

REQUEST FOR EXPRESSION OF INTEREST

FOR

**EMPANELMENT OF VENDORS FOR PROVIDING COMPREHENSIVE
ONSITE AMC SERVICES FOR COMPUTER HARDWARE ITEMS
AT CANARA BANK, HEAD OFFICE BENGALURU.**

Issued by: Canara Bank,
Asset Procurement & Management 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.	EOI 02/2017-18 dated 25/01/2018
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 at Canara Bank, Head Office, Bengaluru.
3.	Bank's Address for Communication and Submission of Tender	Deputy General Manager Canara Bank, AP&M 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, Asset Procurement & Management Group
4.	Date of Issue	25/01/2018, Thursday
5.	Last Date of Submission of Queries for Pre Bid Meeting	02/02/2018, Friday, 3.00 PM
6.	Date of Pre Bid Meeting	03/02/2018, Saturday, 3.00 PM
7.	Last Date of Submission of Bids	15/02/2018, Thursday up to 3.00 PM
8.	Date of Opening of Bid	15/02/2018, Thursday, 3.30 PM
9.	Application Fees (Non Refundable)	Rs. 2,360/-
10.	Earnest Money Deposit(Refundable)	Rs. 50,000 /-
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 Bengaluru and submit the same along with the EOI.		



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 & 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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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 Department of Information Technology Wing at Naveen Complex, No.14, M G Road, Bengaluru-560001. The Bank is having Pan India presence of more than 6150 branches, 21 Circle Offices & 118 Regional Offices situated across the States and presence in abroad. 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 at Canara Bank, Head Office, Bengaluru.
- 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 fulfills the eligibility criteria as given below for Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items at Canara Bank, Head Office, Bengaluru.
- 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 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 un-interrupted 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 two financial years (i.e. 2015-16, 2016-17).	a. Audited balance Sheet for last 2 Years (i.e. 2015-16, 2016-17). b. Certificate from Company's Chartered Accountant specifying the Turnover from AMC Business for last 2 years.
3.	The Bidder should have positive Net Worth as on 31/03/2017 or 30/09/2017(latest).	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.
4.	The Bidder should have minimum experience of Three (3) 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 31/12/2017).	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 should have experience in maintenance of 50 Servers in at least three scheduled commercial Banks, Financial Institutions (i.e. BFSI Sector).	Bidder has to submit purchase order copies/reference letter/documentary proof issued by Scheduled Commercial Banks, Financial Institutions duly mentioning the number of Servers covered under Comprehensive AMC by the bidder. Bidders meeting this criterion by providing the required proof will alone be considered for providing AMC services for Servers.
6.	The bidder shall have Service Centre in Bengaluru with minimum of 15 engineers having experience in maintenance of hardware items.	Details of the Service Centre in Bengaluru with documentary proof should be provided as per Annexure-10. Details of the minimum 15 Qualified Service Engineers having experience in maintenance of Hardware Items present in Bengaluru office should also be provided.



Sl. No.	Eligibility Criteria	Documents to be submitted along with the EOI
7.	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.
8.	Bidder should have valid ISO 9001 and ISO 20000 Certification.	Copy of the certificate to be submitted.
9.	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.
10.	Non-disclosure agreement	Non-Disclosure agreement (as per ANNEXURE-9) to be submitted by the bidder.

6. Application Money and EMD:

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

Application fees for Rs.2,360/- (Rs.2000 plus GST) (Non Refundable)	By way of DD favouring "Canara Bank" payable at Bengaluru.
Non Interest EMD for Rs.50,000/- (Refundable)	By way of DD favouring "Canara Bank" payable at Bengaluru/ Bank Guarantee in lieu of EMD(Other than Canara Bank) as per ANNEXURE-7.

6.2. MSEs are exempted from paying Application Fee/Cost & EMD.

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 EMD and Application fee while submission of EOI proposal shall render the applicant ineligible for empanelment.

6.4.2. The Bidder should submit separate DDs one each for EMD and Application Fee, if DDs are submitted.

6.4.3. 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 at Canara Bank, Head Office, Bengaluru.
- 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. Colour and Mono Laserjet Printers.
 - 7.3.10. Dot Matrix Printers.
 - 7.3.11. Scanners.
 - 7.3.12. Video Conferencing Equipments, Network Switches & Hubs.
 - 7.3.13. 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, present in Canara Bank Head Office, Bengaluru. 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 a 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 the Computer Hardware Items at Canara Bank, Head Office, Bengaluru.
- 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 Canara Bank, Head Office functioning from multiple locations in Bengaluru.
- 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.2,360/- for tender document by means of DD drawn on any scheduled Commercial Bank for the above amount in favour of Canara Bank, payable at Bengaluru 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.
- 12.2. All communications regarding points requiring clarifications and any doubts shall be given in writing to the Deputy General Manager, Canara Bank, DIT Wing, HO(Annexe), 14, M G Road, Bengaluru - 560 001 or an email can be sent to hoditapm@canarabank.com by the intending bidders before **03:00 PM on 02/02/2018 (Friday)**.
- 12.3. No queries will be entertained from the bidders after the above date and time.
- 12.4. No oral or individual consultation shall be entertained.
- 12.5. The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's website <http://www.canarabank.com/english/announcements/expression-of-interest> and no individual correspondence shall be made. 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 RFP and it will be binding on the bidders.

13. Pre-Bid meeting

- 13.1. A pre-bid meeting of the intending bidders will be held as scheduled below to clarify any point/doubt raised by them in respect of this EOI.

Date	Day	Time	Venue
03/02/2018	Saturday	3.00PM	Canara Bank, DIT Wing, Conference Hall, II Floor, Naveen Complex, 14 M.G Road, Bengaluru - 560001.

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. In this connection, Bank will allow a maximum of TWO (2) representatives from each Bidder to participate in the pre-bid meeting.

- 13.2. Bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.
- 13.3. The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's website and no individual correspondence shall be made. 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.



- 13.4. Non receipt of reply to the queries raised by any of the Bidders shall not be accepted as a valid reason for non submission of Bid. In addition, non reply to any query may not be deemed the version of the Bidder as reflected in the query has been accepted by the Bank.

14. Amendment to EOI

- 14.1. 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.
- 14.2. 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.
- 14.3. 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.

15. Preparation of Bids

- 15.1. All bids and supporting documents shall be submitted in English and on A4 size paper, spirally bound securely and in serial order. The response should be submitted in a structured format as per the checklist appended.
- 15.2. All pages of EOI should be stamped and signed by Authorized 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.
- 15.3. 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-3**.

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

- 16.1. The bidder shall furnish Non-Interest earning Earnest Money Deposit (EMD) of **Rs.50,000/-** (Rupees Fifty thousand Only) by way of Demand Draft drawn on any scheduled bank in favour of Canara Bank, payable at Bengaluru and should be kept along with the bid.
- 16.2. 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.
- 16.3. The EMD of bidders will be returned upon the finalization of Empanelment.
- 16.4. 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 whichever is later.



17. Erasures or Alterations

The Offers containing erasures or alterations or overwriting will not be considered. There should be no hand-written material, corrections or alterations 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.

18. Submission of Bids

18.1. The sealed envelope containing the response to EOI along with the required documents shall be superscribed on the top of the envelope "Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items at Canara Bank, Head Office, Bengaluru, in response to EOI 02/2017-18 dt 25/01/2018" The Name and address of the bidder should also be specifically mentioned on the top of the sealed envelope. The EOI response should be deposited in the Tender Box at the Place, Venue, Date and Time mentioned below:

Last Date of Submission of Bid	Day	Time	Venue
15/02/2018	Thursday	Up to 3.00 PM	Canara Bank, DIT Wing, First Floor, Naveen Complex, 14 M.G Road, Bengaluru - 560 001.

18.2. If the last day of submission of bids 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 last day for submission of the EOI. The Bid/s which is/are deposited after the said date and time shall not be considered.

18.3. Bids sent through post/courier will not be accepted/evaluated. No offer will be accepted directly.

18.4. If envelope containing bid documents is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid's misplacement or premature opening.

18.5. The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.

First Official	Alternate Official
Mr. Vinayakumar R S Senior Manager Canara Bank AP & M Group, DIT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25590070	Mr. K S Satyanarayana Assistant General Manager Canara Bank AP & M Group, DIT Wing, First Floor Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25590832



- 18.6. In case bid documents are too bulky to be placed inside the tender box, arrangements will be made by the above mentioned officials to receive the tender. However, bidder should reach the venue before the date and time stipulated above.
- 18.7. 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.

19. Bid Opening

- 19.1. EOI will be opened in the presence of the Bidder's representative/s who may choose to attend the bid opening as per following schedule.

Date	Day	Time	Venue
15/02/2018	Thursday	3.30PM	Canara Bank, Conference Hall, II Floor, Naveen Complex, 14 M.G Road, Bengaluru 560001.

Bidder's representative may be present in the place and venue well in time along with an authorization letter in hand for each bid opening under this EOI, as per the format (ANNEXURE-5) enclosed and sign in Register of Attendance during opening of EOI.

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

- 19.2. 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.
- 19.3. 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.

20. Evaluation of EOI

- 20.1. 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.
- 20.2. 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.



20.3. 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/RFP. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.

21. Clarifications Of Offers

- 21.1. 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.
- 21.2. 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.
- 21.3. 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.
- 21.4. The shortlisted bidders, by submitting the response to this EOI, agree to the process and conditions of the normalization process.

22. Modification/Cancellation of EOI

- 22.1. 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.
- 22.2. 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/or factors and or/or new developments.
 - c] The project is not the in the best interest of the Bank.
 - d] Any other reason.
- 22.3. The Bank also reserves the right to modify/cancel/re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.



23. Responsibility for completeness

- 23.1. The Bidder shall be responsible for any discrepancies, errors and omissions in the bid, 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 the bid and other information as mention above within the time schedule.
- 23.2. 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.
- 23.3. 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.

24. Intimation to the selected Bidders

The Bank will prepare the list of Bidders on the basis of evaluation. The short listed applicants (empanelled bidders/vendors) will be notified on the Bank's website (www.canarabank.com)/Notice Board. No separate intimation will be sent to individual Bidders.

25. Issuance of limited RFP/RFQ

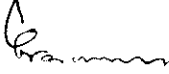
- 25.1. The Bank reserves the right to issue limited RFP/RFQ based on the responses and the requirement of the Bank.
- 25.2. Only shortlisted applicants will be invited to participate in the limited RFP/RFQ Process. The shortlisted applicants will be provided with limited RFP/RFQ documents through E-mail or hand delivery. The vendors are required to respond accordingly.
- 25.3. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.
- 25.4. 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.
- 25.5. The Bank reserves the right to avail services independently on its own without reference to shortlisted bidders of EOI.



26. Independent External Monitors

26.1. The Name and Contact details of the Independent External Monitor(IEM) nominated by the Bank are as under:

Sri. Dilip Mavinkurve Email:dilipmav@gmail.com	Sri. Hari Santosh Kumar Email:hsantoshkumar50@gmail.com
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 **DEPUTY GENERAL MANAGER**



ANNEXURE-1

CHECKLIST

The bidder shall confirm whether following are submitted in their EOI/ 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.	Bidder's Profile.	ANNEXURE-4		
3.	A Demand Draft of Rs.2,360/- (Non-Refundable) favouring Canara Bank payable at Bengaluru towards Application Fee.	Clause No.6		
4.	EMD for Rs.50,000/- by Demand Draft favouring Canara Bank payable at Bengaluru/Bank Guarantee as per ANNEXURE-7 is enclosed.	Clause No.6		
5.	Audited balance Sheet for last 2 Years (i.e. 2015-16, 2016-17).	Clause No.5		
6.	The documents in support of Eligibility Criteria, wherever required as mentioned in this EOI.	Clause No.5		
7.	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. 16.2		
8.	List of major clients and the quantum of orders with approximate value executed to various organizations including BFSI, PSU, PSBs, IT Industry and Central/State Govt Depts. for the last 3 years.	ANNEXURE-6		
9.	Compliance Statement	ANNEXURE-9		
10.	Authorization letter format for Bid Opening (to be carried by the person who is authorized to attend the Bid opening).	ANNEXURE-5		

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

Date

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 Bengaluru) is submitted? If exemption is sought under MSEs, relevant certificate enclosed.		
2	Whether EMD / Bank guarantee in lieu of EMD Submitted? If exemption is sought under MSEs, relevant certificate enclosed.		
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 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?		
5	Whether address of Office on which communication / order has to be placed is indicated in ANNEXURE-4.		
6	Whether ensured that the offer is in sealed envelope and superscribed as Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items at Canara Bank, Head Office, Bengaluru, The EOI No., Name of the Bidder and Due date of the EOI is specified on the top of the envelope.		
7	Whether ensured Indexing of all Documents submitted with page numbers?		

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-5 is to be carried in person and shall not be placed inside any of the bid covers.	Ensure
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ANNEXURE-2
Covering Letter Format

(Covering Letter has to be submitted in company's letter head)

Offer Reference No:

Date: dd-mm-yyyy

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

Dear Sir,

Sub: Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items present in Canara Bank, Head Office, Bengaluru.

Ref: EOI 02/2017-18 Dated 25/01/2018.

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Having examined the EOI document including all Annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to get short listed as empanelled vendor for providing Comprehensive AMC Services for Computer Hardware Items at Canara Bank Head Office, Bengaluru.

If our offer is accepted, we undertake to participate in the limited RFP/RFQ process to provide the AMC Services for Computer Hardware Items.

We enclose a Demand Draft favouring 'Canara Bank payable at Bengaluru'/Bank Guarantee as per **ANNEXURE-7** for **Rs.50,000/-** as Non-interest Earning refundable deposit/EMD.

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

This is to confirm that we unconditionally accept all the Instructions and Terms and Conditions of the subject EOI - empanelment of vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items present in Canara Bank, Head Office, Bengaluru.

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 Bid is liable to be rejected.

Date :
Place :

Signature with seal:
Name :
Designation :



ANNEXURE-3
Eligibility Criteria Declaration

(Eligibility Criteria Declaration has to be submitted in Company's letter head)

Sub: Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items at Canara Bank, Head Office, Bengaluru.

Ref: EOI 02/2017-18 Dated 25/01/2018.

@@@

We have carefully gone through the contents of the above referred EOI and furnish the following information relating to Eligibility Criteria.

Sl. No.	Eligibility Criteria	Bidders responses	Bidders responses and Documents to be submitted
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 two financial years (i.e. 2015-16, 2016-17).	a. Audited balance Sheet for last 2 Years (i.e. 2015-16, 2016-17). b. Certificate from Company's Chartered Accountant specifying the Turnover from AMC Business for last 2 years.	
3.	The Bidder should have positive Net Worth as on 31/03/2017 or 30/09/2017(latest).	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.	
4.	The Bidder should have minimum experience of Three (3) 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 31/12/2017).	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.	



Sl. No.	Eligibility Criteria	Bidders responses	Bidders responses and Documents to be submitted
5.	The bidder should have experience in maintenance of 50 Servers in at least three scheduled commercial Banks, Financial Institutions (i.e. BFSI Sector).	Bidder has to submit purchase order copies/reference letter/documentary proof issued by Scheduled Commercial Banks, Financial Institutions duly mentioning the number of Servers covered under Comprehensive AMC by the bidder. Bidders meeting this criterion by providing the required proof will alone be considered for providing AMC services for Servers.	
6.	The bidder shall have Service Centre in Bengaluru with minimum of 15 engineers having experience in maintenance of hardware items.	Details of the Service Centre in Bengaluru with documentary proof should be provided as per Annexure-10. Details of the minimum 15 Qualified Service Engineers having experience in maintenance of Hardware Items present in Bengaluru office should also be provided.	
7.	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.	
8.	Bidder should have valid ISO 9001 and ISO 20000 Certification.	Copy of the certificate to be submitted.	
9.	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.	
10.	Non-disclosure agreement	Non-Disclosure agreement (as per ANNEXURE-9) to be submitted by the bidder.	

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection.

Date:

Signature with seal

Place:

Name :

Designation :



ANNEXURE-4

Bidder's Profile

(Bidder's Profile has to be submitted in company's letter head)

Sub: Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items at Canara Bank, Head Office, Bengaluru.

Ref: EOI 02/2017-18 Dated 25/01/2018.

@@@

Sl. No.	Particulars	Details
a.	Name of the Bidder	
b.	Constitution	
c.	Date of Establishment/ Incorporation	
d.	Number of Years in the Business	
e.	Number of years of experience in providing Comprehensive Onsite AMC Services for Computer Hardware Items like Servers, Storage, Desktops, Laptops, Printers, Scanners etc.	
f.	Address for Correspondence: Registered Office: Corporate Office:	
g.	Single Point of contact for this EOI and upcoming RFP Name: Designation: Mobile No.: Landline No.: Fax: Email-ID (any changes in the above should be informed in advance to Bank)	



Sl. No.	Particulars	Details
h.	Annual Turnover during the last two financial year. 2015-16 2016-17 Net worth as on 31/03/2017.	
i.	Domestic Customer Base (Number of Clients where AMC Services for Computer Hardware Items have been provided in India).	
j.	Our PAN number for Income Tax is _____ We are registered with the GST authorities and our registration numbers are as follows. GST Registration Number is _____ <u>Our Bank Details</u> Name and Style of Bank Account Name of the Bank and Branch address Account Number RTGS / NEFT (IFSC) Code	

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 Bid is liable to be rejected.

Date :
Place :

Signature with seal:
Name :
Designation :



ANNEXURE-5

Authorization Letter Format

(Authorization Letter Format has to submitted in Company's Letter Head)

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

Date: _____

Dear Sir,

Sub: Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items at Canara Bank, Head Office, Bengaluru.

Ref: EOI 02/2017-18 Dated 25/01/2018.

@@@

This has reference to your above EOI for Empanelment of Vendors for providing Comprehensive AMC Services for Computer Hardware Items present in Canara Bank, Head Office, Bengaluru.

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

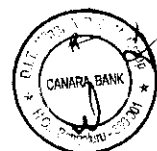
The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

Name & Designation of Authorizing Authority

Place :



ANNEXURE-6

List of Major Customers of the Bidder in Last 3 Years and References

Sub: Empanelment of Vendors for providing Comprehensive AMC Services for Computer Hardware Items at Canara Bank, Head Office, Bengaluru.

Ref: EOI 02/2017-18 Dated 25/01/2018.

Sl. No.	Name and complete Postal Address of the Customer	Name, Designation, Telephone, Fax, Telex Nos., e-mail address of the contact person (customer)	Nature and Description of the business during last 3 years/orders Order No. & date value etc.	Documentary Proof like Satisfactory Letter from customer to be Enclosed or Purchase Order copies to be enclosed
1	2	3	4	6

(Enclose necessary documentary proof)

Date :
Place :

Signature with seal:
Name :
Designation :



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 _____ 2018

SIGNATURE OF THE BANK



Annexure-8
Compliance Statement

(Compliance Statement has to submitted in Company's Letter Head)

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

Date: _____

Dear Sir,

Sub: Empanelment of Vendors for providing Comprehensive AMC Services for Computer Hardware Items at Canara Bank, Head Office, Bengaluru.

Ref: EOI 02/2017-18 Dated 25/01/2018.

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We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right to reject the bid, if the bid is not submitted in proper format as per subject

Sl. No.	Description	Complied Yes/No
1	Scope of Empanelment	
2	Empanelment Procedure	
3	Instructions to Applicants	

We also undertake that we are complying with the prevailing guidelines issued by various regulatory authorities on Minimum Wages Act, applicable labour laws, from time to time for the resources deployed to the AMC Services.

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 -9

Non-Disclosure Agreement

(To be given on the Company's Letter Head)

WHEREAS, we, _____,
having Registered Office at _____, hereinafter referred
to as the Bidder, are agreeable to provide IT Infrastructure services to Canara Bank,
having its office at 14,Naveen complex, HO(annex), M.G Road Bengaluru -560001
hereinafter referred to as the BANK and,

WHEREAS, the Bidder understands that the information regarding the Bank's IT
Infrastructure shared by the BANK in their Request for Proposal is confidential and/or
proprietary to the BANK, and

WHEREAS, the Bidder understands that in the course of submission of the offer for
**"Empanelment of Vendors for providing AMC Services of the Computer Hardware Items
at Canara Bank, Head Office, Bengaluru"** and/or in the aftermath thereof, it may be
necessary that the Bidder may perform certain jobs/duties on the Banks properties and/or
have access to certain plans, documents, approvals or information of the BANK; NOW
THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following
conditions, in order to induce the BANK to grant the Bidder specific access to the BANK's
property/information. The Bidder will not publish or disclose to others, nor, use in any
services that the Bidder performs for others, any confidential or proprietary information
belonging to the BANK, unless the Bidder has first obtained the BANK's written
authorization to do so.

The Bidder agrees that notes, specifications, designs, memoranda and other data shared
by the BANK or, prepared or produced by the Bidder for the purpose of submitting the
offer to the BANK for the said solution, will not be disclosed during or subsequent to
submission of the offer to the BANK, to anyone outside the BANK.

The Bidder shall not, without the BANKs written consent, disclose the contents of this
Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern,
sample or information (to be) furnished by or on behalf of the BANK in connection
therewith, to any person(s) other than those employed/engaged by the Bidder for the
purpose of submitting the offer to the BANK and/or for the performance of the Contract in
the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence
and shall extend only so far as necessary for the purposes of such performance.

Date

Signature with seal

Name :

Designation :



Annexure-10

Service Support Details

**SUB: RFP for Providing Comprehensive Onsite AMC for Computer Hardware Items
at Canara Bank, Head Office, Bengaluru.**

Ref: Your EOI 02/2017-18 dated 25/01/2018.

Sl. No.	Location	Postal Address	Contact Details (including Name of In charge and his contact no. email etc)	Service Facilities Available (Describe)	No. of Engineers	Jurisdiction
1.	Bidders Head Office Details					
2.	Bengaluru Office Details					
3.	Mumbai Office Details					

Date

Signature with seal

Name :

Designation :

