BID No. GEM/2024/B/4821861 dated 27th March 2024
Tender for Annual Maintenance Contract of Renewal of Annual Maintenance Contract (AMC) of Hardware at Critical locations with On-site Support for 3 Years.

Addendum dated 16th May 2024

Sr. No.	RFP Clause	Clause to be amended as under
1	**Annexure-2** **Eligibility criteria A1. (General)** The bidder must be a Government Organization / PSU / PSE / Partnership firm / LLP or Private / Public limited company in India at least for the last 5 years (As on RFP date).	**Annexure-2** **Eligibility criteria A1. (General)** The bidder must be a Government Organization / PSU / PSE / Partnership firm / LLP or Private / Public limited company in India at least for the last 3 years (As on RFP date).
2	**Eligibility criteria B1. (Financial)** The bidder should have registered an average annual turnover of Rs. 50 Crore (MSE/startups - Rs. 15 Cr.) or above during the last three completed financial years – 2020-21, 2021-22 and 2022-23 (Not inclusive of the turnover of associate companies).	**Eligibility criteria B1. (Financial)** The bidder should have registered an average annual turnover of Rs. 50 Crore (MSE/startups - Rs. 10 Cr.) or above during the last three completed financial years – 2020-21, 2021-22 and 2022-23 (Not inclusive of the turnover of associate companies).
3	**Eligibility Criteria C1.** **(Experience and support infrastructure)** The bidder should have experience inproviding mission critical IT hardwarewarranty / AMC support for Server,Storage and Network / Security devicesof minimum Order value (single orMultiple) of Rs 8 Cr. in CommercialBanks / Financial Institutions /Government / PSU Organizations / IT &ITES / Manufacturing / Large Corporatesin India in past 3 Years.	**Eligibility Criteria C1.** **(Experience and support infrastructure)** The bidder should have experience in providing mission critical IT hardware warranty / AMC support for Server, Storage and Network / Security devices of minimum Order value (single or Multiple) of Rs 3 Cr. in Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India in past 3 Years.
4	**Annexure 11 – Project Details and Scope of Work** New Clause Added	**Annexure 11 – Project Details and Scope of Work** Health checkup of all hardware should be carried out by respective OEM's once in a year and submit review report Degaussed and physically damaged storage/hard disks only will be returned to OEM as part of replacement.

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6	**Annexure 15 – Commercial Bid** Total 156 line items was there	**Annexure 15 – Commercial Bid revised.** Total 189 line items are there attached as **Annexure 15A**. **The same (Annexure 15A) need to be submitted as final commercial sheet on GeM Portal.** Note: Bid will be rejected if any bidder uploaded the existing commercial sheet on GeM.