



REQUEST FOR EXPRESSION OF INTEREST

FOR

**EMPANELMENT OF VENDORS FOR PROVIDING COMPREHENSIVE
ONSITE AMC/ ATS SERVICES FOR COMPUTER HARDWARE/ SOFTWARE
ITEMS
AT CANARA BANK**

Issued by: Canara Bank,
Procurement Group,
Department of Information Technology Wing,
1st Floor, Naveen Complex,
14, M G Road,
Bengaluru - 560 001.

Email : hoditapm@canarabank.com
Phone No: 080-25590070



Bid Details in Brief Description

Sl. No.	Description	Details
1.	EOI No. and Date	EOI 03/2021-21 dated 21/06/2021
2.	Name of the Wing	Department of Information Technology
3.	Brief Description of the EOI	Request for Expression of Interest for Empanelment of Vendors for providing Comprehensive Onsite AMC/ ATS Services for Computer Hardware/ Software Items at Canara Bank.
4.	Bank's Address for Communication and Submission of Tender	Deputy General Manager Canara Bank, Procurement Group, DIT Wing, 1 st Floor, Naveen Complex, 14, MG Road, Bengaluru -560 001 Tel - 080-25590070, 25584033 Fax- 080-25596539 Email: hoditapm@canarabank.com Senior Manager, Procurement Group
5.	Date of Issue of EOI	21/06/2021, Monday
6.	Tender Fee (Non Refundable)	NA (Bidder has to submit declaration as per Annexure-11)
7.	Earnest Money Deposit (Refundable)	NA (Bidder has to submit declaration as per Annexure-11)
8.	Last Date and Time for Submission of Queries for Pre Bid Meeting	29/06/2021, Tuesday, 3.00 PM
9.	Date of Pre Bid Meeting	30/06/2021, Wednesday, 3.30 PM
10.	Last Date and Time for Submission of Bids	23/07/2021, Friday up to 3.00 PM
11.	Date of Opening of Bid	23/07/2021, Friday at 3.30 PM
12.	Venue for Prebid Meeting and Bid Opening	Canara Bank, DIT Wing, Conference Hall, II Floor, Naveen Complex, 14 M.G Road, Bengaluru - 560001.

This document can be downloaded from following websites and
https://www.canarabank.com/User_page.aspx?cid=110
<https://eprocure.gov.in/epublish/app>.

Any amendments, modifications, Prebid replies and any communication etc., will be uploaded in the Bank's website only (i.e., https://www.canarabank.com/User_page.aspx?cid=110). No individual communication will be sent to the bidders.

Disclaimer

The information contained in this Expression of Interest (“EOI”) document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Canara Bank (or Bank), is provided to the bidder(s) on the terms and conditions set out in this EOI document and all other terms and conditions subject to which such information is provided. This EOI document is not an agreement and is not an offer or invitation by Canara Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as “Bidder” or “Bidders” respectively). The purpose of this EOI is to provide the Bidders with information to assist the formulation of their proposals. This EOI does not claim to contain all the information each Bidder require. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this EOI. Canara Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this EOI. The information contained in the EOI document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder require. Canara Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the EOI document or to correct any inaccuracies therein, which may become apparent.

Canara Bank reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this EOI and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank's Website https://canarabank.com/User_page.aspx?cid=110 and it will become part and parcel of EOI.

Canara Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this EOI. Canara Bank reserves the right to reject any or all the expression of interest / proposals received in response to this EOI document at any stage without assigning any reason whatsoever. The decision of Canara Bank shall be final, conclusive and binding on all the parties.

No person of the Bank or the Contractors, vendors and third parties shall violate the Social Media Policy of the Bank. Non-adherence to the standards/guidelines in relation to Social Media Policy issued by the Bank from time to time and Any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise, reputation loss on account of non-adherence of Social Media related systems and procedures on the part of personnel of the Bank or Contractors, Vendors and third parties shall be construed as violation of Social Media Policy.



Abbreviations used in this Document

Sl.No.	Abbreviation	Description
1.	AMC	Annual Maintenance Contract
2.	ATS	Annual Technical Support
3.	BG	Bank Guarantee
4.	DD	Demand Draft
5.	DIT	Department of Information Technology
6.	EMD	Earnest Money Deposit
7.	GST	Goods and Service Tax
8.	HO	Head Office
9.	LD	Liquidated Damage
10.	MSME	Micro Small & Medium Enterprises
11.	NEFT	National Electronic Funds Transfer
12.	NI Act	Negotiable Instruments Act
13.	OEM	Original Equipment Manufacturer
14.	OS	Operating System
15.	PAN	Permanent Account Number
16.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
17.	RFQ	Request for Qualification
18.	RTGS	Real Time Gross Settlement
19.	LAN	Local Area Network
20.	MTBF	Meantime Between Failure
21.	MTTR	Meantime to Restore

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