



**सॉफ्टवेयर टेक्नोलॉजी पार्क्स ऑफ इंडिया**  
**SOFTWARE TECHNOLOGY PARKS OF INDIA**  
 (भारत सरकार के इलेक्ट्रॉनिकी और सूचना प्रौद्योगिकी मंत्रालय के अन्तर्गत एक स्वायत्त  
 सोसाइटी, इलेक्ट्रॉनिक सिटी, बेंगलूरु - 560100)  
**(An Autonomous Society under Ministry. of Electronics and  
 Information Technology  
 Govt. of India, Electronic City, Bengaluru - 560100)**

### शुद्धि-पत्र / CORRIGENDUM

This has reference to Annual Maintenance Contract for STPI Smart Lab Equipment's (Spectrum Analyzer FSV13 & Vector Network Analyzer ZNB20) hosted through GeM.

GEM/2021/B/1077913 Dated: 05.03.2021

GEM/2021/B/1073766 Dated: 05.03.2021

Bidders are requested to kindly note the following changes/amendment to the tender while participating in the bidding.

Sl. No.	RFP Clause	Existing Spec	Corrigendum
1.	BOQ –	Equipment, Software, calibration kit, cables and connectors	No change in the clause. AMC vendor may provide the replacement in case of fault.
2.	Scope of work Clause 3	Scope of AMC covers: Onsite comprehensive AMC Support (24x7 support) and annual Calibration of the equipment	The Clause is amended as: AMC support (8 hours x 5 days) and annual Calibration of the equipment.
3.	Scope of work Clause 5	Responsibilities of Support Centre	The Clause is amended as: AMC support (8 hours x 5 days) and annual Calibration of the equipment
4.	Scope of work Clause 6	SERVICE NORMS e. Faulty Hardware Replacement: NBD (Next Business Day) or Lesser..	The Clause is amended as: g. Faulty Hardware Replacement: Maximum of 4 weeks after fault reporting.
5.	Scope of work Clause 7	The bidder should abide the below mentioned requirements g. Resolution Time (Hardware Related Issues): 24 Hrs or less - NBD (Next Business Day) or Lesser	The Clause is amended as: Resolution Time (for hardware related issues: 48 hrs or less
6.	Scope of work Annexure – A Clause 2	AMC shall include visit for replacement, installation and transfer of equipment if any during the AMC period.	No change in the clause
7.	Scope of work Annexure – A Clause 3	Any fault reported, must be attended onsite within 4 hrs from the time of fault logging and	The Clause is amended as: AMC support (8 hours x 5 days) and annual Calibration of the equipment

		rectification time will be 24 hours. In case problem is not resolved in 24 hours for hardware fault, standby of similar configuration must be provided within NBD (Next Business Day) or Lesser	
8.	Project Experience / Pre-qualification	Documentary evidence of experience having successfully completed similar works during the last 3 years	The Clause is amended as: Relevant documentary evidence for similar works shall be submitted by the bidder or declaration of similar work to that extent to be provided.

**This is for your kind information.**

**निदेशक/ Director**  
**एसटीपीआई-बेंगलूरु/STPI - Bengaluru**

**दिनांक/Date : 24.03.2021**