



November 14, 2024

### Corrigendum 1

This is to notify that the following amendments have been made to **E-Tender Reference No: CRO/ITD/AMC-FMS/2024-2025/01 dated 01/11/2024**. These changes are based on queries and deviation requests received from prospective bidders for the Annual Maintenance Contract of Computer Hardware & Peripherals for the period from 01/12/2024 to 30/11/2025.

| Sr. No. | Page/ Annexure     | Section/ Clause | Existing Clause  | Revised Clause   |
|---------|--------------------|-----------------|--|--|
| 1       | Page 67 Annexure Q | 8.              | The bidder should have a <b>full-fledged service center/office</b> in the <b>Chandigarh city</b> , with adequate stocks of spares and sufficient qualified service engineers to cater the requirements in states/UT of Chandigarh, Haryana, Punjab, Himachal Pradesh, Jammu & Kashmir and Ladakh. (Documentary proof to be submitted). | The bidder should have a <b>full-fledged service center/office</b> in the <b>Chandigarh Tricity (Chandigarh, Mohali or Panchkula)</b> with adequate stocks of spares and sufficient qualified service engineers to cater the requirements in states/UT of Chandigarh, Haryana, Punjab, Himachal Pradesh, Jammu & Kashmir and Ladakh. (Documentary proof to be submitted).  |
| 2       | Page 69 Annexure Q | 12              | The bidder should have the capability to offer <b>Integrated Call Centre Management</b> . (Attach documentary proof).  | The bidder should have the capability to provide a <b>web-based or software-based complaint management system</b> for logging, tracking, and monitoring customer complaints and service requests. This system should enable centralized issue tracking, status updates, and performance reporting to facilitate timely resolution and transparency. (Attach any relevant documentation or references demonstrating the functionality or prior successful implementation of this system.) |

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