

**REQUEST FOR EXPRESSION OF INTEREST****FOR**

**EMPANELMENT OF VENDORS FOR PROVIDING COMPREHENSIVE
ONSITE AMC SERVICES FOR COMPUTER HARDWARE
ITEMS/MODEMS AT BRANHES/OFFICES UNDER
VISAKHAPATNAM-1, VISAKHAPATNAM -2, KAKINADA,
RAJAHMUNDRY, VIJAYAWADA, GUNTUR, ONGOLE, KURNOOL,
ANANTAPUR, NELLORE, KADAPA AND TIRUPATI REGIONS IN
ANDHRA PRADESH STATE UNDER CANARA BANK, CIRCLE
OFFICE VIJAYAWADA.**

**Issued By:
Canara Bank
T M Section
CIRCLE OFFICE
VIJAYAWADA**

**Address: CANARA BANK, TM SECTION, CIRCLE OFFICE, D.No. 54-14-5A
2nd Floor, Lakshmi Avenue, Srinivasanagar Bank Colony,
Ring Road, VIJAYAWADA - 520008.**

Phone No: 0866- 2428866

Email : tmscovij@canarabank.com



Bid Details in Brief Description

Sl. No.	Description	Details
1.	EOI No. and Date	EOI- AMC/1/2021-22 dated 07/08/2021
2	Brief Description of the EOI	Request for Expression of Interest for Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items/Modems at Branches/Offices under Visakhapatnam-1, Visakhapatnam -2, Kakinada, Rajahmundry, Vijayawada, Guntur, Ongole, Kurnool, Anantapur, Nellore, Kadapa and Tirupati Regions in Andhra Pradesh State under Canara Bank Circle Office Vijayawada.
3.	Location Address for submission of Tender [Address for Communication]	CANARA BANK, TM SECTION CIRCLE OFFICE, D.No 54-14-5A, 2nd Floor, Lakshmi Avenue, Srinivasanagar Bank Colony, Ring Road, VIJAYAWADA - 520008. Tel -0866-2428866 Fax- Email:tmscovij@canarabank.com
4.	Date of Issue	07-08-2021, Friday
5.	Last Date of Submission of Queries for Pre Bid Meeting	20-08-2021, Friday, 3.00 PM
5.	Date of Pre Bid Meeting	20-08-2021, Friday, 3:00PM
6.	Last Date of Submission of Bids	24-08-2021, Tuesday up to 3:00PM
7.	Date and Time of Opening Bid	24-08-2021, Tuesday 3:30PM
9.	Application Fees (Non Refundable)	Rs. 5000/-+GST
<p>This document can be downloaded from Bank's website http://www.canarabank.com/english/announcements/expression-of-interest. In that event, the bidders should pay the Application Fee for EOI document by means of DD drawn on any scheduled Commercial Bank for the above amount in favour of Canara Bank, payable at Vijayawada and submit the same along with the EOI.</p>		



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 <http://www.canarabank.com/english/announcements/expression-of-interest> and it will become part and parcel of EOI.

It may be noted that corrigendum, addendum, amendments, time-extensions, clarifications, response to bidder's queries, if any to EOI will not be published through any advertisement in newspapers or any other media. Prospective bidders shall regularly visit Bank's website for any change/development in relation to this 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 Et 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 [Inter alia 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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1. About Canara Bank

CANARA BANK, a body Corporate and a premier Public Sector Bank established in the Year 1906 and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Head office at 112, J C Road Bengaluru-560002 and among others is having Technology Management Section, Circle Office, Vijayawada. The Bank is a forerunner in implementation of IT related products and services and continuously making efforts to provide the state of art technological products to its customers.

2. Definitions:

2.1. 'Bank' means, unless excluded by and repugnant to context or the meaning thereof, shall mean 'Canara Bank', described in more detail in Paragraph 1 above and which has invited bids under this Expression of Interest and shall be deemed to include its successors and permitted assigns.

2.2. 'EOI means this Expression of Interest for Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items/Modems at Branches/Offices under Visakhapatnam-1, Visakhapatnam -2, Kakinada, Rajahmundry, Vijayawada, Guntur, Ongole, Kurnool, Anantapur, Nellore, Kadapa and Tirupati Regions in Andhra Pradesh State under Canara Bank Circle Office Vijayawada.

2.3. The firms, institutions & companies submitting the proposal in response to this EOI shall hereinafter be referred to as 'Bidder'.

3. About EOI

3.1. The EOI document is not a recommendation or invitation to enter the contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to compliance to selection process and appropriate documentation being agreed between the bank and selected vendors as identified by the bank after completion of the selection process.

4. Objective

4.1. Canara Bank invites application from reputed Bidders to submit their "Expression of Interest" who fulfils the eligibility criteria as given below for Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items/Modems at Branches/Offices under Visakhapatnam-1, Visakhapatnam -2, Kakinada, Rajahmundry, Vijayawada, Guntur, Ongole, Kurnool, Anantapur, Nellore, Kadapa and Tirupati Regions in Andhra Pradesh State under Canara Bank Circle Office Vijayawada.

4.2. The bidders satisfying the Eligibility Criteria as per the EOI and having experience in providing Onsite AMC Services for Computer Hardware items may respond. The bidders should have experience in providing Onsite AMC Services for I.T related hardware items like Servers, Storage, Desktops, Laptops, Printers, Modems and Scanners etc.

4.3. The bank is looking for Comprehensive AMC Services (Onsite Maintenance, Repairs, replacement of spare parts and other related works for ensuring uninterrupted working of Bank's Computer Hardware Items) from bidders who have sufficient experience, resources and established facilities for providing the AMC Services.

5. Eligibility Criteria

Bidders meeting the following Eligibility Criteria may respond to this EOI:

SL NO	Eligibility Criteria	Documents to be submitted along with the EOI
1	The bidder should be a registered Partnership firm/LLP or Private/Public Limited Company and in existence.	a. Suitable proof establishing the incorporation of the firm/company like Partnership Deed/ Certificate of Registration/Incorporation/ Commencement of Business as per Indian Companies Act, 1956 or Indian Companies Act, 2013 etc.
		b. Copy of Registration regarding GST.
		c. PAN Card of firm/company also to be submitted.
2	The Turnover from AMC business of the Bidder should be minimum Rs. 2 Crore each during last three financial years (i.e.2018-19, 2019-20, and 2020-21).	a. Audited balance Sheet for last 3 Years (i.e. 2018-19, 2019-20, and 2020-21).
		b. Certificate from Company's Chartered Accountant specifying the Turnover from AMC Business for last 3 years.
3	The Bidder should have positive Net Worth as on 31/03/2021 or 30/06/2021(latest).	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.
4	The Bidder should have minimum experience of Ten (10) years in providing Hardware Maintenance Services to any of the Public Sector Banks / Private Banks / PSUs / Govt. departments / Govt. Institutions, having expertise in maintenance of minimum of 500 Desktops & 100 Printers under AMC(as on 31/03/2021).	Bidder has to submit purchase order copies/reference letter/documentary proof duly mentioning the number of Desktops, Printers and other IT Assets covered under Comprehensive AMC by the bidder during the last 3 years from Public Sector Banks / Private Banks / PSUs / Govt. Departments / Govt. Institutions in India as per Annexure - 6.
5	The bidder shall have Service Centers in Visakhapatnam-1, Visakhapatnam -2, Kakinada, Rajahmundry, Vijayawada, Guntur, Ongole, Kurnool, Anantapur, Nellore, Kadapa and Tirupati Regions with minimum of 15 engineers having experience in maintenance of hardware items.	Details of the Service Centers in Visakhapatnam-1, Visakhapatnam -2, Kakinada, Rajahmundry, Vijayawada, Guntur, Ongole, Kurnool, Anantapur, Nellore, Kadapa and Tirupati Regions with documentary proof should be provided as per Annexure-9. Details of the minimum 15 Qualified Service Engineers having experience in maintenance of Hardware Items present in Visakhapatnam-1, Visakhapatnam -2, Kakinada, Rajahmundry, Vijayawada, Guntur, Ongole, Kurnool, Anantapur, Nellore, Kadapa and Tirupati Regions should also be provided.



6	The bidder should not have been currently blacklisted / barred / disqualified by any Govt., or PSU or PSB or regulator/statutory body or institution during Last two years.	A self-declaration in bidder's letter head to this effect must be furnished.
7	The Selected Bidder providing AMC Services to Bank shall conduct background verification check for the Service Engineers deployed to Bank and to provide the certificate in this regard.	A self-declaration in bidder's Letter head to comply with the condition must be furnished. The Selected bidder should also submit the background certification report of their service engineers.
8	Non-disclosure agreement	Non-Disclosure agreement (as per ANNEXURE-8) to be submitted by the bidder.

6. Application Money and EMD:

6.1. The following amount shall be payable towards Application money.

Application fees for Rs.5000/- plus GST (Non Refundable)	By way of DD favoring "Canara Bank" payable at Vijayawada.
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6.2. MSEs are exempted from paying Application Fee.

6.3. MSEs should submit relevant documentary proof for claiming the exemptions.

6.4. Further, all bidders shall have to comply the following:

6.4.1. Failure to produce the documents as necessary proof along with the Application fee while submission of EOI proposal shall render the applicant ineligible for empanelment.

6.4.2. The Bidder should not provide any commercial proposal with the response to this EOI.

7. Scope of Empanelment:

7.1. Empanelment would be for Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items/Modems at Branches/Offices Visakhapatnam-1, Visakhapatnam -2, Kakinada, Rajahmundry, Vijayawada, Guntur, Ongole, Kurnool, Anantapur, Nellore, Kadapa and Tirupati Regions in Andhra Pradesh State under Canara Bank Circle Office Vijayawada.

7.2. Empanelment would be for THREE YEARS. However, the Bank reserves the right to cancel or extend the validity period of empanelment. Bank's decision will be final in this regard.



7.3. The indicative list of various IT Hardware Items to be covered under AMC are:

- 7.3.1. Servers (Including OS),
- 7.3.2. Storage.
- 7.3.3. Server Racks.
- 7.3.4. Desktops.
- 7.3.5. All-In-One Computers.
- 7.3.6. Laptops.
- 7.3.7. Tablet PCs.
- 7.3.8. Multi task Printers.
- 7.3.9. Color and Mono LaserJet Printers.
- 7.3.10. Dot Matrix Printers.
- 7.3.11. Scanners.
- 7.3.12. Video Conferencing Equipment, Network Switches

- 7.3.13 MODEMS
- 7.3.14. Any other IT Hardware Items.

7.4. During the AMC period, the Bidder should extend the On Site Service Support. The scope of AMC shall include:

- 7.4.1. Rectification of Bugs/defects if any.
- 7.4.2. Ensuring uptime of 99.90%.
- 7.4.3. Preventive Maintenance quarterly.
- 7.4.4. Maintenance of Servers and Other Items including Software.

7.5. Limited tenders (RFQ) will be floated amongst the qualified/selected empanelled vendors as and when necessary during the empanelment period for providing AMC Services for various Computer Hardware Items/Modems at Branches/Offices under Visakhapatnam-1, Visakhapatnam -2, Kakinada, Rajahmundry, Vijayawada, Guntur, Ongole, Kurnool, Anantapur, Nellore, Kadapa and Tirupati Regions in Andhra Pradesh State under Canara Bank Circle Office Vijayawada. Such RFQ will be issued to all the empanelled vendors.

7.6. Individual tender/s will contain details of the Hardware Items to be covered under AMC, instructions, terms and conditions, Scope of Work and location details of the Hardware Items.

7.7. Empanelled vendors are required to respond to all the RFQs (Request for Quote) floated by our Offices.

7.8. Depending on the quote submitted by the empanelled vendors, order for AMC Services will be awarded to L1 vendor (Lowest Bidder) for the respective RFQ.

7.9. Vendors failing to respond to any three RFQs during the period of empanelment may be delisted from the Bank's empanelment.

7.10. The Firm Order on Successful Vendor will have among others the following terms and conditions:

- 7.10.1 Order to be accepted within Seven (7) Working days of receiving the order.
- 7.10.2. Performance Bank Guarantee for 50% of the order value to be submitted to the Bank within Fifteen (15) working days from the date of acceptance of the Order.
- 7.10.3. AMC Agreement to be executed within 21 days of acceptance of the order.
- 7.10.4. However, AMC to be commenced from the date of order (or) from the date mutually agreed by Banks successful vendor.
- 7.10.5. AMC Payment will be released quarterly in arrears after deducting



TDS and LD/Penalties if any.

7.10.6. Vendor failing to accept the order or not commencing the services or not submitting the Performance Bank Guarantee within the stipulated timelines for the order issued to them on even one occasion may be delisted from the Bank's empanelment.

7.11. The guidelines issued by various regulatory authorities on Minimum Wages Act, applicable labour laws, from time to time are to be strictly followed by the empanelled vendors for the resources deployed to the Bank.

8. Empanelment Procedure

The Vendor for AMC Services will be empanelled as per the following process:

8.1. Vendor/s satisfying the eligibility criteria will be short Listed after due scrutiny of documents submitted by the bidder.

8.2. The Bank reserves the right to accept / reject any or all Expression of Interest (EOI) received in response to this advertisement without assigning any reasons, whatsoever.

9. De-empanelment of bidders

9.1. During empanelment period, the Bank reserves the right to de-empanel any vendor. The Bank's decision will be final in this regard.

9.2. Bank should retain with themselves the authority to blacklist or bar a bidder for a specified period of the time from participating in its tendering process where the Bank has authentic information the bidder has been debarred/black listed from participating in the tendering process by an international organization or by a local organization on ground of fraud or corruption or for some other reason which, in the opinion of the Bank is not compatible with its procurement policy and ethical standard,

9.3. If the service provided by the vendor is found to be unsatisfactory or if at any time it is found that the information provided for empanelment or for any tender is false or if irregularities shown by the vendor when applying for the tenders, the Bank reserves the right to remove such Bidders from the empanelled list without giving any notice to the vendor in advance.

9.4. Empanelled Vendors not submitting their response for Three (3) limited tenders may be de-listed from our empanelment List at the discretion of the Bank.

10. Broad Scope of Work for AMC Services:

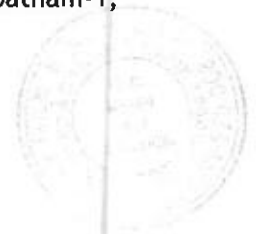
The Broad Scope of Work for providing Comprehensive AMC Services is as follows.

10.1. The empanelment is for providing AMC Services for Computer Hardware Items at Branches/Offices under Visakhapatnam-1, Visakhapatnam -2, Kakinada, Rajahmundry, Vijayawada, Guntur, Ongole, Kurnool, Anantapur, Nellore, Kadapa and Tirupati Regions in Andhra Pradesh State under Canara Bank Circle Office Vijayawada.

10.2. Empanelled vendors are required to mandatorily respond to our limited RFP/RFQ floated for providing AMC Services.

10.3. The panel of vendors selected through this process will be empanelled for a period of three (3) years with a provision for review on yearly basis.

10.4. The requirement of Onsite AMC Services will be for Computer Hardware Items/Modems at Branches/Offices under Visakhapatnam-1,



Visakhapatnam -2, Kakinada, Rajahmundry, Vijayawada, Guntur, Ongole, Kurnool, Anantapur, Nellore, Kadapa and Tirupati Regions in Andhra Pradesh State under Canara Bank Circle Office Vijayawada.

- 10.5. The Successful Vendor should ensure smooth functioning of the Bank's Computer Hardware items covered under AMC.
- 10.6. The Successful Vendor providing AMC Services should have sufficient resources, spare parts and capabilities to execute the order.
- 10.7. The Successful Vendor should invariably maintain the Standards, and to follow the stipulations with regard to Bank's Data and Information as undertaken by the Vendor in the Non-Disclosure Agreement.
- 10.8. The Bidders agreeing to the Banks terms and conditions stipulated in Clause 7.10 & 7.11 need only apply for empanelment as Bank will not change these terms and conditions while floating limited RFP/RFQ among the empanelled Vendors.
- 10.9. Details of the Hardware Items to be covered under AMC and detailed Scope of Work will be provided in the limited RFP/RFQ to be floated amongst the empanelled Vendors.

11. Bid Document & Cost:

- 11.1. This document can be downloaded from Bank's website <http://www.canarabank.com/english/announcements/expression-of-interest>. In that event, the bidders should pay the Application Fee of Rs.5000/- + GST for tender document by means of DD drawn on any scheduled Commercial Bank for the above amount in favour of Canara Bank, payable at Vijayawada and should be kept along with the bid cover. Submission of the cost of the bid document in other than the bid cover is liable to be rejected on grounds of non-payment of the cost of the bid document.
- 11.2. The Bidder shall bear all costs associated with the preparation and submission of the bid and the Bank will not be responsible for the costs, regardless the conduct or outcome of the bidding process. The Bank is not liable for any cost incurred by the bidder in replying to this EOI. It is also clarified that no binding relationship will exist between any of the respondents and the Bank until the execution of the contract.

12. Pre-Bid Queries:

- 12.1. The bidder should carefully examine and understand the scope and, terms and conditions of EOI and may seek clarifications, if required. The bidders in all such cases seek clarification in writing in the same serial order of that of the EOI by mentioning the relevant page number and clause number of the EOI.

All communications regarding points requiring clarifications and any doubts shall be given in writing to the CANARA BANK, TM SECTION, CIRCLE OFFICE, D No : 54-14-5A, 2nd Floor, Lakshmi Avenue, Srinivasanagar Bank Colony, Ring Road, VIJAYAWADA - 520008 or an email can be sent to tmscovij@canarabank.com by the intending bidders before 03:00 PM on 20/08/2021 (Friday).

- 7.1. No queries will be entertained from the bidders after the above date and time.
- 7.2. No oral or individual consultation shall be entertained.
- 7.3. The Bank will consolidate all the written queries and any further queries

