 9001 B) ISO 20000	The Bidder should have following accreditations/ certifications which should be valid as on	No Amendment

Point #	Vendor	Document Reference	Page No	Description in RFP	Clarification Sought	Bank's remark
					submission date of this RFP. A) ISO 9001:2015 B) ISO 20000-1:2018	
21	Royal Teleservice	Eligibility Criteria	Pg.: 13; Clause: 4.1.1	The bidder is registered as a company in India as per Companies Act, 1956/Registered Partnership Firm (operating in the line of business) and should have been in operation for a period of at least 3 years as on date of RFP. In case the Bidding Company is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 3 years as on date of submission of the bid. In case the Bidding Company is the result of a demerger / hiving off, at least one of the demerged company or resulting company should have been in operation for at least 3 years as on the date of submission of bid.	The bidder is registered as a company in India as per Companies Act of 1956/2013, Registered Partnership Firm (operating in the line of business) and should have been in operation for a period of at least 5 years as on date of RFP.	Refer to Table#1, point # 9
22	Royal Teleservice	Eligibility Criteria	Pg.: 14; Clause: 4.1.2	The Bidder should have a minimum turnover of ₹ 1 Crores per annum in each of the last three financial years In India. In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this. In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.	The Bidder should have a minimum turnover of R 60 Lakhs per annum in each of the last three financial years In India.	Refer to Table#1, point # 1.

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23	Royal Teleservice	Eligibility Criteria	Pg.: 14; Clause: 4.1.3	The bidder should have made operating profit in any one of the three financial years i.e. 2018-19, 2019-20 and 2020-21 or calendar years 2019, 2020 and 2021 or the Bidder's financial years. In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this. In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.	Audited Financial statements for the financial year 2017-18, 2018-19 & 2019-20 and Company Turnover Certificate for the financial year 2020-21 if Balance sheet not completed.	Refer to Table#1, point # 4
24	Royal Teleservice	Eligibility Criteria	Pg.: 15; Clause: 4.1.8	The bidder should have an active contract for AMC for desktop or PC or computer peripherals with any Government Department / PSU / PSB / RRB / Scheduled Commercial Bank in Odisha as on date of issue of this RFP.	Details of service support at Bhubaneswar & 7 service engineers to be engaged for 9 regional offices on Bidder's letter head. OGB Officer/Representative will visit the vendor Office, to verify the Spares Stocks and Testing & Repair Centre of the vendor.	Refer to Table#1, point # 2
25	Royal Teleservice	Eligibility Criteria	Pg.: 15; Clause: 4.1.6	The Bidder should have following accreditations/ certifications which should be valid as on submission date of this RFP. A) ISO 9000 / 9001 B) ISO 20000	The Bidder should have following accreditations/ certifications which	No Amendment

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					should be valid as on submission date of this RFP. A) ISO 9000/ 9001	
26		Eligibility Criteria	New Clause; Clause: 4.1.11	Addition of New Clause to Eligibility Criteria	No subcontracting allowed. Bidder should give support through their Own Engineer and not through any outsourced Vendor and Engineer must have Company ID card which should carry Employee ID during visit to any Branch/office of OGB. A declaration letter to be given by bidder on their letter head for the same.	Refer to Table#1, point # 10
27	Maxim Systems	Eligibility Criteria	Pg.: 13; Clause: 4.1.1	The bidder is registered as a company in India as per Companies Act, 1956/Registered Partnership Firm (operating in the line of business) and should have been in operation for a period of at least 3 years as on date of RFP. In case the Bidding Company is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 3 years as on date of submission of the bid. In case the Bidding Company is the result of a demerger / hiving off, at least one of the demerged company or resulting company should have been in operation for at least 3 years as on the date of submission of bid.	The bidder is registered as a company in India as per Companies Act of 1956 Registered Partnership Firm / proprietor Firm (operating in the line of business) and should have been in operation for a period of at least 5 years as on date of RFP.	No Amendment
28	Maxim Systems	Eligibility Criteria	Pg.: 15; Clause: 4.1.5	Bidder should have service / support infrastructure at Bhubaneswar & support services across 13 operating districts of OGB and should be able to provide efficient and effective support.	Request to add that OGB Official will visit Bidder Offices to see the Service Support Infrastructure , Call Registration process ,	Refer to Table#1, point # 3

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					Warehouse for spares , Repairing capability etc.	
29	Maxim Systems	Eligibility Criteria	Pg.: 15; Clause: 4.1.6	The Bidder should have following accreditations/ certifications which should be valid as on submission date of this RFP. A) ISO 9000 / 9001 B) ISO 20000	The Bidder should have following accreditations/ certifications which should be valid as on submission date of this RFP. A) ISO 9000 / 9001	No Amendment
30	Maxim Systems	Eligibility Criteria	Pg.: 15; Clause: 4.1.8	The bidder should have an active contract for AMC for desktop or PC or computer peripherals with any Government Department / PSU / PSB / RRB / Scheduled Commercial Bank in Odisha as on date of issue of this RFP.	The bidder should have an active contract for AMC for desktop or PC or computer peripherals with any Government Department / PSU / PSB / RRB / Scheduled Commercial Bank Corporate Customer Odisha as on date of issue of this RFP.	Refer to Table#1, point # 2.
31	Portal Infotech	Eligibility Criteria	Pg.: 13; Clause: 4.1.1	The bidder is registered as a company in India as per Companies Act, 1956/Registered Partnership Firm (operating in the line of business) and should have been in operation for a period of at least 3 years as on date of RFP. In case the Bidding Company is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 3 years as on date of submission of the bid. In case the Bidding Company is the result of a demerger / hiving off, at least one of the demerged company or resulting company should have been in operation for at least 3 years as on the date of submission of bid.	Allowing participation of proprietorship firms	No Amendment

Point #	Vendor	Document Reference	Page No	Description in RFP	Clarification Sought	Bank's remark
32	Aforeserve	Comprehensive Onsite AMC	Pg.: 10; Clause: 3.2.2	Repair or replacement of spare parts including all liquid, plastic, connecting cables, electronic and electrical parts in a CPU and Display Unit for all burnt cases due to electrical or lighting issues / physical damage cases, but not to burnt cases due to fire.	Risk coverage	Refer to Table#1, point # 11.
33	Aforeserve	Comprehensive Onsite AMC	Pg.: 10; Clause: 3.2.3	Repair or replacement of spare parts including all plastic, metallic, connecting cables, electronic and electrical parts in a Printer, CTS Scanner for all burnt cases due to electrical or lighting issues / physical damage cases / damages due to wear & tear / damage to optical parts by any means, but not to burnt cases due to fire.	Risk coverage	Refer to Table#1, point # 12.