

IT DEPARTMENT
CORPORATE OFFICE,
DHANLAXMI BANK LIMITED
NAICKANAL, THRISSUR - 680001

Amendment to the RFP - Desktop PCs Supply, Installation and Support for Branches.

RFP No: DLB_IT/ RFP/ 2018-19/ 002 Amendment Date – 06/03/2019

Sl.	Page	Clause/Section
1	Page 6 and Page 44	SCOPE OF WORK , Annexure – 12 - Bank Guaranty Format

Existing

Bidder need to submit a Bank guaranty (10 % of total order value) after the selection.
Bidder shall submit a Bank guaranty (10 % of total order value) after the selection.

Amended

Bidder need to submit a Bank guaranty (5 % of total order value) after the selection.
Bidder shall submit a Bank guaranty (5 % of total order value) after the selection.

Sl.	Page	Clause/Section
2	Page 9 and Page 35	Service Level Expectations (Matrix)

Existing

Type of branch (DLB Categorisation)	Response time	Resolution time	Penalty
Metropolitan	6 Hours	12 Working Hours	1 % of that system cost per day
Urban	10 Hours	16 Working Hours	1 % of that system cost per day
Semi Urban	14 Hours	22 Working Hours	1 % of that system cost per day
Rural	NBD	28 Working Hours	1 % of that system cost per day

Amended

Type of branch (DLB Categorisation)	Response time	Resolution time	Penalty
Metropolitan	Within 10 Working Hours	Within 2 Working Days	0.5 % of that system cost per day
Urban	Within Next Business Day	Within 3 Working Days	0.5 % of that system cost per day
Semi Urban	Within Next Business Day	Within 4 Working Days	0.5 % of that system cost per day
Rural	Within Next Business Day	Within 4 Working Days	0.5 % of that system cost per day

Sl.	Page	Clause/Section
3	Page 13 and Page 23	14. ELIGIBILITY CRITERIA FOR BIDDER/OEM, Annexure - 3 Eligibility Declaration Format

Existing

ELIGIBILITY CRITERIA FOR BIDDER/OEM

7	The Bidder should have local Office/own personnel/ Service Support Centre/ franchisee at area of operation of DLB to liaison various activities like installation and maintenance etc.	Details of location and address need to provide in Annexure- 10. If the bidder having franchisee setup, letter from each franchisee need to be submitted stating that their areas and readiness to support Dhanlaxmi Bank systems.
---	--	--

Annexure - 3 Eligibility Declaration Format

7	The Bidder should have local Office/ own personnel/ Service Support Centre/ franchisee at area of operation of DLB to liaison various activities like installation and maintenance etc. (Details of location and address need to provide in <Annexure-10> and . If the bidder having franchise setup, letter from each franchisee need to be submitted stating that their areas and readiness of support.)			
---	--	--	--	--

Amended

ELIGIBILITY CRITERIA FOR BIDDER/OEM

7	The Bidder should have local Office/own personnel/ Service Support Centre/ franchisee / OEM Service Franchisee at area of operation of DLB to liaison various activities like installation and maintenance etc.	Details of location and address need to provide in Annexure- 10. If the bidder having franchisee setup/OEM Franchisee , letter from each franchisee need to be submitted stating that their areas and readiness to support Dhanlaxmi Bank systems.
---	---	--

Annexure - 3 Eligibility Declaration Format

7	The Bidder should have local Office/own personnel/ Service Support Centre/ franchisee / OEM Service Franchisee at area of operation of DLB to liaison various activities like installation and maintenance etc. Details of location and address need to provide in Annexure- 10. If the bidder having franchisee setup/OEM Franchisee, letter from each franchisee need to be submitted stating that their areas and readiness to support Dhanlaxmi Bank systems.			
---	--	--	--	--

----- End of the document -----