

| Sr no | Page No | Clause No | BRPL Clause | Corrigendum Clause | | | | | | | | | | |
|-------------------------|---|---|---|--|---|----------------|--|-----------------|--|-------------------------|---|---|--------------------------------------|---|
| 1 | 42 | Table 2 Service Level Chart | <p>Replacement of Resources</p> <p>If the service of particular personnel is not satisfactory, BRPL shall ask for suitable replacement and the Bidder shall be required to provide backup manpower on next working day with replacement within 15 working days.</p> <p>Contractor shall ensure availability of manpower / resources at all point of time during the contract period, under all circumstances. Contractor shall be entirely responsible for providing qualified / competent employee in place of employee who resigns or leaving the organization, to the full satisfaction of BRPL within the timelines as required by BRPL. BRPL shall not be responsible for the additional cost to be incurred by the contractors if any in increase of CTC if required in the process of selection of replacement resource.</p> <p>Failing the above, he will be liable for penalty for Rs.1000/day on account of every day delay beyond 15 days from the date of leaving of resource.</p> | <p>Replacement of Resources</p> <p>If the service of particular personnel is not satisfactory, BRPL shall ask for suitable replacement and the Bidder shall be required to provide backup manpower on next working day with replacement within 15 working days.</p> <p>Contractor shall ensure availability of manpower / resources at all point of time during the contract period, under all circumstances. Contractor shall be entirely responsible for providing qualified / competent employee in place of employee who resigns or leaving the organization, to the full satisfaction of BRPL within the timelines as required by BRPL. BRPL shall not be responsible for the additional cost to be incurred by the contractors if any in increase of CTC if required in the process of selection of replacement resource.</p> <p>Considering the notice period as 15 days, bidder should provide the replacement of resource by that time or before the resource leaving the organisation.</p> <p>Failing the above, he will be liable for penalty for Rs.2000/day on account of every day delay beyond the timelines as mentioned above.</p> <p>No service margining will be payable towards the vacant position during the contract tenure.</p> | | | | | | | | | | |
| 2 | 45 | Replacement of Resource | <table border="1"> <tr> <td>Replacement of Resource</td> <td>Providing proper replacement in lieu of resignation/ absenteeism/ non-performing manpower</td> <td>Within 15 days</td> <td>From the date leaving the organization</td> <td>Rs.1000 per day</td> </tr> </table> | Replacement of Resource | Providing proper replacement in lieu of resignation/ absenteeism/ non-performing manpower | Within 15 days | From the date leaving the organization | Rs.1000 per day | <table border="1"> <tr> <td>Replacement of Resource</td> <td>Providing proper replacement in lieu of resignation/ absenteeism/ non-performing manpower</td> <td>Considering the notice period as 15 days, bidder should provide the replacement of resource by that time or before the resource leaving the organisation.</td> <td>From the start date of notice period</td> <td>Rs.2000/day on account of every day delay beyond the timelines as mentioned in corrigendum Sr.No.1]</td> </tr> </table> | Replacement of Resource | Providing proper replacement in lieu of resignation/ absenteeism/ non-performing manpower | Considering the notice period as 15 days, bidder should provide the replacement of resource by that time or before the resource leaving the organisation. | From the start date of notice period | Rs.2000/day on account of every day delay beyond the timelines as mentioned in corrigendum Sr.No.1] |
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| 3 | 5 | Technical Qualifying criteria | Bidder should have at least technical 500+maintenance engineers and software personnel's (i.e. Excluding of administrative staff) on its rolls at Delhi/NCR Office. Declaration on Notarized no judicial stamp papers with their qualification, experience & duration of service. | Bidder should have at least technical 500+ maintenance Engineer including subcontractor excluding administrative staff at Delhi/NCR. Declaration on Notarized no judicial stamp papers with their qualification, experience & duration of service. | | | | | | | | | | |
| 4 | 5 | Technical Qualifying criteria | Bidder should have executed at least one single work order for providing IT support services and maintenance of minimum 3000 IT assets including Desktops, Servers, Peripherals (Printers/Scanners) & Networking devices (Switches/ Routers) etc. across multiple locations (not less than 3 locations) in the last 7 years. | Bidder must have 2000 IT Assets including Desktops, Servers, Peripherals (Printers/Scanners) & Networking devices (Switches/ Routers) etc. across multiple locations (not less than 3 locations) in the last 7 years. | | | | | | | | | | |
| 5 | | Corrigendum I | Bid Submission date : 04-01-2022, 1500 HRS Bid Opening date: 01-01-2022, 1530 HRS | Bid Submission date : 11-01-2022, 1500 HRS Bid Opening date: 11-01-2022, 1530 HRS | | | | | | | | | | |

Note (Mandatory) : Bidder has to submit the Corrigendum Copy along with Tender Document

Sign and Stamp of Bidders