



REQUEST FOR EXPRESS OF INTEREST
FOR
EMPANELMENT OF NETWORK INTEGRATORS
FOR
SUPPLY, INSTALLATION & COMMISSIONING OF LAN/WAN DEVICES
AND
COMMISSIONING & MAINTENANCE OF LAN/WAN CONNECTIVITY LINKS ON
LEASED LINE/ISDN/CDMA/MPLS LINK

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

Bid Details in





Brief Description

Sl. No.	Description	Details
1.	EOI No.	EOI 03/2013-14
2.	Brief Description of the EOI	Empanelment Of Network Integrators For Supply, Installation & Commissioning Of LAN/WAN Devices And Commissioning & Maintenance Of LAN/WAN Connectivity Links On Leased Line/ISDN/CDMA/MPLS Link
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	13/09/2013, Friday
5.	Last Date of Submission of Queries for Pre Bid Meeting	19/09/2013, Thursday, 1.00 PM
6.	Date of Pre Bid Meeting	20/09/2013, Friday, 3.00 PM
7.	Last Date of Submission of Bids	11/10/2013, Friday Upto 3.00 PM
8.	Date of Opening of Bid	11/10/2013, Friday at 3.30 PM
9.	Application Fees (Non Refundable)	Rs. 10,000 /-
10.	Earnest Money Deposit(Refundable)	Rs. 5,00,000 /-

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.





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
11.	WAN	Wide Area Network

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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 Bangalore-560002 and among others is having DIT Office at Naveen Complex, No.14, M G Road, Bangalore-560001. The Bank is having pan India presence of more than 4050 branches and 34 Circle offices situated across the States. The Bank is working on Core Banking System using Flex cube solutions. 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 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 Network Integrators for Supply, Installation & Commissioning Of LAN/WAN Devices And Commissioning & Maintenance Of LAN/WAN Connectivity Links On Leased Line/ISDN/CDMA/MPLS Link in our Bank.
- 2.3. 'Bidder' means a vendor submitting the proposal in response to EOI for Supply, Installation & Commissioning of LAN/WAN Devices and Commissioning & Maintenance Of LAN/WAN Connectivity Links On Leased Line/ISDN/CDMA/MPLS Link of our Bank across the country.
- 2.4. 'Solution' means Supply, Installation & Commissioning of LAN/WAN Devices and Commissioning & Maintenance of LAN/WAN Connectivity Links On Leased Line/ISDN/CDMA/MPLS Link in our Bank as per this EOI.

3. About EOI

- 3.1. Bank intends to empanel vendors for Supply, Installation & Commissioning of LAN/WAN Devices and Commissioning & Maintenance Of LAN/WAN Connectivity Links On Leased Line/ISDN/CDMA/MPLS Link in our Bank. In this connection, Bank invites sealed offer for Supply, Installation & Commissioning of LAN/WAN Devices and Commissioning & Maintenance Of LAN/WAN Connectivity Links On Leased Line/ISDN/CDMA/MPLS Link 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. 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 LAN/WAN Devices and Commissioning & Maintenance Of LAN/WAN Connectivity Links on Leased Line/ISDN/CDMA/MPLS Link at various Branches of our Bank across the country.
- 4.2. 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 and in existence for at least three years as on date of EOI.	Copy of the certificate of incorporation and certificate of Commencement of Business.
2	The bidder should have Office in India and one of their Offices in Bangalore with minimum 3 years' experience (up to 31-03-2013) in doing Network integration related business.	Manufacturer / Dealer / Distributer Certificate. The registration no. of the firm /company along with Sales Tax no. / Valid IT Certificate /Certificate of Incorporation. Proof of doing network integration related business for 3 years
3	The bidder should have their support centers in top 100 business centers of the Bank in the Country. In case the bidder is not having support centers at all locations an undertaking to be submitted by the bidder that the support centers shall be established as per EOI ANNEXURE-5.	The details of support centers to be provided as per ANNEXURE-5. Details should have full address, contact person name, contact no, e-mail id, etc.
4	The applicant must have established WAN connectivity for more than 500 locations across the country in multiple orders by supplying Routers, Modems (if required for link commissioning) and by coordinating in commissioning the link during the period of 01.04.2010 to 31.03.2013 for large corporate, Government Offices and Public Sector Units in that applicant must have established WAN connectivity for more than 150 locations across the country in a single order.	Purchase Order Copies from the customers to be produced specifying the eligibility criteria for the following: 1) Supply, Installation, Commissioning of WAN 2) Supply, Installation & Commissioning of WAN Network Devices



Sl. No.	Eligibility Criteria	Documents to be submitted along with the EOI
5	<p>Bidders shall be the Original Equipment Manufacturers (OEM) of Network integration business.</p> <p>(OR)</p> <p>An authorized dealer</p> <p>(OR)</p> <p>Network Integrators</p>	<p>If the bidder 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.</p> <p>If the bidder is an Authorized Dealer or Network Integrator, an Authorization letter from the leading OEMs of LAN & WAN Network devices to deal/market their product in India and it should be valid for a minimum period of ONE year from the date of submission of Bid.</p>
6	<p>The Bidder should have annual turnover of minimum ₹ 200 Crore during each of the last three financial years. (i.e. 2009-2010, 2010-2011, 2011-2012)</p>	<p>1. The Bidder must produce a certificate from the Company's Chartered Accountant to this effect stating that the company has an annual turnover of minimum ₹ 200 Crore during each of the last three financial years.</p> <p>2. Audited balance Sheet and Financial Statements for last 3 Financial Years i.e. 2009-2010, 2010-2011, 2011-2012</p>
7	<p>The bidder should have implemented Network cabling solutions either fiber and/or UTP conforming to standards during the period from 01.04.2010 to 31.03.2013 for large corporate, the Governments and Public Sector Units with at least 500 LAN points of connectivity in multiple orders & in that 100 LAN points of connectivity in a single order.</p>	<p>Purchase Order Copies and Satisfactory Services letter from the Customers to be produced</p>

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 - 8.



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

- 6.2.1. 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.
- 6.2.2. The Bidder should submit separate DDs one each for EMD and Application Fee, if DDs are submitted.
- 6.2.3. The Bidder need not provide any commercial proposal with the response to this EOI.

7. Scope of Empanelment

- 7.1. The Empanelment would be for Network integration work required at Bank's Head Office and HO Annexe /Circle Offices, Data Centre /Data Recovery Centre and in Branches/offices across the country.
- 7.2. The duration of Empanelment of vendors will be for a period of One year. However the Bank reserves the right to cancel or extend the validity period of empanelment.
- 7.3. During Empanelment period, Bank will float limited tenders amongst the qualified empanelled vendors and seek responses for various requirements. Individual tender/s will contain detailed terms and conditions, instructions, location details and scope of work.
- 7.4. Bank has the right to award the work to any of the empanelled vendors, depending on the exigencies of the work / procurement and also opt for open tendering process for any particular work / procurement depending on the nature and magnitude of work / procurement.
- 7.5. The vendors who are already in empanelled list are required to participate afresh, if that so desired.

8. De-empanelment of bidders

- 8.1. During empanelment period, the Bank reserves the right to de-empanel any vendor. The Bank's decision will be final in this regard.
- 8.2. 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.
- 8.3. 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.

8.4. 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.

9. Bid Document & Cost

9.1. 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.

9.2. 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.

10. Pre-Bid Queries

10.1. 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.

10.2. 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 19/09/2013 (Thursday).

11. Pre-Bid meeting

11.1. A pre-bid meeting of the intending bidders will be held at 03:00 PM on Friday 20/09/2013 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.

11.2. Bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.





- 11.3. 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.
- 11.4. 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.

12. Amendment to EOI

- 12.1. 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.
- 12.2. 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.
- 12.3. 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.

13. Preparation of Bids

- 13.1. All bids and supporting documents shall be submitted in English and on A4 size paper, spirally bound securely and in serial order.
- 13.2. 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.
- 13.3. The bid must contain EMD/Bank Guarantee in lieu of EMD as per ANNEXURE-8 of this document. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per ANNEXURE-1.

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

- 14.1. 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.
- 14.2. 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-8.





- 14.3. The EMD of bidders will be returned upon the finalization of Empanelment.
- 14.4. 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.

15. 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.

16. Submission of Bids

- 16.1. Bid shall be submitted in sealed envelope superscribing "Offer for Supply, Installation & Commissioning Of LAN/WAN Devices And Commissioning & Maintenance Of LAN/WAN Connectivity Links On Leased Line/ISDN/CDMA/MPLS Link at various Branches of our Bank across the country in response to EOI-03/2013-14 Dt.13/09/2013" 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
- 16.2. The bid/s properly superscribed in the manner prescribed in above paragraphs 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 Friday 11th October 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.
- 16.3. 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.



17. Bid Opening

17.1. EOI will be opened in the presence of the Bidder's representative who may choose to attend the bid opening on Friday, 11th October 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.

17.2. 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.

17.3. 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.

18. Evaluation of EOI

18.1. 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.

18.2. 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.

18.3. 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.



19. Clarifications Of Offers

- 19.1. 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.
- 19.2. 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.
- 19.3. 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.
- 19.4. The shortlisted bidders, by submitting the response to this EOI, agree to the process and conditions of the normalization process.

20. Modification/Cancellation of EOI

- 20.1. 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.
- 20.2. 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
- 20.3. 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.

21. Responsibility for completeness

- 21.1. 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.



- 21.2. 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.
- 21.3. 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.
- 21.4. 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.

22. Intimation to the selected Bidders

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

23. Issuance of RFP

- 23.1. Only shortlisted applicants will be invited to participate in the RFP Process. The shortlisted applicants will be provided with tender documents through E-mail or hand delivery. The vendors are required to respond accordingly.
- 23.2. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.
- 23.3. 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.
- 23.4. 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.
- 23.5. 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.	The documents in support of Eligibility Criteria, wherever required as mentioned in this EOI.	Clause No.5		
4.	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		
5.	List of Service Support Details.	ANNEXURE - 5		
6.	Authorization letter format for Bid Opening (to be carried by the person who is authorized to attend the Bid opening).	ANNEXURE - 6		
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. 13.2		
8.	Three (3) 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.200 crores.	Clause No.5		
9.	Manufacturer's Authorization Form_(MAF)	ANNEXURE - 7		
10.	EMD for Rs.5,00,000/- by Demand Draft favouring Canara Bank payable at Bangalore/Bank Guarantee as per.	Clause No.6		
11.	A Demand Draft of Rs.10,000/- (Non-Refundable) favouring Canara Bank payable at Bangalore towards Application Fee.	Clause No.6		

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 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 Network Integrators for Supply, Installation & Commissioning Of LAN/WAN Devices And Commissioning & Maintenance Of LAN/WAN Connectivity Links On Leased Line/ISDN/CDMA/MPLS Link 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 ownership)		



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 Bank's existing CBS Software.		
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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
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केनरा बैंक



Canara Bank

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 Network Integrators

EOI Ref: EOI 03/2013-14 Dated 13/09/2013

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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 empanel our company to Supply, Installation & Commissioning of LAN/WAN devices and Commissioning & maintenance of LAN/WAN Connectivity links with the said EOI.

If our offer is accepted, we undertake to participate in the RFP process to Supply, Installation, Commissioning of LAN/WAN devices and Commissioning & maintenance of LAN/WAN Connectivity links in the Bank for the given period.

We enclose a Demand Draft favouring 'Canara Bank payable at Bangalore'/Bank Guarantee as per ANNEXURE 8 for ₹ 5,00,000/- as Non-interest Earning refundable deposit 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 are stipulated in the conditions contained in EOI.

We enclose a list of clients in India (giving their full addresses) where the Network Integration work undertaken by us and now been completed by us and the name and addresses of our Bankers.

We also confirm that we have not been disqualified by any PSU bank for Net work integrated related work.

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**

A	Profile	Proof to be enclosed wherever applicable
1	Name of the Applicant	
2	Status of Applicant (Company, Partnership, Prop., etc)	
3	Classification (i.e. Manufacturer/MNC, 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 upto which the agreement is valid	
6	Year of Establishment & Details of Registration	
7	Number of years in the business	
8	Number of years in Network Integration business	
9	Address	
10	Telephone number	
11	Fax number	
12	Email Address	
13	Website address of the Company	
14	Key person (s) with contact details	
15	Authorized official with Name and designation for the EOI	
16	Address where order to be placed	
17	Sales Tax Number	
18	Income Tax Number	
19	3 Years Audited Balance sheet and financial statements	
20	Annual turnover from for the last three years (certificate from Auditor).	
21	Net Sales (in respective currency) for the last three years (enclose proof)	
22	Enclose copies of Income Tax registration and last Income Tax clearance certificate	

B	Technical Experience and Expertise	
1	Write up on the Company's experience/expertise in supply, installation, integration, commissioning and maintenance of LAN/WAN devices and other peripherals covering technical skills in doing Network Integration capability of the company, for integrating the proposed LAN/WAN expansion of our Bank. (max 5 pages)	
2	Whether technically well equipped to integrate with the existing Networking architecture of the Bank and installation and commissioning of LAN/WAN devices and configuration of multiple WAN devices to the Routers/Switches etc.	
3	The details of the LAN/WAN/Network Security devices available worldwide	



4	Technical Details of LAN/WAN devices (Model Name, Original Manufacturer) of various models supplied to Organizations/Banks operating in India along with the brochures of various models.
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C Deployment capabilities	
1	No. of WAN connections and IP-Telephony solutions established as on date in India by using Leased Line/MPLS technology.
2	No. of WAN connections and IP-Telephony solutions established in last 12 months in India by using Leased Line or MPLS technology.

D 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

E 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]

F 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		



Annexure - 5

SERVICE SUPPORT DETAILS

Sl. No.	NAME OF THE BUSINESS CENTER	NAME OF THE SERVICE CENTER	ADDRESS AND TELEPHONE No's OF THE SERVICE AGENT SUPPORTING THE CENTER IN COL. 3	IN RESPECT OF COLUMN 4 PLEASE STATE WHETHER OWN BRANCH OR FRANCHISEE	STATUS OF OFFICE, WORKING DAYS AND HOURS	NUMBER OF NETWORK EXPERTS	NUMBER OF ADMINISTRATION STAFF	VALUE OF MINIMUM STOCK OF SPARES AVAILABLE AT ALL TIMES	LIST OF MODELS & TYPES OF LAN/WAN DEVICES AND PERIPHERALS SERVICED IN LAST 2 YEARS
1	2	3	4	5	6	7	8	9	10
1	Greater Mumbai								
2	Delhi								
3	Bangalore								
4	Kolkata								
5	Chennai								
6	Hyderabad								
7	Ahmedabad								
8	Pune								
9	Lucknow								
10	Chandigarh								
11	Jaipur								
12	Noida								
13	Patna								
14	Gurgaon								
15	Bhopal								





16	Vadodara								
17	Bhubaneswar								
18	Kochi								
19	Nagpur								
20	Kanpur								
21	Guwahati								
22	Thiruvananthapuram								
23	Indore								
24	Dehradun								
25	Coimbatore								
26	Ludhiana								
27	Visakhapatnam								
28	Surat								
29	Jalandhar								
30	Navi Mumbai								
31	Ghaziabad								
32	Ranchi								
33	Faridabad								
34	Thane								
35	Raipur								
36	Panchkula Urban Estate								
37	Varanasi								
38	Mangalore								
39	Amritsar								
40	Allahabad								
41	Bidhan Nagar								



42	Agra								
43	Srinagar								
44	Rajkot								
45	Bilaspur								
46	Jammu								
47	Mysore								
48	Panaji								
49	Kalyan-Dombivli								
50	Madurai								
51	Meerut								
52	Jabalpur								
53	Jamshedpur								
54	Nashik								
55	Udaipur								
56	Shimla								
57	Sas Nagar(Mohali)								
58	Jodhpur								
59	Vijayawada								
60	Tiruchirappalli								
61	Hubli-Dharwad								
62	Patiala								
63	Gorakhpur								
64	Gandhinagar								
65	Pimpri- Chinchwad								
66	Gwalior								
67	Haora								
68	Dhanbad								





69	Panvel								
70	Thrissur								
71	Aurangabad								
72	Cuttack								
73	Margao								
74	Sambalpur								
75	Belgaum								
76	Shillong								
77	Tirupati								
78	Kozhikode								
79	Anand								
80	Ajmer								
81	Kota								
82	Puducherry								
83	Bhuj								
84	Bhavnagar								
85	Bareilly (MC)								
86	Aligarh								
87	Salem								
88	Durgapur								
89	Jamnagar								
90	Bhilai Nagar								
91	Rohtak								
92	Kukatpally								
93	Agartala								
94	Singrauli								
95	Guntur								



96	Mormugao								
97	Asansol								
98	Chaibasa								
99	Kolhapur								
100	Moradabad								

(Enclose necessary documentary proof)

Important Note:

- (i) Please specify whether the service support will be rendered by the Bidder/ Dealers /Franchise.
- (ii) If the Service Support information is not furnished strictly as per the format above, the Bid submitted by the bidder is liable for rejection at the discussion of the Bank may be treated as non - responsive.
- (iii) Please specify whether the Service Support is available at all Circle Offices of the Bank as per the list enclosed as per Annexure IV.

Signature of the Authorized Signatory with date & seal



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 Network Integrators

EOI Ref: EOI 03/2013-14 Dated 13/09/2013

@@@

This has reference to your above EOI for Empanelment of Network Integrators for Supply, Installation, Commissioning of LAN/WAN Devices and Commissioning & Maintenance of LAN/WAN Connectivity Links in our 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

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 Network Integrators

EOI Ref: EOI 03/2013-14 Dated 13/09/2013

@@@

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.



ANNEXURE - 8

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

