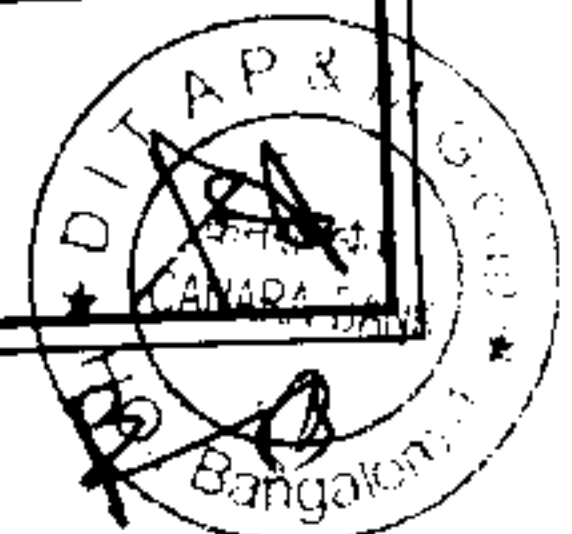




REQUEST FOR
EXPRESSION OF INTEREST [EOI]
FOR

**“EMPANELMENT OF VENDORS FOR SUPPLY,
INSTALLATION, COMMISSIONING & MAINTENANCE OF
SELF SERVICING KIOSKS AND CASH RECEIPT PRINTERS”**

Issued by: Canara Bank,
AP&M Group, 1st Floor,
DIT Wing, Naveen Complex,
14, MG Road, Bangalore -560 001



Bid Details in Brief

Sl. No.	Description	Details
1.	EOI No.	EOI 01/2013-14
2.	Brief Description of the EOI	Empanelment of Vendors for Supply, Installation, Commissioning and Maintenance of Self Servicing kiosks and Cash Receipt Printers
3.	Bank's Address for Communication and Submission of Tender	Deputy General Manager Canara Bank, AP&M Group, 1st Floor, DIT Wing, Naveen Complex, 14 MG Road, Bangalore -560 001 Tel - 080-25599788 Fax- 080-25596539 Email: hoditapm@canarabank.com Senior Manager, Asset Procurement & Management Group
4.	Date of Issue	17/05/2013, Friday
5.	Last Date of Submission of Queries for Pre Bid Meeting	29/05/2013, Wednesday, 1.00 PM
6.	Date of Pre Bid Meeting	31/05/2013, Friday, 3.00 PM
7.	Last Date of Submission of Bids	17/06/2013, Monday Upto 3.00 PM
8.	Date of Opening of Bid	17/06/2013, Monday at 3.30 PM
9.	Application Fees (Non Refundable)	Rs. 10,000 /-
10.	Earnest Money Deposit(Refundable)	Rs. 5,00,000 /-
<p>This document can be downloaded from Bank's website http://www.canarabank.com/English/scripts/EOI.aspx. In that event, the bidders should pay the Application Fee for tender document by means of DD drawn on any scheduled Commercial Bank for the above amount in favour of Canara Bank, payable at Bangalore and submit the same along with the Bid document.</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 (www.canarabank.com) 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.



**Abbreviations used in this Document**

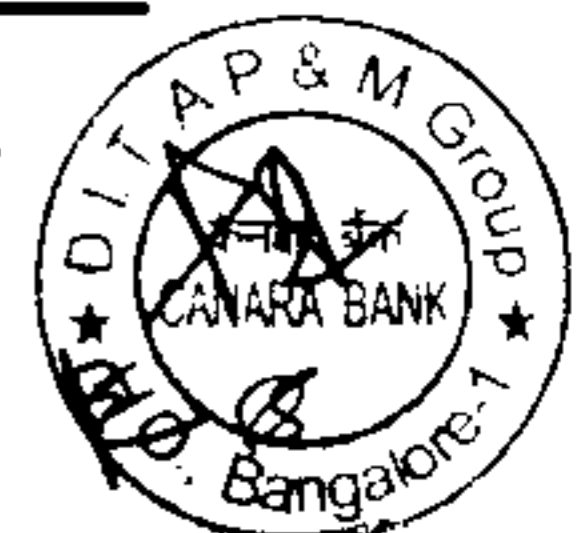
Sl. No.	Abbreviation	Meaning
1.	DC	Data Centre
2.	DD	Demand Draft
3.	DRC	Disaster Recovery Centre
4.	EMD	Earnest Money Deposit
5.	EOI	Expression of Interest
6.	HO	Head Office
7.	ISO	International Organization for Standardization
8.	LAN	Local Area Network
9.	OEM	Original Equipment Manufacturer
10.	RFP	Request for Proposal



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1. About Canara Bank

- 1.1 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, Bangalore 560002 and among others having Department of Information Technology Office, at Naveen Complex, 14 M G Road, Bangalore-560001, herein after called the Bank, which term or expression unless excluded by or repugnant to context or the meaning thereof, shall be deemed to include its successors and permitted assigns, issues this Expression of Interest hereinafter called the "EOI".
- 1.2 The Bank is having pan India presence of more than 3700 branches and 34 Circle Offices. The Bank is working on Core Banking System using Flex cube solutions.

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 Request For Proposal and shall be deemed to include its successors and permitted assigns.
- 2.2. EOI means this Express of Interest for Empanelment of Vendors for Supply, Installation, Commissioning and Maintenance of Self Servicing kiosks and Cash Receipt Printers.
- 2.3. 'Bidder' means a vendor submitting the proposal in response to this EOI.
- 2.4. 'Solution' means Supply, Installation and Commissioning of Self Servicing kiosks and Cash Receipt Printers in the Bank as per this EOI.

3. About EOI

- 3.1. Bank intends to empanel vendors for supply, Installation, Commissioning & Maintenance of Self Servicing kiosks & Cash Receipt Printers. In this connection, Bank invites sealed offer for Supply, Installation & Commissioning of 'Self Service Kiosks'/ 'Cash Receipt Printers' at various Branches of our Bank across the country as per the Empanelment procedure and scope of empanelment described elsewhere in this document.
- 3.2. In this EOI the term 'Canara Bank' is referred to as the Bank, which term or expression unless excluded by or repugnant to context or the meaning thereof, shall be deemed to include its successors and permitted assigns, issues this Expression of Interest hereinafter called the EOI. A vendor submitting the proposal in response to EOI for Supply, Installation & Commissioning of 'Self Service Kiosks'/ 'Cash Receipt Printers' at various



Branches of our Bank across the country shall hereafter be referred to as Bidder.

3.3. 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 reputed Bidders having office at Bangalore to submit their "Expression of Interest" who fulfill the eligibility criteria as given below for Supply, Installation & Commissioning of 'Self Service Kiosks' / 'Cash Receipt Printers' at various Branches of our Bank across the country.

4.2. Bank intends to empanel the bidders for following items:

- i. Pass Book Printing kiosks
- ii. Cheque Accepting kiosks
- iii. Single Note Acceptor kiosks
- iv. Cash Receipt Printers

4.3. Bidders can apply for one, more than one or all the categories mentioned above. Bidders applying for more than one category need to submit only single offer.

4.4. Bids from the bidders who are satisfying the Eligibility Criteria as per the EOI and not defaulted / Terminated in any of the Canara Bank's projects, handled by the bidder, will only be considered for evaluation.

5. Eligibility Criteria

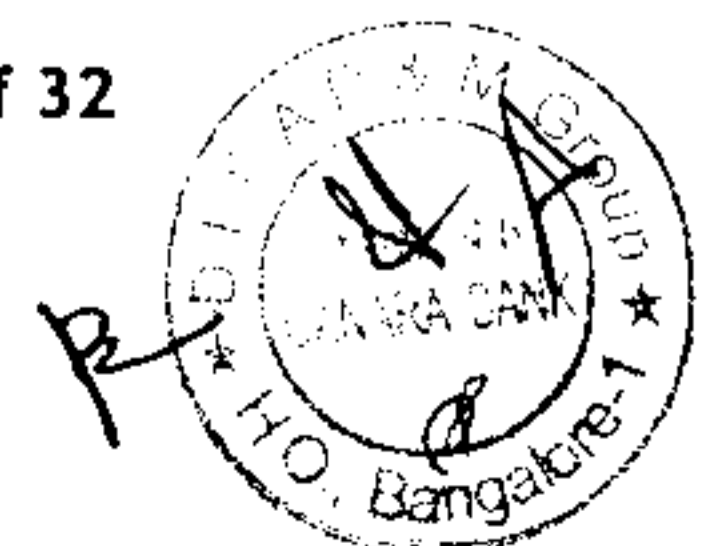
Bidders meeting the following Eligibility Criteria may respond to this EOI:

Sl. No.	Eligibility Criteria	Documents to be submitted along with the EOI
1	The Bidder should be a registered company in India under Indian Companies Act 1956 for at least three years as on date of EOI.	Copy of the certificate of incorporation and certificate of Commencement of Business.





Sl. No.	Eligibility Criteria	Documents to be submitted along with the EOI
2	The Bidder should have national presence with minimum experience of 3 years (up to 31/03/2013) in the activity of supply installation and maintenance of IT Hardware.	Manufacturer / Dealer / Distributor Certificate. The registration no. of the firm /company along with Sales Tax no. / Valid IT Certificate /Certificate of Incorporation.
3	Bidders shall be the Original Equipment Manufacturers (OEM) or an authorized dealer of Passbook Printing Kiosks/Single Note Acceptor Kiosks/Cheque Accepting Kiosks/Cash Receipt Printers detailed above.	If the applicant is Manufacturer, they should have manufacturing and testing facilities of international standards and should enclose the details of locations where the manufacturing and testing facilities are available. If the bidder is an Authorized Dealer, an Authorization letter from their OEM to deal/market their product in India and it should be valid for a minimum period of 3 years including empanelment period from the date of empanelment
4	The IT turnover of the Bidder should be minimum Rs.25 Crores per year during last two financial years. (i.e. 2011-12, 2012-13)	1. The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. 2. Audited balance Sheet for last 2 Years as on 31.3.2011 & 31.3.2012.
5	The OEM shall have valid ISO certificate as on date.	Copy of valid ISO Certificate. In respect of Dealer, ISO Certificate of the OEM to be enclosed.
6	The bidder desirous of empanelment for supply of Passbook Printing Kiosk/Single Note Acceptor/Cheque Accepting Kiosks/Cash Receipt Printers, should have local office in Bangalore and own personnel / Service Support Centers (with minimum 2 Technical Staff at each center) to liaison various activities like installation, Commissioning, Maintenance and servicing etc. at 34 locations (Circle Office Locations - list attached) of our Bank covering Metros	The Bidders to furnish their existing service centre infrastructure details like contact details with postal address, no. of engineers, jurisdiction of the engineer etc besides Local Contact Person Name, Address, Phone No, Mobile No, Email etc.



Sl. No.	Eligibility Criteria	Documents to be submitted along with the EOI
	and Urban centers all over the country. For other center bidder should give an undertaking letter stating that the support will be provided.	
7	The bidder desirous of empanelment should have supplied any/all of the following for which is Bidder is submitting the Bid: 1. 100 pass book kiosks 2. 20 cheque deposit kiosks 3. 20 single note acceptors kiosks 4. 100 cash receipt printers During the last three years (i.e. from 01.04.2010 to 31.03.2013) to Banks and or Public Sector undertakings.	Proof of Orders issued by Banks, & Public Sector Undertakings to be submitted. The purchase order issued by the Bank, and/or Public Sector Undertakings should be addressed in the name of the bidder.
8	The bidder should have complaint monitoring system in place with toll free number.	Proof of having complaint monitoring system with toll free number to be furnished.
9	OEM of Passbook Printing Kiosk/Single Note Acceptor/Cheque Accepting Kiosks should be Direct Named OEM account of Microsoft authorized for pre-loading of Windows OS.	A letter to the effect should be furnished from Microsoft.

6. Application Money and Bid Security:

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

Application fees for Rs.10,000/- (Non Refundable)	By way of DD favouring "Canara Bank" payable at Bangalore.
Non Interest EMD for Rs.5,00,000/- (Refundable)	By way of DD favouring "Canara Bank" payable at Bangalore/ Bank Guarantee in lieu of EMD as per ANNEXURE - 7. If the EMD is in the form of Bank Guarantee, the same should be valid for minimum period of 6 months from the last date of submission of offer with a claim period of 3 months.

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

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



- The Bidder should submit separate DDs one each for EMD and Application Fee, if DDs are submitted.
- The Bidder need not provide any commercial proposal with the response to this ROI.

7. Requirement Details

7.1. The requirement is as below:

- Pass Book Printing Kiosks
- Cheque deposit Kiosks
- Single Note Acceptor Kiosks
- Cash Receipt Printers

7.2. The exact quantity of requirement for each item mentioned above will be furnished during RFP process.

8. Scope of Empanelment

8.1. The Bank is looking for Bidders who have national presence in terms of Service Centers and who can supply, install and integrate with Bank's CBS solution (Flexcube of M/s OFSS) in respect of the following items:

- Pass Book Printing Kiosks
- Cheque deposit Kiosks
- Single Note Acceptor Kiosks
- Cash Receipt Printers

8.2. The required cabling and conditioned power supply and networking arrangements to connect the kiosks/cash receipt printers to Branch LAN will be done by the Bank.

8.3. The Bidder will be responsible to provide necessary interface, middleware, hardware and database, if requires for seamless interfacing / connecting to Bank's core Banking and ATM Switch.

8.4. The bidder should have ready capability to connect to Bank's CBS solution.

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 procurement process where the Bank has authentic information the bidder



has been debarred from participating in the procurement process by a foreign country, 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 continuously for 3 limited tenders may be de-listed from our empanelment list at the discretion of the Bank.

10. Bid Document & Cost

10.1. This document can be downloaded from Bank's website <http://www.canarabank.com/English/Scripts/Tenders.aspx>. In that event, the bidders should pay the Application Fee of Rs.10,000/- for tender document by means of DD drawn on any scheduled Commercial Bank for the above amount in favour of Canara Bank, payable at Bangalore 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.

10.2. 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.

11. Pre-Bid Queries

11.1. 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.

11.2. All communications regarding points requiring clarifications and any doubts shall be given in writing to the Deputy General Manager, DIT Wing, HO, Bangalore by the intending bidders before 01:00 PM on 29/05/2013 (Wednesday).

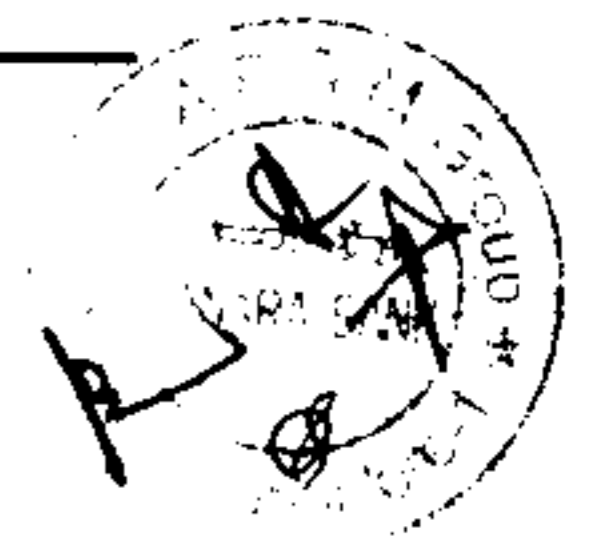


12. Pre-Bid meeting

- 12.1. A pre-bid meeting of the intending bidders will be held at 03:00 PM on Friday 31/05/2013 at Canara Bank, Conference Hall, II Floor, Naveen Complex, 14 M G Road, Bangalore - 560 001 to clarify any point/doubt raised by them in respect of this EOI. No separate communication will be sent for this meeting. If the meeting date is declared as a holiday under NI Act by the Government subsequent to issuance of EOI, the next working day will be deemed to be the pre-bid meeting day. Authorized representatives of interested bidders shall be present during the scheduled time.
- 12.2. Bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.
- 12.3. The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries will be uploaded in the Bank's website (www.canarabank.com) and no individual correspondence shall be made. No individual consultation shall be entertained.
- 12.4. The clarification of the Bank in response to the queries raised by the bidder/s, and any other clarification/amendments/corrigendum furnished thereof will become part and parcel of the EOI and it will be binding on the bidders.

13. Amendment to EOI

- 13.1. At any time prior to deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective bidder, may modify the bidding document, by way of an amendment.
- 13.2. Notification of amendments will be put up on the Bank's website (www.canarabank.com) and will be binding on all bidders and no separate communication will be issued in this regard.
- 13.3. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for the submission of Bids.



14. Preparation of Bids

- 14.1. All bids and supporting documents shall be submitted in English and on A4 size paper, spirally bound securely and in serial order.
- 14.2. All pages of EOI should be stamped and signed by Authorised Signatory of the Bidder. All pages of the bid document should be serially numbered and shall be signed by the authorized person/s only. The person/s signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page. The bidder should submit a copy of Board Resolution or power of attorney document showing that the signatory has been duly authorized to sign the bid document.
- 14.3. The bid must contain EMD/ Bank Guarantee in lieu of EMD as per ANNEXURE-7 of this document. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per ANNEXURE-1.

15. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD

- 15.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.5,00,000/- (Rupees five Lakhs Only) by way of Demand Draft drawn on any scheduled bank in favour of Canara Bank, payable at Bangalore and should be kept along with the bid.
- 15.2. In Case the EMD is submitted in the form of Bank Guarantee, the same should be valid for the minimum period of 12 months from the last date for submission of offer. The format for submission of EMD in the form of Bank Guarantee is as per ANNEXURE-7.
- 15.3. The EMD of bidders will be returned upon the finalization of Empanelment.
- 15.4. The EMD may be forfeited/ Bank Guarantee may be invoked, if the bidder withdraws or amends the bid during the period of bid validity which is six months from the date of Expression of Interest or date of finalization of the empanelment which is later.

16. Erasures or Alterations

The Offers containing erasures, alterations or overwritings will not be considered. There should be no hand-written material, corrections, alterations or overwritings in the offer. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. The Bank may treat such Offers as not adhering to the tender guidelines and as unacceptable.



17. Submission of Bids

- 17.1. Bid shall be submitted in sealed envelope superscribing "Offer for Supply, Installation & Commissioning of 'Self Service Kiosks'/ 'Cash Receipt Printers' at various Branches of our Bank across the country in response to EOI-01/2013-14 Dt.17/05/2013" on the top of the envelope. The Name of the Bidder and Due Date of the EOI are to be specifically mentioned on the Top of the envelope
- 17.2. The bid/s properly superscribed in the manner prescribed in paragraphs 9,13 and 14 of this EOI should be deposited in the Tender Box kept at Canara Bank, DIT Wing, First floor, Naveen Complex, 14 M G Road, Bangalore - 560 001, on or before Monday 17th June 2013, 3:00 PM. If last day of submission of bids is declared a holiday under NI Act by the Government subsequent to issuance of EOI the next working day will be deemed to be the last day for submission of the EOI. The Bid/s which is/are deposited after the said date and time shall not be considered. No offer will be accepted directly. The Name and address of the Bidder and Due Date of the EOI are to be specifically mentioned on the Top of the envelope. If the envelopes, including the outer envelope is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid's misplacement or premature opening.
- 17.3. The bidder shall bear all costs associated with the preparation of and submission of the bid including cost of preparation/presentation etc. The Bank will not be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

18. Bid Opening

- 18.1. EOI will be opened in the presence of the Bidder's representative who may choose to attend the bid opening on Monday, 17th June 2013, at 3:30 PM at Canara Bank, Conference Hall, II Floor, Naveen Complex, 14, M.G Road, Bangalore- 560001. Bidder's representative may be present in the venue well in time along with an authorization letter in hand for each bid opening under this EOI, as per the format (ANNEXURE-6) enclosed and sign in Register of Attendance during opening of EOI.

Note: Authorisation letter should be carried in person and shall not be placed inside any of the bid covers.

- 18.2. If any of the bidders or all bidders who submitted the tender are not present during the specified date, time and venue of opening, it will be deemed that such bidder is not interested to participate in the opening of the Bid/s and the bank at its discretion will proceed further with opening of the EOI in their absence.
- 18.3. The Bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to



unforeseen circumstances or holiday, then the bid will be accepted up to 3.00 PM on the next working day and bids will be opened at 3:30 PM at the same venue on the same day.

19. Evaluation of EOI

- 19.1. The Bank will evaluate the bid/s submitted by the bidder/s under this EOI by the officers of the bank. The Bank may engage an external agency for evaluation of the bid. It is Bank's discretion to decide at the point of time.
- 19.2. The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of EOI, whether the documents have been properly signed and whether items are offered as per EOI requirements, whether technical documentation as required to evaluate the offer has been submitted. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the bid which does not constitute a material deviation. Bank's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.
- 19.3. EOI submitted by the bidder will be evaluated based on the format mentioned in ANNEXURE-1. Bidders who will qualify from Eligibility Criteria Evaluation will be empanelled. Period of empanelment will be decided by the Bank. The short listed applicants will be notified in due course. Only shortlisted applicants will be invited to participate in the tender for supply, installation and commissioning of hardware Items in the Bank. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.

20. Clarifications Of Offers

- 20.1. During the process of scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, seek clarifications from all the bidders/any of the bidders on the offer made by them. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time stipulated by the Bank.
- 20.2. The Bank may go through a process of evaluation and normalization of the bids to the extent possible and feasible, to ensure that shortlisted bidders are more or less on the same footing by seeking incremental bid submission in part of the requested clarification by the Bank OR Revised submissions of the entire bid in the whole.
- 20.3. The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the





technically shortlisted bidders will, by responding to this EOI, agree to participate in the normalization process and extend their co-operation to the Bank during this process.

20.4. The shortlisted bidders, by submitting the response to this EOI, agree to the process and conditions of the normalization process.

21. Cancellation of EOI

21.1. The EOI is not an offer by Canara Bank but an invitation to get the response from the interested bidders for short listing the bidders for Bank's requirements. No contractual obligations whatsoever shall arise from the Expression of Interest process.

21.2. The Bank reserves the right to cancel EOI process at any time, without thereby incurring any liabilities to the affected bidder[s]. Reasons for cancellation, as determined by the Bank in sole discretion include but are not limited to, the following:

- a] Services contemplated are no longer required
- b] Change in the scope of work or due to unforeseen circumstances and and/or factors and or/or new developments
- c] The project is not the in the best interest of the Bank
- d] Any other reason

22. Responsibility for completeness

22.1. Any supplies and services which might not have been specifically mentioned in this EOI but are necessary for the design, engineering, and manufacturing, supply installation, testing commissioning, performances or completeness of the EOI shall be detailed for smooth and efficient operation and maintenance of the solution under Indian condition.

22.2. The Bidder shall be responsible for any discrepancies, errors and omissions in the drawing, or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the Bank or not. The Bidder shall take all corrective measures arising out of discrepancies, error and omissions in drawings and other information as mention above within the time schedule.

22.3. Willful misrepresentation of any fact within the Bid will lead to the disqualification of the Bidder without prejudice to other actions that Bank may take. All the submission, including any accompanying documents, will become property of Canara Bank. The bidders shall be deemed to license and grant all rights to Canara Bank, to reproduce the whole or any portion of their solution for the purpose of evaluation, to disclosure and/ or use the contents of submission as the basis for EOI process.



22.4. The Bank reserves the right to verify the validity of bid information and to reject any bid where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of EOI or even after the award of contract.

23. Intimation to the selected Bidders

23.1. The Bank will prepare the list of Bidders on the basis of evaluation. The names of the qualified bidders would be announced on the Bank's website (www.canarabank.com) / Notice Board. No separate intimation will be sent to individual Bidders.

24. Issuance of RFP

24.1. The short listed applicants will be notified in due course. Only shortlisted applicants will be invited to participate in the tender for **Supply, Installation & Commissioning of 'Self Service Kiosks' / 'Cash Receipt Printers'** at various Branches of our Bank across the country in the Bank. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.

24.2. Canara Bank reserves the right to accept / reject any or all expression of interest received in response to this advertisement without assigning any reasons, whatsoever.

24.3. The Bank may issue RFP to the shortlisted bidders as part of EOI. The Bank reserves the right to issue RFP based on the responses and the requirement of the Bank. Further, the Bank reserves the right to procure the above items independently on its own without reference to shortlisted bidders of EOI.


DEPUTY GENERAL MANAGER

ANNEXURE -1

CHECKLIST

The bidder shall confirm whether following are submitted in their bid. The bidder shall indicate the page no. where the details are furnished; otherwise, bid is liable for rejection.

Sl No	Details	Reference/ Clause Nos	Complied & Submitted (Yes/No)	Page No. at which details are enclosed
1.	Covering Letter.	ANNEXURE - 2		
2.	Applicant's Profile.	ANNEXURE -3		
3.	Certificate of approval of ISO 9001 and above.	ANNEXURE -3, Clause D-1		
4.	The documents in support of Eligibility Criteria, wherever required as mentioned in this EOI.	Clause No.4, page No.7		
5.	List of major clients and the quantum of orders with approximate value executed to various organizations including Major PSU Banks and other financial institutions for the last 3 years.	ANNEXURE -4		
6.	List of Service Support Details.	ANNEXURE -5		
7.	Authorization letter format for Bid Opening (to be carried by the person who is authorized to attend the Bid opening).	ANNEXURE-6		
8.	Copy of Power of Attorney or Authorization letter from the Company designating the authorized representative of the company for signing the bid document should be furnished along with the bid document.	Clause No. 14.2, Page 12		
9.	Bank Guarantee Format.	ANNEXURE -7		
10.	Two (2) Years Audited Balance sheet and financial statements and the certificate from the Company's Chartered Accountant stating that the company has an annual turnover of Rs.25 crores.	Eligibility Criteria no. 4, Page No.7		
11.	EMD for Rs.5,00,000/- by Demand Draft favouring Canara Bank payable at Bangalore/Bank Guarantee as per.	ANNEXURE -7		
12.	A Demand Draft of Rs.10,000/- (Non-Refundable) favouring Canara Bank payable at Bangalore towards Application Fee.	Clause No.9, Page No. 10		
13.	Make / Brands of hardware	ANNEXURE-8		



Sl No	Details	Reference/ Clause Nos	Complied & Submitted (Yes/No)	Page No. at which details are enclosed
14.	Details of technical experts / personnel	ANNEXURE-9		
15.	Manufacturer's Authorization Form_(MAF)	ANNEXURE-10		

Note: Failure to produce the necessary proof may render the applicant in-eligible for empanelment.

Dated this _____ day of _____ 2013

Signature with seal

Name:.....

Designation.....





No.	Annexure-1: Other Clauses	Vendor Response [Yes/No]	Page No. at which details are enclosed
1	Whether Cost of the Tender document (Demand Draft payable at Bangalore) is submitted?		
2	Whether EMD / Bank guarantee in lieu of EMD Submitted?		
3	Whether the Bid is authenticated by authorized person? Copy of Power of Attorney or Authorization letter from the company authorizing the person to sign the bid document to be submitted in Conformity to Eligibility Criteria?		
4	Whether Call log in Procedure, Preventive and Break down/Corrective Maintenance is provided?		
5	Whether all pages are authenticated with signature and seal (Full signature to be affixed and not initials). Erasures / Overwriting / Cutting / Corrections authenticated Certification / Undertaking is authenticated?		
6	Whether address of Office on which order has to be placed is indicated in ANNEXURE-3		
7	Whether ensured that, the Hardware/Software Items quoted are not End Of Life/End Of Support?		
8	Whether ensured that, the separately sealed envelopes for Empanelment of Vendors for Supply, Installation, Commissioning and Maintenance of Self Servicing KIOSKS and Cash Receipt Printers in our Bank are placed and superscribed as per EOI instructions. The Name of the Bidder and Due date of the EOI is specified on the top of the envelope.		
9	Whether ensured Indexing of all Documents submitted with page numbers?		
10	Ownership letter by the bidder (Under taking letter by the bidder taking the ownership of the project execution in case third party also involved in project execution either fully or partially. The bidder shall also submit the ownership certificate issued by the third party clearly mentioning the extent of		



11	The Bidder also to submit a certificate/Letter from OEM that the proposed Architecture, Hardware, OS, any other related software and the solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles in all the locations and can be integrate and interoperate with		
----	---	--	--

Vendors to verify the above checklist and ensure accuracy of the same before submission of the bid.

Checked for accuracy

Date:

.....

Signature with Seal

Name:

.....

Designation:

.....

The Authorization letter as per format ANNEXURE-6 is to be carried in person and shall not be placed inside any of the bid covers.	Ensure
--	---------------



ANNEXURE - 2

COVERING LETTER FORMAT

Offer Reference No:

Date:

To

The Deputy General Manager,
Canara Bank,
Asset Procurement & Management Group,
DIT, Naveen Complex, 14 M G Road,
Bangalore - 560 001, Karnataka

Dear Sir,

Sub: Empanelment of Vendors for Supply, Installation, Commissioning and Maintenance of Self Servicing KIOSKS and Cash Receipt Printers

EOI Ref: EOI 01/2013-14 Dated 17/05/2013

Having examined the EOI document including all ANNEXURES, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to empanel our company to supply, deliver and commission Hardware and Software in conformity with the said EOI.

If our offer is accepted, we undertake to supply, install, commission and Maintain Hardware and Software to the Bank for the given period.

We enclose a Demand Draft / Bank Guarantee in lieu of EMD for Rs.5,00,000/- in favour of Canara Bank as EMD.

We agree to abide by and fulfill all the terms and conditions of the EOI and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as stipulated in the conditions contained in EOI.

We enclose a list of clients in India (giving their full addresses) where the model quoted by us now have been supplied by us and the name and addresses of our Bankers.

Our PAN number for Income Tax is _____.

We are registered with the Sales Tax/Service Tax authorities and our registration numbers are as follows.



Sales Tax/VAT Registration Number is _____.

Service Tax Registration Number is _____.

Our Bank Details

Name and Style of Bank Account :

Name of the Bank and Branch address :

Account Number :

RTGS / NEFT Code :

We accept all the Instructions and Terms and Conditions of the subject EOI.

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our tender is liable to be rejected.

Date:

Signature with seal

Name:.....

Designation.....



**ANNEXURE-3
BIDDER'S PROFILE**

Category for which applying Empanelment in our Bank out of following items: { Mention (YES/NO) against each item }		
Sl. No.	Category / Item	Mention (YES/NO)
1	Pass Book Printing KIOSKs	
2	Cheque Accepting KIOSKs	
3	Single Note Acceptor	
4	Cash Receipt Printers	

Sl. No.	Particulars	Details (at Page no.)
A	Profile	
1	Name of the Applicant	
2	Status of Applicant (Company, Partnership, Prop., etc)	
3	Classification [i.e. Manufacturer (OEM), Authorized agent, dealer, others, please specify]	
4	Whether in technical collaboration with foreign company? If so give details	
5	If the applicant is a sole distributor / vendor, valid authorization letter from OEMs to deal / market their product in India and date up to which the agreement is valid	
6	Year of Establishment & Details of Registration (attach Documentary Proof)	
7	Number of years experience in Computer Hardware / Software Business	
8	Address	
9	Telephone number	
10	Fax number	
11	Email Address	
12	Website address of the Company	
13	Key person (s) with contact details a) Head Office / registered Office b) Bangalore Office	
14	Authorized Official with Name, Designation, Contact Phone No/Mobile No / FAX No. etc for the EOI	
15	Sales Tax Number	
16	Income Tax Number	
17	2 Years Audited Balance sheet and Financial Statements	
18	Annual turnover from Hardware / Software Integration alone for the last three years (certificate from Auditor).	
19	Enclose copies of Income Tax registration and last Income Tax clearance certificate	





20	Brief Financial Particulars for the last 2 financial years		
	Year	2010-2011	2011-2012
	Net Profit/Loss		
	Total Turnover (Hardware, Software, Maintenance separately)		

B	Technical Experience and Expertise	
1	Write up on the Company's experience/expertise in supply, installation, integration, commissioning and maintenance of hardware and other peripherals covering technical skills & capability of the company (max 5 pages)	
2	Location and Address of Manufacturing / Assembling Plant	

C	Certifications	
1	Copy of ISO 9001 and above. In respect of distributor / dealer ISO certificate of the OEM.	
2	Whether blacklisted by any Government or any Government agencies or Banks in India	

D	Details of personnel	
1	No. of Employees (Permanent / Under Contract) with Dept.-wise break-up [i.e. Production, Quality control, Marketing, Installation & Commissioning, Service, Spare parts, Administrative, etc]	

E	At Service Centres of the applicant all over India	
1	No. of skilled employees	
2	No. of unskilled employees	
3	No. of engineering employees	
4	No. of administrative employees	
5	List of special repair/ workshop facility available	
6	Any other information	

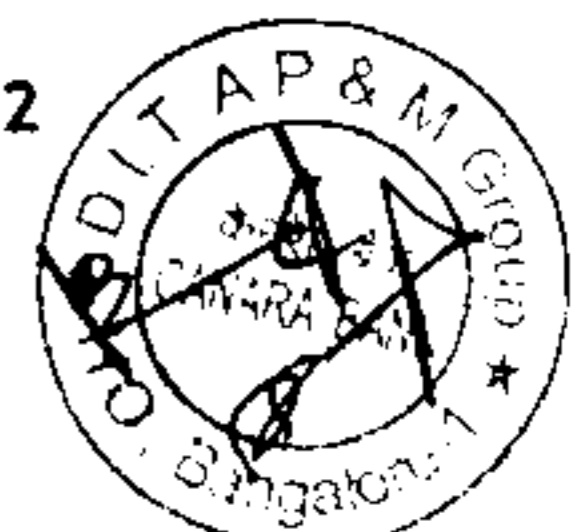
Wherever applicable submit documentary evidence to facilitate verification.

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our tender is liable to be rejected.

Date: Signature with seal

Name:.....

Designation.....



ANNEXURE - 4

LIST OF BIDDER'S MAJOR CUSTOMERS IN LAST 3 YEARS AND REFERENCES

Sl. No.	Name and complete Postal Address of the Customer (Purchaser)	Name, Designation, Telephone, Fax, Telex Nos., e-mail address of the contact person (customer)	Nature and Description, Quantity of Goods supplied by the customer during last 3 years	Value of Goods supplied in last 3 years	Satisfactory Letter from customer to be Enclosed or Purchase Orders to be enclosed for the above References
1	2	3	4	5	6

(Enclose necessary documentary proof)

Date:

Signature with seal

Name:.....

Designation.....



ANNEXURE - 5

SERVICE SUPPORT DETAILS

List of Bank's Circle Office Locations

Sl. No.	CO Locations	Whether Direct Service Support available (Yes/No)	Whether Service Support through Franchisee available (Yes/No)
1	Agra		
2	Ahmedabad		
3	Bangalore Metro		
4	Bangalore Rural		
5	Bhopal		
6	Bhubaneswar		
7	Calicut		
8	Chandigarh		
9	Chennai		
10	Coimbatore		
11	Dehradun		
12	Delhi		
13	Goa		
14	Gulbarga		
15	Guwahati		
16	Hubli		
17	Hyderabad		
18	Jaipur		
19	Karnal		
20	Kolkata		
21	Lucknow		
22	Madurai		
23	Mangalore		
24	Meerut		
25	Mumbai		
26	Mysore		
27	Nagpur		
28	Patna		
29	Pune		
30	Ranchi		
31	Shimoga		
32	Trivandrum		
33	Trichy		
34	Vishakapatnam		

Date:

Signature with seal

Name:.....

Designation.....



ANNEXURE - 6

AUTHORIZATION LETTER FORMAT

The Deputy General Manager
Canara Bank,
Asset Procurement & Management Group
DIT Wing
Naveen complex, 14 MG Road
Bangalore - 560 001

Date _____

Dear Sir,

Sub: Empanelment of Vendors for Supply, Installation, Commissioning and Maintenance of Self Servicing KIOSKS and Cash Receipt Printers

EOI Ref: EOI 01/2013-14 Dated 17/05/2013

This has reference to your above EOI for Empanelment of Vendors for Supply, Installation, Commissioning and Maintenance of Self Servicing KIOSKS and Cash Receipt Printers in Bank.

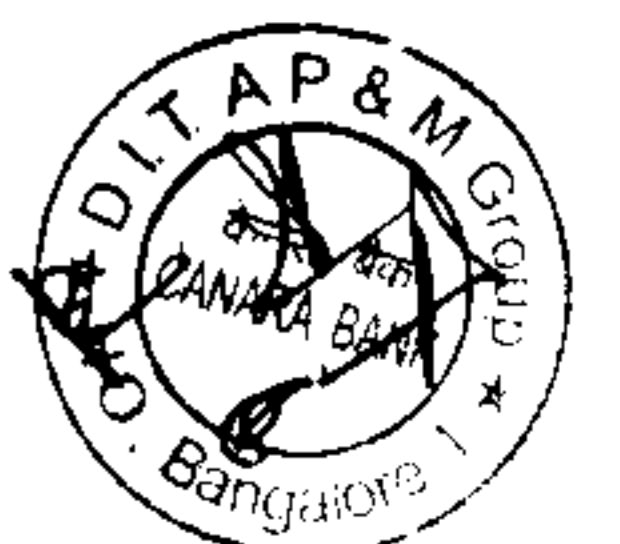
Mr. / Miss/Mrs. _____ is hereby authorized to attend the bid opening of the above EOI _____ DT: _____ on _____ on behalf of our organization.

The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

Name of Authorizing Authority



ANNEXURE - 7

BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT

To

.....
.....
.....
.....

WHEREAS _____(Name of Bidder) (hereinafter called "the Bidder" has submitted its Bid dated _____ (Date) for the execution of (Name of Contract) _____(hereinafter called "the Bid") in favour of _____ hereinafter called the "Beneficiary";

KNOW ALL MEN by these presents that we, _____(name of the issuing Bank), a body corporate constituted under the _____having its Head Office at _____ amongst others a branch/office at _____ (hereinafter called "the Bank" are bound unto the Beneficiary for the sum of Rs _____(Rupees _____only) for which payment well and truly to be made to the said Beneficiary, the Bank binds itself, its successors and assigns by these presents;

THE CONDITION of this obligation is:

If the bidder withdraws or amends their offer of empanelment before finalization of empanelment by the Beneficiary.

We undertake to pay to the Beneficiary up to the above amount upon receipt of his first written demand without the Beneficiary having to substantiate his demand, provided that in his demand the Beneficiary will note that the amount claimed by him is due to him owing to the occurrence the above condition.

Notwithstanding anything contained herein

- i) Our liability under this Bank Guarantee shall not exceed Rs. _____ (Rupees _____only)
- ii) This Bank Guarantee is valid up to _____ and
- iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before _____(mention period of guarantee as found under clause (ii) above plus claim period)

Dated _____ day of _____ 2013

SIGNATURE OF THE BANK



ANNEXURE-8

MAKE/BRANDS OF HARDWARE

(For which the Bidder is OEM / Authorised Dealer - Certificate from the principal should be enclosed in case of Authorised Dealers)

Sl. No.	Items	Descriptions
1	Pass Book Printing KIOSKs	
2	Cheque Accepting KIOSKs	
3	Single Note Acceptor	
4	Cash Receipt Printers	

Date:

Signature with seal

Name:.....

Designation.....



ANNEXURE-9

DETAILS OF TECHNICAL EXPERTS / PERSONNEL

SL No.	Items	Details (No of Engineers, their experience etc.)
1	Windows Server OS Expert	
2	Windows OS Expert	
3	SQL Database Expert	
4	Oracle Expert	
5	Expert in Middleware and Interface	
6	Hardware Expert	
7	Anti Virus	
8	Any other (Specify)	

Date:

Signature with seal

Name:.....

Designation.....





ANNEXURE-10

MANUFACTURER'S AUTHORIZATION FORM (MAF)

No. _____ dated _____

To
The Deputy General Manager,
Asset Procurement & Management Group,
DIT-Wing, Canara Bank,
Naveen Complex, 14 M G Road,
Bangalore-560 001
Karnataka

Dear Sir,

Sub: Empanelment of Vendors for Supply, Installation, Commissioning and Maintenance of Self Servicing KIOSKS and Cash Receipt Printers

EOI Ref: EOI 01/2013-14 Dated 17/05/2013

We _____ who are established and reputed manufacturers of IT Hardware/Software having factories at 1. _____ and 2. _____ do hereby authorize M/s _____ (Name and address of the Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the EOI and the contract for the equipment and services offered against this invitation for tender offer by the above firm.

Yours faithfully
(Name)

For and on behalf of

M/s _____
(Name of Manufacturers)

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.

