

**REQUEST FOR PROPOSAL FOR ANNUAL MAINTENANCE CONTRACT (AMC)
OF IT HARDWARE AT VARIOUS BRANCHES / OFFICES OF
STATE BANK OF INDIA IN KARNATAKA STATE (BENGALURU CIRCLE)
DATED 01.09.2025.**

Corrigendum – 1 issued on 03.09.2025 (2 Pages)

| RFP Page No. | Details | Existing | Revised Clause |
|--------------------|------------|--|---|
| 60 | ANNEXURE-G | <p>ANNEXURE-G – No of RBOs</p> <p>Cluster-2 Kalaburagi - 5 Cluster – 5 Mysuru - 5 Cluster – 6 Mangaluru - 5 Cluster – 7 Hubballi - 5</p> <p>ANNEXURE – G Total number of Engineers/Co-ordinators in one Cluster/AO mentioned for Cluster 3 – AO Bengaluru North</p> <p style="text-align: center;">20</p> | <p>ANNEXURE-G - No of RBOs</p> <p>Cluster-2 Kalaburagi - 6 Cluster – 5 Mysuru - 4 Cluster – 6 Mangaluru - 6 Cluster – 7 Hubballi - 4</p> <p>ANNEXURE – G Total number of Engineers/Co-ordinators in one Cluster/AO mentioned for Cluster 3 – AO Bengaluru North</p> <p style="text-align: center;">20 + 1 *</p> <p>* One exclusive engineer to be provided to CCPC for morning shift apart from attending regular calls during working hours of CCPC by Cluster 3 pool of AMC engineers.</p> |

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**-Sd/
Assistant General Manager(ITSS)**

ANNEXURE G (REVISED)

| Clusters | No of RBOs | No of Resident/moving engineers/Co-ordinator per RBO | No of Resident/moving engineers/Co-ordinator per AO | Total number of Engineers/Co-ordinators in one Cluster/AO |
|-----------------------------------|-------------------|---|--|--|
| Cluster - 1 BENGALURU SOUTH | 6 | 3 | 2 | 20 |
| Cluster - 2 Kalburgi | 6 | 3 | 2 | 20 |
| Cluster 3 - Bengaluru North | 6 | 3 | 2 | 20 + 1 * |
| Cluster 4 - Ballari | 6 | 3 | 2 | 20 |
| Cluster 5 - Mysuru | 4 | 3 | 2 | 14 |
| Cluster 6 - Mangaluru | 6 | 3 | 2 | 20 |
| Cluster 7 - Hubballi | 4 | 3 | 2 | 14 |
| Cluster 8 - LHO and Other Offices | | LHO Premises - 4 Engineers CC Branches, DAC, Jakkur Training Centre-5 LCPC - 1 | | 10 |

Note: One exclusive engineer has to be allotted to a branch where number of USERS/DESKTOPS are equal to or more than 70 in addition to the engineers allotted to RBO and AO.

* One exclusive engineer to be provided to CCPC for morning shift apart from attending regular calls during working hours of CCPC by Cluster 3 pool of AMC engineers.

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