

With reference to RFP Ref No. 06/2023-24 (GEM/2023/B/3526917) dated 5.06.2023 published on GeM portal and our website <https://www.bankofmaharashtra.in>, and pre-bid meeting was conducted as per schedule on 14.06.2023 at 15 hours.

Response to pre-bid queries along with corrigendum was uploaded on Bank's website post pre-bid meeting.

Last date of sale of tender document and last date for bid submission is revised as under:

Last Date and Time for receipt of tender offers	6th July 2023 up to 15:00 hrs.
Date of opening of Technical bids	6th July 2023 at 15:30 hrs.

Changes mentioned in corrigendum 2 are enclosed.

Note- Except changes mentioned above and as part of pre-bid responses, there is no change in any clauses, terms & conditions of the RFP document.

**Sd/-
Deputy General Manager
Information Technology**



Corrigendum 2

Following SLA will be applicable for FM resource from ANNEXURE G: SERVICE LEVEL REQUIREMENTS of RFP. The same has been revised as under:

Sn	Existing Stipulation as per RFP				Revised Term													
1	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Last Date and Time for receipt of tender offers</td> <td>30th June 2023 up to 15:00 hrs.</td> </tr> <tr> <td>Date of opening of Technical bids</td> <td>30th June 2023 at 15:30 hrs.</td> </tr> </table>				Last Date and Time for receipt of tender offers	30 th June 2023 up to 15:00 hrs.	Date of opening of Technical bids	30 th June 2023 at 15:30 hrs.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Last Date and Time for receipt of tender offers</td> <td>6th July 2023 up to 15:00 hrs.</td> </tr> <tr> <td>Date of opening of Technical bids</td> <td>6th July 2023 at 15:30 hrs.</td> </tr> </table>				Last Date and Time for receipt of tender offers	6 th July 2023 up to 15:00 hrs.	Date of opening of Technical bids	6 th July 2023 at 15:30 hrs.		
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		<p>S-2 (Moderate) Response time: 120 Minutes -Mail service for more than 10 but less than 50 mail boxes are affected. -Any Link is down at Either of the sites (DC or DR) though the solution availability is not impacted -Request for Archival Data</p> <p>S-3 (Low) Response time: 1 Working Day (8 Hrs.) -Request for various reports. -Request for mail retrieval -Request for creation/Deletion of Mail Box(Id)</p>	<p>S-3 Ticket 1500/- Per request(Ticket) per hour, or part thereof if the ticket is not resolved in given timelines</p>		<p>-Mail security services are affected</p> <p>S-2 (Moderate) Response time: 5 Minutes Resolution time: 120 Minutes</p> <p>-Mail service for more than 10 but less than 50 mail boxes are affected. -Any Link is down at Either of the sites (DC or DR) though the solution availability is not impacted -Request for Archival Data</p> <p>S-3 (Low) Response time: 5 Minutes Resolution time: 1 Working Day (8 Hrs.)</p> <p>-Request for various reports. -Request for mail retrieval -Request for creation/Deletion of Mail Box(Id)</p>	<p>S-3 Ticket 1500/- Per request(Ticket) per hour, or part thereof if the ticket is not resolved in given timelines</p>
<p>The above SLA's will be applicable for the time window of 8-10 PM including business hours for which Facility Management Services have been provisioned.</p>						