

## CLARIFICATION # 01

### Service Level Agreement/Support Services for Production Data Management System (PDMS) Hardware Infrastructure

#### Tender Enquiry # SER/CB/PE&FD-6400000129/2023

Following Clarification has been made in subject tender:


1. FOR:

		Column No. 1	Column No. 2	Column No. 3
<b>Sr. No.</b>	<b>Description</b>	<b>Cost of Support Services</b> <b>1<sup>st</sup> Year</b> <b>US\$</b>	<b>Cost of Support Services</b> <b>2<sup>nd</sup> Year</b> <b>US\$</b>	<b>Cost of Support Services</b> <b>3<sup>rd</sup> Year</b> <b>US\$</b>
1	Maintenance and support services (OEM extended warranty, hardware maintenance) for Equipment mention as Annexure A-3 with local support			

1. READ:

		Column No. 1	Column No. 2	Column No. 3
<b>Sr. No.</b>	<b>Description</b>	<b>Cost of Support Services</b> <b>1<sup>st</sup> Year</b> <b>US\$</b>	<b>Cost of Support Services</b> <b>2<sup>nd</sup> Year</b> <b>US\$</b>	<b>Cost of Support Services</b> <b>3<sup>rd</sup> Year</b> <b>US\$</b>
1	Maintenance and support services through ASP (Authorised Service Partner) of the OEM for Equipment mention as Annexure A-3 with local support			

All other terms and conditions of subject tender shall remain the same.

  
08-02-2023  
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08/02/2023  
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