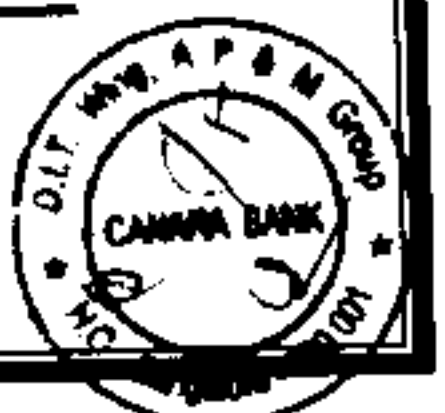




REQUEST FOR EXPRESSION OF INTEREST
FOR
EMPANELMENT OF VENDORS
FOR
SUPPLY, INSTALLATION, COMMISSIONING & MAINTENANCE OF
IT HARDWARE/SOFTWARE

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 04/2013-14 dated 19/12/2013
2.	Brief Description of the EOI	Empanelment Of Vendors for Supply, Installation, Commissioning and Maintenance of IT Hardware/Software
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 Manager, Asset Procurement & Management Group
4.	Date of Issue	19/12/2013, Thursday
5.	Last Date of Submission of Queries for Pre Bid Meeting	26/12/2013, Thursday, 1.00 PM
6.	Date of Pre Bid Meeting	27/12/2013, Friday, 3.00 PM
7.	Last Date of Submission of Bids	20/01/2014, Monday Upto 3.00 PM
8.	Date of Opening of Bid	20/01/2014, Monday at 3.30 PM
9.	Application Fees (Non Refundable)	Rs. 5,000 /-
10.	Earnest Money Deposit(Refundable)	Rs. 2,00,000 /-

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

CONTENTS

Sl. No	Details	Sl. No	Details
1	About Canara Bank	13	Preparation of Bids
2	Definitions	14	EMD
3	About EOI	15	Erasures or Alterations
4	Objective	16	Submission of Bids
5	Eligibility Criteria	17	Bid Opening
6	Application Money & EMD	18	Evaluation of EOI
7	Scope of Empanelment	19	Clarifications of Offers
8	De-empanelment of Bidders	20	Modification/Cancellation of EOI
9	Bid Document & Cost	21	Responsibility for Completeness
10	Pre bid queries	22	Intimation to successful Bidders
11	Pre bid Meeting	23	Issuance of RFP
12	Amendment to EOI		

No	ANNEXURES
1)	Checklist
2)	Covering Letter Format
3)	Bidder's Profile
4)	List of Bidder's Major Customers in last 3 years and references
5)	Service Support Details Circle Office Locations
6)	Service Support Details
7)	Brands of Computer Software/Hardware
8)	Details of Technical Experts / Personnel
9)	Authorization Letter Format
10)	Manufacturer's Authorization Form [MAF]
11)	Bank Guarantee Format For Earnest Money Deposit
12)	Compliance Statement



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 4300 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 Expression of Interest for Empanelment of Vendors for Supply, Installation & Commissioning & Maintenance of IT Hardware/Software in our Bank.
- 2.3. 'Bidder' means a vendor submitting the proposal in response to EOI for Supply, Installation & Commissioning & Maintenance of IT Hardware/Software of our Bank across the country.
- 2.4. 'Solution' means Supply, Installation & Commissioning & Maintenance of IT Hardware/Software Link in our Bank as per this EOI.

3. About EOI

- 3.1. Bank intends to empanel vendors for Supply, Installation & Commissioning & Maintenance of IT Hardware/Software in our Bank. In this connection, Bank invites sealed offer for Supply, Installation & Commissioning & Maintenance of IT Hardware/Software 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.

Sl. No.	Category	Details of Product
1	Computer Hardware & Peripherals	<ul style="list-style-type: none"> ✓ Desktop Computers with Operating System, Thin Client with related Operating System, Laptop Computers with related Operating system Software, Drivers, and Manuals. ✓ Servers ✓ Printers (both standalone and networked) like Line Printers, High Speed Printers, Dot Matrix Printers, LaserJet Printers, Inkjet Printers, Pass Book Printers, Cash Receipt Printers etc. ✓ Other Peripherals devices like Flat bed scanners, DVD/CD-ROM Drives/Readers/Writers, Cheque Truncation System Scanners suitable for the NCR-CTS Software working in our Bank.
2	System & Off-the Shelf Software	<ul style="list-style-type: none"> ✓ System Software like Windows 8, Windows 7, Windows Server Operating Systems 2012, 2008.(Standard/Enterprise), Red Hat Linux etc. ✓ Office Automation Software Like Lotus Smart suite, Star Office, Adobe, Visual studio, Crystal reports software, Microsoft Office etc., ✓ Antivirus software

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 & Maintenance of IT Hardware/Software 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 have national presence with minimum experience of 5 years (up to 31/03/2013) in the activity of supply installation and maintenance of IT Hardware, Peripherals and System & Off the Shelf Software	Manufacturer / Dealer / Distributor Certificate. The registration no. of the firm /company along with Sales Tax no./ Valid IT Certificate /Certificate of Incorporation.
2.	Bidders shall be the Original Equipment Manufacturers (OEM) of Desktop Computers, Laptop Computers, Servers, Printers, Scanners (Both flatbed & Cheque Truncation System) & other Computer hardware Peripherals and other off-the-shelf software items detailed above. (OR) An authorized dealer	If the applicant is Manufacturer, they should have manufacturing and testing facilities of international standards and should enclose the details of locations where the manufacturing and testing facilities are available. If the bidder is an Authorised Dealer, an Authorisation letter from their OEM to deal/market their product in India and it should be valid for a minimum period of 6 years including empanelment period from the date of empanelment
3.	The IT turnover of the Bidder should be minimum Rs.100 Crore per year during last two financial years i.e 2011-12, 2012-13.	1. The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. 2. Audited balance Sheet for last 2 Years. i.e 2011-12, 2012-13
4.	The OEM shall have valid ISO certificate as on date.	Copy of valid ISO Certificate. In respect of Dealer, ISO Certificate of the OEM to be enclosed.
5.	The applicant shall have local office in Bangalore and own personnel / Service Support Centers (with minimum 2 Technical Staff at each center) to liaison various activities like installation, commissioning and maintenance etc. at minimum <u>34 locations</u> (Circle Office Locations - list attached) of our Bank <u>covering/ supporting rural and semi-urban centers all over the country and for the remaining centers an undertaking letter to be submitted stating that support will be provided by the bidder.</u>	The Bidders to furnish their existing service centre infrastructure details like contact details with postal address, no. of engineers, jurisdiction of the engineer etc besides Local Contact Person Name, Address, Phone No, Mobile No, Email etc.

Sl. No.	Eligibility Criteria	Documents to be submitted along with the EOI
6.	The bidder desirous for empanelment for supply of Desktop Computers should have supplied at least 10000 desktops during last two years (up to 30/09/2013)	Proof of Orders issued by Banks, Reputed Companies & Public Sector Undertakings to be submitted. The purchase order issued by the Bank, Reputed Companies & Public Sector Undertakings should be addressed in the name of the bidder.
7.	The bidder desirous for empanelment for supply of Servers should have supplied at least 50 servers each year in the last two years (up to 30/09/2013)	Proof of Orders issued by Banks, Reputed Companies & Public Sector Undertakings to be submitted. The purchase order issued by the Bank, Reputed Companies & Public Sector Undertakings should be addressed in the name of the bidder.
8.	The bidder desirous for empanelment for supply of Laptops should have supplied at least 500 laptop Computers each year in the last two years (up to 30/09/2013)	Proof of Orders issued by Banks, Reputed Companies & Public Sector Undertakings to be submitted. The purchase order issued by the Bank, Reputed Companies & Public Sector Undertakings should be addressed in the name of the bidder.
9.	The bidder desirous for empanelment for supply of the each types of following Printers 1. Passbook Printers/, 2. Dot Matrix Printers/, 3. High Speed Printers/, 4. Laser Jet Printers/ 5. Line Printers/, 6. All above The bidder should have supplied at least 1000 printers (all categories put together) each year in the last two years (up to 30/09/2013).	Proof of Orders issued by Banks, Reputed Companies & Public Sector Undertakings to be submitted. The purchase order issued by the Bank, Reputed Companies & Public Sector Undertakings should be addressed in the name of the bidder.
10.	Bidder/OEM/Partner/Principal/ Indian agent should have supplied minimum 50 cheque scanners(CTS) in the last 2 years to any scheduled commercial Banks/company operating in India.	Bidders should submit copy of Purchase Orders/Invoices for having supplied 50 Cheque scanners(CTS) in the last 2 years to any scheduled commercial Banks/company operating in India.



Sl. No.	Eligibility Criteria	Documents to be submitted along with the EOI
11.	The bidder should have supplied, installed and maintaining Servers, Desktop Computers, Printers etc to at least 2 Public Sector Banks in India (Excluding Canara Bank) in Multi locations during last 2 years (up to 30/09/2013)	Certificate from 2 Public Sector Banks to the effect should be submitted.
12.	OEM of Desktop Computers / Laptop Computers should be Direct Named OEM account of Microsoft authorized for pre-loading of Windows OS.	A letter to the effect should be furnished from Microsoft.

6. Application Money and Bid Security:

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

Application fees for Rs.5,000/- (Non Refundable)	By way of DD favouring "Canara Bank" payable at Bangalore.
Non Interest EMD for Rs.2,00,000/- (Refundable)	By way of DD favouring "Canara Bank" payable at Bangalore/ Bank Guarantee in lieu of EMD as per ANNEXURE-11.

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 Bank's Head Office and HO Annexe /Circle Offices, Data Centre /Data Recovery Centre and in Branches/offices across the country for the following items:

- 7.1.1. Various types of Servers
- 7.1.2. Desktop Computers with / without TFT Monitors / Thin Clients
- 7.1.3. Laptop Computes
- 7.1.4. Printers
- 7.1.5. Scanners including Scanners for CTS application running on the software provided by M/s NCR & Other Computer items
- 7.1.6. System & Off-Shelf Software, Anti virus Software etc.,



- 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. Such limited tenders shall be floated either by DIT Wing, Head Office or by Circle Offices. Bank may float limited tenders for Rate Contract towards supply of Desktops, Thin Client, Printers (Dot Matrix Printers, LaserJet Printers, Pass book printers, Color Printers, Line Printers and High Speed Printers) and CTS Scanners etc., across the country.
- 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.5,000/- 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 26/12/2013 (Thursday).

10.3. No oral or individual consultation shall be entertained.

11. Pre-Bid meeting

11.1. 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
27/12/2013	Friday	3.00PM	Canara Bank, Conference Hall, II Floor, Naveen Complex, 14 M.G Road, Bangalore 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 2 representatives from each Bidder to participate in the pre-bid meeting.

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

11.3. Bank will have liberty to invite its technical consultant or any outside agency, wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the Bidders in the meeting.

11.4. 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.



- 11.5. 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

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-11 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.2,00,000/- (Rupees Two 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-11.
- 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. The Name and address of the Bidder, EOI No. and Due Date of the EOI are to be specifically mentioned on the Top of the envelope containing Bid.

16.2. The bid/s properly superscribed in the manner prescribed in earlier clauses of this EOI 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
20/01/2014	Monday	Upto 3.00 PM	Canara Bank, First Floor, Naveen Complex, 14 M.G Road, Bangalore 560001.

16.3. 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.

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

16.5. 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.

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

First Official	Alternate Official
Mr. K H Kalkur Manager Canara Bank APM Group, DIT Wing, First Floor, Naveen Complex, 14 M G Road, Bangalore - 560 001. Tel - 080 25590070	Mr P Thakur Naik Divisional Manager Canara Bank APM Group, DIT Wing, First Floor Naveen Complex, 14 M G Road, Bangalore - 560 001. Tel - 080 25559018

16.7. 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



16.8. 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/s who may choose to attend the bid opening as per following schedule.

Date	Day	Time	Venue
20/01/2014	Monday	3.30PM	Canara Bank, Conference Hall, II Floor, Naveen Complex, 14 M.G Road, Bangalore 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 RFP, as per the format (ANNEXURE-9) 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 in 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 for Circle Office Locations.	ANNEXURE-5		
6.	List of Service Support Details.	ANNEXURE-6		
7.	Brands of Computer Hardware	ANNEXURE-7		
8.	Details of Technical Experts / Personnel	ANNEXURE-8		
9.	Authorization letter format for Bid Opening (to be carried by the person who is authorized to attend the Bid opening).	ANNEXURE-9		
10.	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		
11.	Two (2) Years Audited Balance sheet and financial statements and the certificate from the Company's Chartered Accountant stating that the company has an annual turnover of Rs.100 crores i.e 2011-12, 2012-13.	Clause No.5		
12.	Manufacturer's Authorization Form_(MAF)	ANNEXURE-10		
13.	Compliance Statement	ANNEXURE-12		
14.	EMD for Rs.2,00,000/- by Demand Draft favouring Canara Bank payable at Bangalore/Bank Guarantee as per ANNEXURE-11 is enclosed.	Clause No.6		
15.	A Demand Draft of Rs.5,000/- (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 offer is in sealed envelope and superscribed as Empanelment of Vendor for Supply, Installation, Commissioning & Maintenance of IT Hardware/Software. The EOI No., Name of the Bidder and Due date of the EOI is specified on the top of the envelope.		
8	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-9 is to be carried in person and shall not be placed inside any of the bid covers.	Ensure
--	---------------



ANNEXURE-2

COVERING LETTER FORMAT

Offer Reference No:

Date:

To

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

Dear Sir,

Sub: Empanelment of Vendor for Supply, Installation, Commissioning & Maintenance of IT Hardware/Software

Ref: EOI 04/2013-14 Dated 19/12/2013

@@@

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 & Maintenance of IT Hardware/Software with the said EOI.

If our offer is accepted, we undertake to participate in the EOI process to Supply, Installation, Commissioning & Maintenance of IT Hardware/Software in the Bank for the given period.

We enclose a Demand Draft favouring 'Canara Bank payable at Bangalore'/Bank Guarantee as per ANNEXURE-11 for ₹ 2,00,000/- 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 forefiet 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 Model quoted by us now have been supplied and the name and addresses of our Bankers.

Our PAN number for Income Tax is _____.

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

Sales Tax/VAT Registration Number is _____.

Service Tax Registration Number is _____.



Our Bank Details

Name and Style of Bank Account :

Name of the Bank and Branch address :

Account Number :

RTGS / NEFT Code :

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

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

Date

Signature with seal

Name :

Designation :



**ANNEXURE-3
BIDDER'S PROFILE**

Category for which applying Empanelment in our Bank out of following items: { Mention (YES/NO) against each item }		
Sl. No.	Category / Item	Mention (YES/NO)
1	Desktop	
2	Servers	
3	Laptops	
4	Printers	
5	Scanners, Cheque Truncation System Scanners suitable for the NCR-CTS Software working in our Bank & Other Computer items	
6	System & Off-Shelf Software	

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



19	Brief Financial Particulars for the last 2 financial years			
	Year	2011-2012	2012-2013	
	Net Profit/Loss			
	Total Turnover (Hardware, Software, Maintenance separately)			
20	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 hardware and other peripherals covering technical skills & capability of the company (max 5 pages)	
2	Location and Address of Manufacturing / Assembling Plant	

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

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

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

Wherever applicable submit documentary evidence to facilitate verification.

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

Date

Signature with seal

Name :

Designation :



ANNEXURE-4

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

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

(Enclose necessary documentary proof)

Date

Signature with seal

Name :

Designation :



ANNEXURE-5

Service Support Details for Bank's Circle Office Locations

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

Date

Signature with seal

Name :

Designation :



ANNEXURE-6

SERVICE SUPPORT DETAILS

Sl. No.	Name Of The Service Center	Address and Telephone No's of the Service Agent Supporting the Center in col. 2	In Respect of Column 3 please state Whether Own Branch Or Franchisee	Status Of Office, Working Days And Hours	Number of Software engineers	No of Hardware engineers	No of Administration Staff
1	2	3	4	5	6	7	8

(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 5.

Date

Signature with seal

Name :

Designation :



ANNEXURE-7

Brands of Computer Hardware

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

Sl. No.	Items	Details
1	Servers	
2	Desktop Computers	
3	Laptop Computers	
4	Printers	
5	Scanners & Other Computer items	
6	CTS Scanners compatible with NCR-CTS Software running in our Bank.	
7	System and Off-Shelf Software	

Date

Signature with seal

Name :

Designation :



ANNEXURE-8

Details of Technical Experts / Personnel

SL No.	Items	Details (No of Engineers, their experience etc.)
1	SCO Unix Expert	
2	Linux Expert	
3	Oracle Expert	
4	Expert in M S Products	
5	Hardware Expert	
6	Anti Virus	

Date

Signature with seal
Name :
Designation :



ANNEXURE-9

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 Vendor for Supply, Installation, Commissioning & Maintenance of IT Hardware/Software

Ref: EOI 04/2013-14 Dated 19/12/2013

@@@

This has reference to your above EOI for Empanelment of Vendor for Supply, Installation, Commissioning & Maintenance of IT Hardware/Software 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-10

MANUFACTURER'S AUTHORIZATION FORM (MAF)

No. _____ dated _____

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

Dear Sir,

Sub: Empanelment of Vendor for Supply, Installation, Commissioning & Maintenance of IT Hardware/Software

Ref: EOI 04/2013-14 Dated 19/12/2013

@@@

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-11

BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT

To

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

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

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

THE CONDITION of this obligation is:

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

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

Notwithstanding anything contained herein

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

Dated _____ day of _____ 2013

SIGNATURE OF THE BANK



ANNEXURE-12

Compliance Statement

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

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 :

