

RFP for Selection and Appointment of vendor for Supply, Implementation, Installation, Commissioning and Maintenance of Network, CCTV & AV for Mumbai Goregaon Office.

RFP NO: CO: BFSL/SYS RFP/20-21/01

RFP Dated: 20.06.20

Addendum 01, Dated 10<sup>th</sup> July 2020

Due to the current COVID 19 or Corona Virus Outbreak not only in India but whole world, but due to current lockdown in certain COVID containment zones, few bidders will not be able to submit the physical bid at our office.

Hence, considering the criticality of the said RFP and business requirement, bidders who are not able to submit the physical bid copy in office can submit their bids electronically over email.

BFSL wants and invites bidders to submit their Eligibility and Technical bid as mentioned in RFP over below mentioned email in a PDF format and if possible can submit physical copy of bid at our Hallmark Business Plaza Office. But, commercial bid must be submitted at the time of bid submission in a password protected file and NO passwords must be shared with any one.

Below are the guidelines to submit the bid:

**I) Documents Clarification:**

1) It is preferred that all the soft copy documents submitted by bidder to have digital signature OR approval from the VP or above grade on submitted documents and authorized person from the organization sending the email to BFSL.

2) Self Declaration can be provided over email / PDF soft copy.

3) Annexure and Appendix must be acknowledged by bidder and submitted in form of softcopy.

4) Documents towards Eligibility & Technical criteria must be categorized accordingly for our better understanding.

5) All the documents (in parts for bigger size) must be submitted to [rfp@bobfinancial.com](mailto:rfp@bobfinancial.com) , [Milind.kadam@bobfinancial.com](mailto:Milind.kadam@bobfinancial.com) and [altaf.sayyad@bobfinancial.com](mailto:altaf.sayyad@bobfinancial.com)

6) Please try to provide a smaller size file.

7) Documents must be as per requirement mentioned in the RFP and rest all the terms and conditions will be as RFP.

8) Commercial bids submitted over email must be password protected and BFSL will ask for passwords of commercial bids only from technically qualified bidders, until than NO passwords must be shared with anyone.

**II) Since physical acknowledgement of documents is not possible, BFSL will email all participated bidders about the updates on RFP.**

III) Below Operational Service Levels clause on pg. no# 13 has been changed, kindly refer the same.

Original Clause

Operational Service Levels.

S/N	Parameter	Service Window	Response	Resolution	Calculation Period	Penalty
1	New Request	9:00 to 06:00 (Mon to Sat )	6 Hours	NBD	Every Instance	0.5% of Service Assurance Amount per Incident. Additional 0.5% in case of delay of more than a week
2	Soft Issue	9:00 to 06:00 (Mon to Sat )	6 Hours	NBD	Every Instance	0.5% of Service Assurance Amount per Incident. Additional 0.5% in case of delay of more than a week
3	Hardware Issue	9:00 to 06:00 (Mon to Sat )	4 Hours	NBD	Every Instance	0.5% of Service Assurance Amount per Incident. Additional 0.5% in case of delay of more than a week

Changed to:- Inclusion in RFP

Operational Service Levels.

S/N	Parameter	Service Window	Response	Resolution	Calculation Period	Penalty
1	New Request	9:00 to 06:00 (Mon to Sat )	6 Hours	NBD	Every Instance	0.5% of BG Amount per Incident. Additional 0.5% in case of delay of more than a week
2	Soft Issue	9:00 to 06:00 (Mon to Sat )	6 Hours	NBD	Every Instance	0.5% of BG Amount per Incident. Additional 0.5% in case of delay of more than a week
3	Hardware Issue	9:00 to 06:00 (Mon to Sat )	4 Hours	NBD	Every Instance	0.5% of BG Amount per Incident. Additional 0.5% in case of delay of more than a week

IV) Extension given for BID submission and opening of eligibility & technical bid, kindly refer below details:

Last date & time for submission of Bids	20-07-2019 at 03.00 pm
Date and time of Opening of Eligibility and Technical Bid	20-07-2019 at 03:30 pm

S/d

Authorized Signatory