



REQUEST FOR Quotation [RFQ]

FOR

**SELECTION OF SERVICE PROVIDER FOR PROVIDING COMPREHENSIVE AMC SERVICES FOR IT
HARDWARE ITEMS EFFECTIVE FROM 01/10/2024 TO 30/09/2025.**

**Issued by: Canara Bank,
ATM and Hardware Maintenance Section,
Regional Office Ludhiana
Phone No: 9872187990/9039851033
Email Id: atmroldh@canarabank.com**

A. BID SCHEDULE & ABBREVIATIONS

1. BID SCHEDULE

Sl. No.	Description	Details
1.	RFQ No. and Date	RFQ 01/AMC/2024-25 dated 30/08/2024
2.	Name of the Section	ATM and Hardware Maintenance Section, Regional Office Ludhiana
3.	Brief Description of the RFQ	Selection of Service Provider for Providing Comprehensive AMC Services for IT Hardware Items from 01/10/2024 to 30/09/2025.
4.	Bank's Address for Communication	Canara Bank, ATM Section, 2 nd Floor , SCO17-18 dugri road near libra bus stand Ludhiana : 141002 Phone No: 9872187990/9039851033 Email Id: atmroldh@canarabank.com
5.	Date of Issue of RFQ	30-08-2024
6.	Performance Bank Guarantee/Bid Security	10% of the Total Order Value
7.	Last Date, Time and Venue for Submission of Bids	10.09.2024 by 5:00 PM Venue: Canara Bank, ATM Section, 2 nd Floor , SCO17-18 dugri road near libra bus stand Ludhiana : 141002 Phone No: 9872187990/9039851033
8.	Date, Time & Venue for Opening of Technical-Commercial Proposal.	Bid Opening Date/Time 10.09.2024 12:30PM Venue: Canara Bank, ATM Section, 2 nd Floor , SCO17-18 dugri road near libra bus stand Ludhiana : 141002 Phone No: 9872187990/9039851033
9.	This document can be downloaded from following website (https://canarabank.com/tenders.aspx) Any Amendments, Modifications, Pre-Bid Replies, Clarifications & any communication etc. will be uploaded in the Bank's website (i.e., https://canarabank.com/tenders.aspx). No individual communication will be sent to the individual bidders.	

DISCLAIMER

The information contained in this Request for Quotation (“RFQ”) 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 RFQ document and all other terms and conditions subject to which such information is provided. This RFQ 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 RFQ is to provide the Bidders with information to assist the formulation of their proposals. This RFQ does not claim to contain all the information each Bidder requires. 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 RFQ. 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 RFQ. The information contained in the RFQ document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder requires. Canara Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the RFQ 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 RFQ and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank’s Website (<https://canarabank.com/tenders.aspx>) and it will become part and parcel of RFQ.

The information provided by the bidders in response to this RFQ Document will become the property of the Bank and will not be returned. This RFQ document prepared by Canara Bank should not be reused or copied or used either partially or fully in any form.

Canara Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFQ. Canara Bank reserves the right to reject any or all Request for Proposals received in response to this RFQ document at any stage without assigning any reason whatsoever. The decision of Canara Bank shall be final, conclusive and binding on all the parties.

SECTION A - INTRODUCTION

1. About Canara Bank

CANARA BANK is one of the largest public sector bank owned by Government of India. Canara Bank is a body Corporate and a premier Public Sector Bank established in the Year 1906 by Shri. Ammembal SubbaRao Pai and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970. Canara Bank Regional office is located at Canara Bank, ATM Section, 2nd Floor , SCO17-18 dugri road near libra bus stand Ludhiana : 141002

1.1. The Bank is having Pan India presence of more than 9500 branches, 26 Regional offices and 177 Regional Offices situated across the States. As per the announcement made by the Department of Finance Services on 30 August 2019, Manipal based Syndicate Bank has been merged from 01 April 2020.

1.2. The Bank is a forerunner in implementation of IT related products, 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 the context or the meaning thereof, shall mean 'Canara Bank', described in more detail in para 1 above and which has invited bids under this Request for Proposal in Open Tender bid and shall be deemed to include its successors and permitted assigns.

2.2. 'RFQ' means Request for Quotation for **Providing Comprehensive AMC of IT hardware items from 01/10/2024 to 30/09/2025.**

2.3. 'Bidder' means a vendor submitting the proposal in response to the RFQ.

2.4. 'Services' means providing Comprehensive AMC of IT hardware items from 01/10/2024 to 30/09/2025.

2.5. 'Contract' means the agreement signed by selected bidder and the Bank at the conclusion of bidding process, wherever required.

2.6. 'Selected bidder' / 'Successful bidder' / 'H1 bidder' means the bidder who is found to be the lowest bidder after conclusion of the bidding process, subject to compliance to all the Terms and Conditions of this Open Tender bid.

3. About RFQ

3.1. The Bank intends to onboard Service Provider to provide Comprehensive AMC service of IT hardware items effective from 01/10/2024 to 30/09/2025. In this connection, Bank invites proposal through Quotation for selection of Service Provider to provide Comprehensive AMC of IT hardware items from 01/10/2024 to 30/09/2025 as per the terms & conditions, technical requirements and scope of work described elsewhere in this document.

3.2. This RFQ should not be considered as a statement of intent for availing the services, unless a purchase order or notification of award is published by Canara Bank if any, as an end result of this RFQ process.

4. Objective

4.1. The Bank intends to enter into Annual Maintenance Contract for IT Hardware from reputed vendors for its Branches/Offices.

4.2. The selected bidder will enter into a Contract with Canara Bank Regional Office, Ludhiana Centrally at 2nd Floor , SCO17-18 dugri road near libra bus stand Ludhiana :

141002 for AMC of IT hardware items and peripherals as per the specifications and Requirements details mentioned in the RFQ.

- 4.3. The selected bidder will undertake to ensure availability of Hardware Parts & peripherals including sufficient manpower as mentioned elsewhere in the this RFQ documents for providing AMC service.
- 4.4. The selected bidder will provide the latest available models of hardware items to meet the RFQ requirement. In case the proposed hardware item is not available at the time of Purchase Order during the validity of the Contract Period, Bidder has to provide the hardware with higher specification without any additional cost to the Bank.
- 4.5. The Bank is looking at a highly professional relationship with the Service Provider who shall provide Comprehensive AMC service of IT hardware items effective from 01/10/2024 to 30/09/2025.
- 4.6. The bidders satisfying the Pre-Qualification Criteria as per the RFQ and complying with all terms and conditions of the RFQ may respond.

5. Eligibility Criteria

- 5.1. The bidder should have minimum 5 years of experience in Computer Maintenance Services and provide copies of contracts/work orders/ documentary evidence (work completion certificate or satisfactory services given by vendor) preferably from PSB/ QUASI Government institution or listed companies in support of past experience of similar services along with names, addresses and contact details of clients shall be provided with bid for verification by the buyer.
- 5.2. The bidder should have AMC in hand for at least 500 Desktops, 100 Laser Printers and Passbook Printers and other peripherals or more in a single work order in the last three years ending 31.03.2024.
- 5.3. The bidder should have minimum annual turnover of Rs. 3crores during the last three (3) financial years. This must be the individual company turnover and not of any group of companies.
- 5.4. The bidder must not have been blacklisted by any public sector bank/PSU/Government Department in the past. A self-declaration letter by the bidder on the company's letterhead should be submitted along with the bid. The bidder should conduct background verification check for the service engineers deployed to bank and to provide the certificate in this regard.
- 5.5. Non-compliance to any of eligibility criteria would result in outright rejection of the bidder's proposal. The bidder is expected to provide proof for each of the points for eligibility evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted for eligibility criteria compliance". Any credential detail mentioned in "Eligibility criteria compliance" not accompanied by relevant proof of documents will not be considered for evaluation.
- 5.6. The bidder must have valid GST registration, PAN number, company registration, EPF registration, labor insurance copies, ownership document etc. All copies to be submitted duly attested by bidders.
- 5.7. The firm order on successful vendor will have among others the following terms and conditions:
 - Order to be accepted within Seven (7) Working days of receiving the order.

- AMC/ ATS Agreement to be executed within 15 days of acceptance of the order.
- However, AMC/ ATS to be commenced from the date of order (or) from the date mutually agreed by Bank and successful vendor.
- AMC/ ATS Payment will be released quarterly in arrears after deducting TDS and LD/Penalties if any.
- The guidelines issued by various regulatory authorities on Minimum Wages Act, applicable labor laws, from time to time are to be strictly followed by the empaneled vendors for the resources deployed to the Bank.

6. Requirement Details

6.1. Bank invites sealed offline offers ('Technical Proposal' and 'Commercial Bid') for selection of Service Provider who shall provide Comprehensive AMC service of IT hardware items effective from 01/10/2024 to 30/09/2025 as per the terms and conditions, Technical Requirement and Scope of Work described elsewhere in this document.

6.2. The brief description of IT hardware items and peripherals in Canara Bank branches Offices under Ludhiana Regional Office building and direct branches under ROIs furnished in following

S no.	Details of Items	Quantity (B)
1	AIO DESKTOP PCs (HP, Dell, Acer etc)	303*
2	Printer(HP/cannon etc)	85*
3	Passbook Printer(Epson/TVS)	63*
4	Colored Printer(HP/Epson/Brothers)	1*
5	High Speed Canner (Epson/HP)	64*
6	Flatbed Scanners /Any other hardware items	20*
7	CTS Scanner	51
8	Laptops	8*
Total Hardware for AMC Services		595*

Above existing Hardware / Software of Computer IT Peripherals in Canara Bank are to be covered under the AMC from 01/10/2024 to 30/09/2025.

6.2. The selected bidder should propose the Bank for any new services for strengthening the monitoring processes and the Bank reserves the right to include additional services apart from those provided in the RFQ.

7. Bid System Offer:

This is two bid system which has following 2 parts:

7.1. Part A- Technical cum Eligibility Proposal: Indicating the response to the Pre-Qualification Criteria, Scope of Work and other terms & conditions for Selection of Service Provider for Providing Comprehensive AMC Services for IT Hardware Items effective from 01/10/2024 to 30/09/2025. The format for submission of Technical Proposal is as per Appendix-A.

7.2. Part B-Commercial Bid: Furnishing all relevant information as required as per Bill of Material as per Annexure-14. The format for submission of Commercial bid is as per Appendix-B.

8. Scope of Work

8.1. Annual Maintenance Contract of Computer Hardware Items & Peripherals at Branches/Offices under Ludhiana RO for the period from 01/10/2024 to 30/09/2025

8.2. The service provider should complete the asset verification of all the hardware items and confirm the working condition within 15 days from the date of acceptance of the contract. The Bank will not be liable for any pending pre-existing problems reported subsequently and the same should be rectified/ resolved without any additional cost.

8.3. The Vendor shall provide centralized complaint booking facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.

8.4. Quarterly preventive maintenance to be carried out and branch / office wise report to be submitted for releasing payment of the subsequent quarter.

8.5. Complaints should be lodged for making good all hardware items under your AMC which are found to be not in working condition during Preventive' Maintenance visit without need for any call to be raised from the bank's end.

8.6. Vendor should attend all Service calls within 4 working hours and resolve within a maximum period of 2 working days. If the fault cannot be rectified within the stipulated time, standby device of equivalent/higher capacity to be provided before start of second working day after reporting the complaint.

8.7. Vendor should ensure that disks/pen drives used by their engineers during repair/maintenance should be free from any computer virus or malware. In case it is conclusively proved that the hardware item has been infected through the said means, the expenses incurred by the bank for restoring the system and data will be recovered from the vendor by any suitable means.

8.8. Repairs & Maintenance Services (AMC) and of Computer Hardware, Software (including Upgradation of OS Version, patches, Anti-Virus, Domain Setting and Biometrics etc.), Printers, existing LAN setup and other peripherals etc. installed at all the Branches/Offices under Ludhiana Regional.

8.9. Installation / Upgradation of Windows OS activity to all PCs (Under warranty also) without any additional cost. Provide the software support for AMC & warranty hardware items also.

8.10. The prices include Comprehensive Onsite Maintenance of the equipment's covering all components, services and visits to the concerned offices including Fuser Assemble of Laser Printer, Printer Head or Miler Strip of Passbook Printer, Motherboard, CPU Processor or SMPS of Desktop & Scanning unit of Scanner etc.

- 8.11. The system spare parts/services, as and when required, and complete maintenance of the hardware/software/solution during warranty period and AMC, shall be supported for a period to be specified by the bank.
- 8.12. The vendor shall replace any worn out or defective part/component of all the IT assets under AMC, at no extra cost to the Bank. If the vendor is not able to maintain any equipment due to non-availability of components/parts, the vendor shall upgrade the component(s)/part(s) at its own cost and responsibility in order to make the equipment/s operational; or else, the vendor shall provide alternate/substitute system/s of same or higher compatible configuration at its own cost and responsibility till the above components are repaired or replaced by the vendor.
- 8.13. In cases where unserviceable parts of the Equipment need replacement, the vendor shall replace such parts, at no additional cost to the Bank, with brand new parts or those equivalent to new parts in performance provided that if the vendor is required to replace consumables, being printer ribbons, magnetic tape reels, cartridges, cassettes, exchangeable disc packs, the same will incur an additional charge which shall be reimbursed on actuals upon submission of GST Compliant Invoice to the respective Branch/Office.
- 8.14. One Residential Engineer should be stationed in the Regional office without any extra cost to Bank & Standard shift of 09.30 AM to 06.30 PM, on all working days to be followed, along with minimum 3 field engineers(offsite team).
- 8.15. As and when new hardware items are supplied to the Branches the old item which is under AMC will be removed from AMC and the warranty expired items will be added into AMC. Hence, the AMC amount payable will be calculated accordingly in each quarter.
- 8.16. The vendor should provide necessary support for shifting and setting up the IT Hardware /Peripherals in any of the Premises of Canara Bank, or any other location of Bank's Interest/activity within the jurisdiction of this Office. In such cases, transport arrangements will be made by the Bank.
- 8.17. Only licensed copies of the software shall be ported in the hardware items under AMC.
- 8.18. The Resident Engineer/resources in co-ordination with offsite team should ensure the uptime commitments.
- 8.19. Escalation matrix of company should be shared to the bank for escalating service-related concerns. The Vendor shall promptly inform any changes in key persons of escalation, contact details or any other changes related to the company to the bank.
- 8.20. In case of exigencies/ urgent requirement (Including Bank Holidays), bidder has to provide such maintenance services outside the working hours at no additional cost to the bank.
- 8.21. In addition to the repair & maintenance of hardware, installation and updation of software and applications include but not limited to the following
- Installation and configuration of software required for the bank.
 - Customize settings of computer, scanner, printers (passbook, laser printer etc.)
 - Installation, re-installation of operating system, application software, system software, drivers etc.
 - Installation and configuration of software & operating system updates.
 - Rectification of any corruption in the software or media.

- Configuration and maintenance of custom browser settings for web applications used by Bank.
- Custom Java, network configuration settings in computers & peripherals.
- Installation, re-installation & support associated applications like MS office, adobe reader, digital signature applications etc.
- Monitoring of updation of antivirus definitions.
- Attending issues of operating system, application software, system software, drivers etc. of computers and peripherals.
- Necessary installation/ re-installation, configuration of software, network in computers and peripherals to enable smooth functioning of applications extended to Canara Bank and E-Syndicate Bank Branches/ Offices.
- Providing support to conduct video conferencing as per the requirement of the Bank.

9. Downtime Penalties:

- 9.1. The vendor shall resolve any complaint and failures in the equipment and shall repair and replace worn out or defective parts of the equipment immediately. The vendor shall ensure that faults and failures intimated by bank are diagnosed and repaired within 2 hours plus journey time, if any. If the repair work is expected to prolong beyond 2 hours plus journey period to down time, the vendor shall replace the defective equipment with stand-by equipment immediately and restore operations.
- 9.2. A minimum uptime of 95% in respect of nodes/ line/pass books printer etc. will have to be ensured at all times. The total downtime at a branch will be calculated as the period an item was not working.
- 9.3. The “Uptime” is, for calculation purposes, equals to the Total contracted hours (i.e., 9:30 x 6:30 basis) in a month less "Downtime". The “Downtime” is the time between the Time of Failure and Time of Restoration of issue within the contracted hours. “failure” is the condition that renders the bank unable to perform any of the defined functions on the said Device. "Restoration" is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same.
- 9.4. The percentage uptime is calculated on monthly basis as follows:

$$\frac{(\text{Total contracted hours } 9:30 * 6:30 \text{ basis in a month} - \text{Downtime hours within contracted hours})}{\text{Total contracted hours } 9:30 * 6:30 \text{ basis in a month}} \times 100$$
- 9.5. Contracted hours of a month = No. of days in that month X 9 Hours.
- 9.6. The copy of call sheets provided by the service engineer(s) to the Branch will form the basis for the purpose of calculating the total downtime. The call will be treated as closed after final resolution of the problem and confirmation thereof by the Branch.
- 9.7. Down time (beyond the levels) defined on account of delayed sourcing of spares and/or lapses will attract penalties.
- 9.8. The undernoted penalties are prescribed for various non-performance/deviation (beyond 2 hours plus journey time).

- 9.9. In case the resource goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, Bank shall pay only the proportionate amount of resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% of the quarterly Resident resource charges payable to the selected bidder for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% of the total quarterly charges payable for Resident Resources.
- 9.10. If monthly uptime is less than 90%, the Bank shall levy penalty as above and shall have full right to terminate the AMC contract under this RFQ. The right of termination shall be in addition to the penalty and invocation of Bank Guarantee. The above penalty shall be deducted from the quarterly AMC payment due to the bidder.
- 9.11. LD is not applicable for the reasons attributable to the Bank and Force Majeure.

9.12. Failure to maintain the above uptime penalty will be applicable as per below table:

Monthly Uptime%	Penalty
>=95%	Nil
>=92% <95%	Rs 250/- per IT Hardware inclusive of peripherals of the Hardware
>=90%<92%	Rs 500/- per IT Hardware inclusive of peripherals of the Hardware
<90%	Rs 1000/- per IT Hardware inclusive of peripherals of the Hardware

10. Payment Terms:

10.1. Payment will be released after execution of stamped "Contract Agreement" and also Non-Disclosure Agreement (NDA) as per the RFQ Terms.

10.2. Payment terms will be as per below:

SL No	Payment Stage	% Of payment
1	AMC for IT Hardware	Quarterly in Arrears.

- 10.3. Bank will release the payment on completion of each quarter and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, GSTIN, State Code, HSN Code, State Name should be submitted while claiming payment. Bidder has to submit satisfactory Service Report and Preventive Maintenance Quarterly Report. Penalty if any and applicable TDS will be deducted and net amount will be released to the bidder. The selected bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc. while claiming the payment.
- 10.4. Bank will not pay any amount in advance. Payment shall be released within 30 days of submission of relevant documents as per RFQ terms. The Bidder has to comply with the minimum wages act of State Govt. EPF and ESIC challan of deputed staff shall be submitted to the Bank every quarter with the Invoice of AMC.
- 10.5. The payments will be released through NEFT / RTGS after deducting the application LD/Penalty, TDS if any, by centrally by Regional Office and the selected bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.
- 10.6. The Bank may decide to add or remove certain IT Hardware or peripherals from AMC the at any point of time during the Contract. Payment for any inclusion deletion of IT Hardware e.g., Computer, Printer, Scanner and other peripherals during the Contract Period will be calculated and released on pro-rata basis.

11. Security Deposit / Performance Bank Guarantee

- 11.1. The successful bidder should submit a Security Deposit / Performance Guarantee as specified in Bid Schedule within 15 days from the date of acceptance of the Purchase Order.
- 11.2. Security Deposit should be submitted by way of DD drawn on Canara Bank payable at Ludhiana / Bank Guarantee may be obtained from any of the Scheduled Banks (other than Canara Bank).
- 11.3. The Bank Guarantee issued by the issuing Bank on behalf of Bidder in favour of Canara Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS). Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be summarily rejected.
- 11.4. Security Deposit/Performance Bank Guarantee should be valid for Total Contract Period from the date of acceptance of order and shall be retained till the completion of Contract period. The guarantee should also contain a claim period of Three months from the last date of validity.
- 11.5. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and contract period.
- 11.6. The security deposit / bank guarantee will be returned to the bidder on completion of Contract Period.
- 11.7. The Bank shall invoke the Bank guarantee before the expiry of validity, if work is not completed and the guarantee is not extended, or if the selected bidder fails to complete his obligations under the contract. The Bank shall notify the selected bidder in writing before invoking the Bank guarantee.

12. Execution of Agreement

- 12.1. Within 21 days from the date of acceptance of the Purchase Order, the selected bidder shall sign a stamped "Agreement" with the Bank as per the format provided by the Bank.
- 12.2. The Agreement shall include all terms, conditions and specifications of RFQ and also the Bill of Material and Price, as agreed finally after Bid evaluation. The Agreement shall be executed in English language in one original, the Bank receiving the duly signed original and the selected Bidder receiving the photocopy. The Agreement shall be valid till all contractual obligations are fulfilled.
- 12.3. The Pre Contract Integrity-Pact Agreement submitted by the bidder during the Bid submission will automatically form a part of the Contract Agreement till the conclusion of the contract.

13. Order Cancellation/Termination of Contract

- 13.1. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:
 - 1.1. Delay in delivery of services in the specified period.
 - 1.2. Serious discrepancies noted in the inspection.
 - 1.3. Breaches in the terms and conditions of the Order.

13.2. The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances:

1.1. Non submission of acceptance of order within 7 days of order.

1.2. Excessive delay in execution of order placed by the Bank.

1.3. The selected bidder commits a breach of any of the terms and conditions of the bid.

1.4. The bidder goes in to liquidation voluntarily or otherwise.

1.5. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.

1.6. The progress made by the selected bidder is found to be unsatisfactory.

1.7. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.

1.8. If found blacklisted by any Govt. Department / PSU / other Banks / CERT-In, during the course of contracted period.

1.9. Non satisfactory performance of the Project in terms of affecting the Core Systems of the Bank or the Core Business of the Bank and the functioning of the Branches/Offices of the Bank.

13.3. Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services without assigning any reasons.

13.4. In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days' prior notice to the bidder.

13.5. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one-month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.

13.6. The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract.

13.7. In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.

14. Evaluation Criteria:

14.1. The Bank will evaluate the bid/s submitted by the bidder/s under this RFQ 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.

14.2.The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of RFQ, whether the documents have been properly signed and whether items are offered as per RFQ 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.

14.3.After completing the above process, the bank will declare L1, L2 and L3 bidder in order to determine the lowest evaluated bid (L1) and will award the contract to the L1 bidder. In case of failure or refusal to execute the order, Canara Bank TM Section, Regional Office, Ludhiana shall have the right to assign the contract to L2/ L3 bidder on matching the L1 (lowest) prices.

14.4.Vendor/s satisfying the eligibility criteria will be short listed after due scrutiny of documents submitted by the bidder. The Bank reserves the right to accept / reject any or all RFQ received in response to this advertisement without assigning any reasons, whatsoever.

14.5.During contract period, the bank reserves the right to de-empanel/remove any vendor on the basis on non-satisfactory services/other genuine reason. The Bank’s decision will be final in this regard and no representation or correspondence shall be entertained.

14.6.The Bank reserves the right to cancel RFQ 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.

14.7.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.

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

First Official	Alternate Official
<p>Ms Samiksha Meshram Manager, ATM and Hardware Maintenance Section SCO 17-18 dugri road near libra bus stand Ludhiana : 141002 Phone No: 9872187990</p>	<p>Mr Kunal Patwa Officer, ATM and Hardware Maintenance Section SCO 17-18 dugri road near libra bus stand Ludhiana : 141002 Phone No: 9039851033</p>

Annexure-1

Bid Covering Letter

To
Canara Bank, ATM and Hardware Maintenance Section,
Regional Office Ludhiana ,
SCO17-18 dugri road near libra bus stand
Ludhiana : 141002
Phone No: 9872187990/9039851033
Email Id:atmroldh@canarabank.com

Dear Sir,

SUB: Providing Comprehensive AMC of hardware items effective from 01/10/2024 to 30/09/2025.

Ref: RFQ 01/AMC/2024-25 dated 30/08/2024.

Having examined the tender document including all annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer for subject items are in conformity with the said tender in accordance with the schedule of prices indicated in the commercial offer and made part of this offer. I am authorized to sign the documents in this regard and the copy of authorization letter/ POA / Board resolution is attached herewith.

If our offer is accepted, we undertake to provide /supply- **Comprehensive AMC of hardware items effective from 01/10/2024 to 30/09/2025.**

We agree to abide by this offer till expiry of the contract period from the date of opening of Commercial Bid and for such further period as mutually agreed between the bank and successful bidder, and agreed to in writing by the bidder. We agree to abide by and fulfil all the terms and conditions of the tender 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 tender together with the return acceptance of the contract.

We accept all the Instructions Terms and Conditions and Scope of Work of the subject Open Tender bid/RFQ. We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive without assigning any reason whatsoever.

We hereby unconditionally accept that Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the Request For Quotation, in shortlisting of bidders.

All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process. Bank reserves the right to verify /evaluate the claims made by the Bidder independently.

We hereby undertake that we have not been blacklisted/debarred by any Scheduled Commercial Banks/Public Sector Undertakings/Government Entities in India as on date.

Date

Signature with seal

Name:

Designation:

ANNEXURE - 2

Bidder's Profile

1.	Name of the Applicant and address of the Registered office.	
2.	Date and Year of establishment (Enclose documentary evidence)	
3.	Type of the organization (Whether sole proprietorship, Partnership, Private Ltd. or Co-operative body etc.)	
4.	Name of the Proprietor/Partners/Directors of Applicant with address and phone Numbers.	
	(a)	
	(b)	
	(c)	
	(d)	
5.	Details of registration - Whether Partnership firm, Company, etc. Name of Registering Authority, Date and Registration number.	
6.	Whether registered with Government/ Semi-Government/ Municipal Authorities or any other Public Organization and if so, in which class and since when?	
7.	No. of years of experience in the relevant field.	
8.	Address of office through which the proposed work of the Bank will be handled and the name & designation of the officer in charge.	
9.	Adequate and satisfactory evidence to indicate financial capacity of the Applicant to undertake the said works with names of Bankers and their full addresses. (Copy of Income Tax Returns for the last three FY's should be attached).	
10.	Yearly turnover of the Organization during last 3 years.	
11.	Performance Certificates from previous clients.	
12.	Authorized Signatories with name and signature:	
13.	PAN number GSTIN <u>Beneficiary Bank Details</u> Beneficiary Name Beneficiary Account Number Type of Account (OD/OCC etc.) IFSC Name of the Bank and Branch address	
14.	Whether any Civil Suit/litigation /Arbitration arisen in the contracts executed during the last 5 years/being executed now, please furnish the details in the proforma given below.	

Date

Signature with seal

Name:

Designation:

Annexure-3

Bid Security Declaration

To,

Canara Bank,
ATM and Hardware Maintenance Section
SCO 17-18 dugri road near libra bus stand
Ludhiana : 141002
Email Id: atmroldh@canarabank.com

SUB: Providing Comprehensive AMC of hardware items effective from 01/10/2024 to 30/09/2025.

Ref: RFQ 01/AMC/2024-25 dated 30/08/2024.

Dear Sir

We declare that if we are awarded the contract and we fail to sign the contract, or to submit a performance security before the deadline defined in the RFQ, we note that we will be suspended for the period of two years from being eligible to submit bids for contracts with Canara Bank.

Place:	[Signature of Authorised Signatory]
Date:	Name:
	Designation:
	Seal:

ANNEXURE - 4

Work capability and previous experience.

- List of important projects completed by the organization during last 3 years' (including important works on Hand)

Sr.No	Name of the Project and location	Name & full postal address of the Client. Also indicate whether Govt. or Private body with full postal address.	Contract Amount (Rs.)	Completion period with dates		Whether work was left incomplete or contract was terminated from either side. Give full details	Whether Performance certificate enclosed with enclosure no	Details of Civil Suit/ Litigation/ Arbitration, if any
				Stipulated	Actual			

Annexure- 5
Client's Certificate Regarding Performance of Contractor

Name & address of the Client:

(Phone No.& Email ID)

Details of Works executed by Shri /M/s _____

1	Details of AMC & FMS support provided by M/s	
2	Name of work with brief particulars	
3	Agreement No. and date	
4	Agreement Amount	
5	Date of commencement of AMC	
6	Stipulated uptime of Hardware and Software Peripherals	
7	Recorded uptime of Hardware and Software Peripherals	
8	Details of penalty levied for not maintaining stipulated uptime, if any	
9	Name and address of the authority under whom AMC executed i) Whether the service provider employed qualified Engineer/Coordinator during AMC period?	
10	Quality of work (indicate grading)	Outstanding/Very Good /Good / Satisfactory /poor
11	Comments on the capabilities of the service provider. 1. Technical proficiency 2. Mobilization of adequate Technical support 3. Mobilization of manpower 4. General behavior	Outstanding/Very Good /Good / Satisfactory /poor Outstanding/Very Good /Good / Satisfactory /poor Outstanding/Very Good /Good / Satisfactory /poor Outstanding/Very Good /Good / Satisfactory /poor

Note: All columns should be filled in and properly "Countersigned"

Date

Signature with seal

Name:

Designation:

Annexure-6

AUTHORISATION LETTER

(To be presented by the authorized person at the time of Technical/ Commercial Bid Opening on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company)

Ref No:

To
Canara Bank,
ATM and Hardware Maintenance Section
SCO 17-18 dugri road near libra bus stand
Ludhiana : 141002

Dear Sir,

SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of Canara Bank Regional Office, Ludhiana (Other Units/Offices directly Comes Under Regional Office, Ludhiana)

Ref: Your RFQ 01/2024-25 dated 30/08/2024

This has reference to your above RFQ.

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

The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

Name & Designation of Authorizing Authority

NOTE: This Authorization letter is to be carried in person and shall not be placed inside any of the bid covers,

ANNEXURE - 7

Non-Disclosure Agreement

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

WHEREAS, we, _____, having Registered Office at _____, herein after referred to as the Bidder, are able to provide IT Infrastructure services to Canara Bank, Regional Office, Ludhiana (Other Units/Offices comes directly under RO Ludhiana), herein after referred to as the BANK and, whereas, the Bidder understands that the information regarding the Bank's IT Infrastructure shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and whereas, the Bidder understands that in the course of submission of the offer for "Annual Maintenance Contract for Computer hardware and peripherals of Canara Bank Regional Office, Ludhiana (Other Units/Offices Directly comes under Regional office, Ludhiana)" and/or in the aftermath thereof, it may be necessary that the Bidder may perform certain jobs/duties on the Banks properties and/or have access to certain plans, documents, approvals or information of the Bank; Now therefore in consideration of the foregoing, the Bidder agrees to all of the following conditions, in order to induce the bank to grant the Bidder specific access to the BANK's property/information. The Bidder will not publish or disclose to others, nor, use in any services that the Bidder performs for others, any confidential or proprietary information belonging to the Bank, unless the Bidder has first obtained the BANK's written authorization to do so.

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

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

Date

Signature with seal

Name:

Designation:

ANNEXURE -8
Compliance Statement

[Note: These details should be on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company]

SUB: RFQ for Annual Maintenance Contract for Computer Hardware and peripherals of Canara Bank, Regional Office, Ludhiana (Other Units/Offices directly Comes Under Regional Office, Ludhiana)

Ref: Your RFQ 01/2024-25 dated _____

DECLARATION

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

S.NO.	Description	Complied (Yes/No)
1	Scope of Empanelment	
2	Empanelment Procedure	
3	Instructions to Applicants	

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

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

Date

Signature with seal

Name:

Designation:

ANNEXURE -9

Technical Bid Covering letter Format

Note: These details should be on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company]

To
The ATM and Hardware Maintenance Section
Canara Bank
SCO 17-18 dugri road near libra bus stand
Ludhiana : 141002

SUB: RFQ for Annual Maintenance contract for Computer hardware and peripherals of Canara Bank Regional Office Ludhiana (Other Units/Offices directly Comes Under Regional Office, Ludhiana).

Ref: Your RFQ 01/2024-25 dated_____

We have carefully gone through the contents of the above referred RFQ and furnish the following information relating to Technical Bid/Specification.

Sl. No	Particulars	Details to be furnished by the Bidder
	a Technical specification as per ANNEXURE-11	
b	Name of the Bidder	
	c E-mail address of contact persons	
d	Details of: Description of business and business background Service profile & Client profile	
e	Approach and methodology for the proposed scope of work along with illustrative deliverables.	
f	Details of similar assignments executed by the bidder during the last three years in India (Name of the Bank, time taken for execution of the assignments and documentary proof from the Bank are to be furnished	

g.	List of applicant's major customers in last 5 years and details as below may be taken: <ul style="list-style-type: none"> i) Name and complete postal Address of the customer. ii) Name, designation, Telephone, Fax Nos., e-mails and address of the contact person(customer) iii) Whether reference letter enclosed. 	
h.	Details of inputs/requirements required by the bidder to execute this assignment.	
i.	Conformity regarding back to back arrangements with third party Hardware/software for providing continuous and un-interrupted support to meet SLA obligations as per RFQ Terms.	

Declaration:

- a. We confirm that we will abide by all the terms and conditions contained in the RFQ.
- b. We hereby unconditionally accept that Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFQ, in short listing of bidders.
- c. All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process.

We confirm that we have noted the contents of the RFQ and have ensured that there is no deviation in filing our response to the RFQ and that the Bank will have the right to disqualify us in case of any such deviations

Date

Signature with seal

Name:

Designation:

ANNEXURE-10

Technical :Functional Requirements

[Note: These details should be on the letter head of Bidder and should be signed by an Authorized Signatory]

SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of Canara Bank, Regional Office, Ludhiana (Other Units/Offices directly Comes Under Regional Office, Ludhiana).

Ref: Your RFQ 01/2024-25 dated 30/08/2024

NOTE

1. If the Bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to adopt the modifications / superior features suggested/offered.
2. The Bidder shall provide all other required equipment's and/or services, whether or not explicitly mentioned in this RFQ, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
3. The selected bidder shall own the responsibility to demonstrate that the services offered are as per the specification/performance stipulated in this RFQ and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

S.No	Description	Bidder's Compliance Yes/No
1.	Bidder has to provide Maintenance & Repair Services for the Computers, Hardware and Peripherals of Canara Bank, Regional Office Ludhiana and units/officers directly coming covered under Regional Office Ludhiana to ensure smooth functioning & working of the Bank's Computers & Peripheral Devices covered under AMC during the entire AMC period.	
2.	The Bidder shall rectify any defects, faults and failures in the Equipment and shall repair and replace worn out of defective parts of the Equipment during the Branch's Working hours on Working days of the Bank (other than bank holidays). However, in no circumstances making operation of the computer / computer peripherals go beyond 48 hours after reporting by the Branch / office.	
3.	In addition to the Repair & Maintenance of Hardware, Installation and Configuration of Software required for the Bank.	
4.	Customize Settings of Computer, Scanner, Printers (Passbook, Laser, Etc.) etc	
5.	Installation, Reinstallation of Operating System, Application Software, System Software, Drivers, etc	

6.	Installation and configuration of Software & Operating System Updates.	
7.	Rectification of any corruption in the Software or media.	
8.	Custom Java, Network Configuration Settings in Computers & Peripherals.	
9.	Installation, Re-installation & Support Associated Applications like Oracle, Open Office, MS Office, Adobe Reader, etc	
10.	Monitoring of Up to date Updation of Antivirus Definitions.	
11.	Attending Issues of Operating System, Application Software, System Software, Drivers, etc. of Computers and Peripherals	
12.	Necessary Installation/ Re-Installation, Configuration of Software, Network in Computers and Peripherals to enable smooth functioning of Applications extended to Canara Bank Branches/ Offices.	
13.	Co-ordination with OMS for system configuration wherever/ wherever required.	

Date

Signature with seal

Name:

Designation:

ANNEXURE-11

Undertaking of Authenticity of Hardware and Peripherals.

SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of Canara Bank, Regional Office, Ludhiana (Other Units/Offices directly Comes Under Regional Office, Ludhiana).

We hereby undertake that all the components/parts/assembly/software used in the Computer Hardware and peripherals under the above shall be original new components /parts/assembly/software only from respective OEMs of the products and that no refurbished/duplicate/second hand components/parts/assembly/software are being used or shall be used.

We also undertake that in respect of licensed software if any utilized under this project, the same shall be supplied along with the authorized license certificate and also that it shall be sourced from the authorized source.

We also take full responsibility of Spare parts and services as per the content even if there is any defect by our authorized service centre/Reseller/SI etc.

Date

Signature with seal

Name:

Designation:

ANNEXURE- 12

Support Location Details

SUB: AMC for providing Comprehensive Onsite AMC/ ATS for Computer Hardware/ Software Items at Canara Bank Ludhiana.

Ref: RFQ 01/2024-25 dated 30/08/2024.

S NO.	BRANCH NAME	DP CODE	ADDRESS
1	393	LUDHIANA COURT ROAD	SCF 20-21, BHADAUR HOUSE, LUDHIANA -141001
2	2097	JAGRAON	PB - 27, COLLEGE ROAD, MANDI JAGRAON-142026
3	2101	KHANNA G T ROAD	NEAR HOTEL DAWAT MALERKOTLA CHOWK, G T ROAD,KHANNA-141401
4	2107	LUDHIANA BNC	BHARATNAGAR CHOWK, P B NO. 347, LUDHIANA -141001
5	2108	LUDHIANA MILLER GANJ	MILLERGANJ, GILL ROAD, LUDHIANA-141003
6	2109	LUDHIANA RAJPURA ROAD	1225/2, KITCHLU NAGAR RAJPURA ROAD,LUDHIANA -141003
7	2114	MARI MUSTAFFA	MARI MUSTAFA VILL. & P.O. -142029
8	2116	MOGA	GANDHI ROAD, NEAR RAILWAY CROSSING, MOGA-142001
9	2128	SALANA	SALANA VILL. & P.O. SALANA -147301
10	2226	BANGA	SHOP NO 212/13, AMAN PLAZA BUILDING,BANGA-144505
11	2229	LIBRA (TEHSIL KHANNA)	VPO: LIBRA-141412
12	2333	NAWANSHAHAR	KAUSHAL TOWER, BANGA ROAD, NAWANSHAHAR-144514
13	2407	LUDHIANA OVERSEAS	PLOT NO 14442, BHAGWAN NAGAR, DHOLEWAL CHOWK, GT ROAD, NEAR DADA MOTORS, MILLERGANJ POST,LUDHIANA -141003
14	2528	AUR	Y JUNCTION, VPO: AUR-144417,LUDHIANA
15	2531	RAHON NRI BRANCH	NEAR PUNJAB GRAMIN BANK, PHILLAUR ROAD,RAHON-144517
16	2533	MUKANDPUR NRI BRANCH	NEAR BUS STAND, MUKUNDPUR-144507
17	2585	LUDHIANA BRS NAGAR	349 B, BRS NAGAR, SARABHA NAGAR PO,LUDHIANA-141001
18	2879	MAJESTIC AUTO LTD.	SCO 15-16, URBAN ESTATE PHASE IV, FOCAL POINT,LUDHIANA-141010
19	2953	NAWANSHAHR, SPS	CHANDIGARH ROAD,NAWANSHAHR-144514
20	3035	LUDHIANA SARABHA NAGAR	B-XX-234 ANEAR RAILWAY CROSSING, PAKHOWAL ROAD SARABHA NAGAR,LUDHIANA-141001
21	3432	CHUNNI KALAN	VPO CHUNNI KALAN,CHANDIGARH SIRHIND ROAD, NEAR FLOUR MILL,CHUNNIKALAN- 140406
22	3548	SAMRALA	CHANDIGARH ROAD, OPP.H P GAS AGENCY,SAMRALA-141114
23	3782	MANDI GOBINDGARH	ALMOH ROAD, MANDIGOBINDGARH PO,GOBINDGARH-147301
24	3876	LUDHIANA SUNDERNAGAR	NO 2659, NEAR BASTI JODHWAL, SUNDERNAGAR-141007

25	3977	RAH	BHARATNAGAR CHOWK, P B NO. 347, LUDHIANA -141001
26	4203	SAHNEWAL	KOHINOOR MARKET, DEHLON ROAD, SAHNEWAL -141120
27	4332	RANGHRA KALAN	H.NO.146, NEAR GURUDWARA, PO: TARKHERI,RANGHERAKALAN-147104
28	4333	KOTLA DADHERI	PAPU SECRETARY, NEAR GOVT.HIGH SCHOOL,KOTLA DADHERI -147301
29	4601	BALACHAUR	WARD NO.13, G T ROAD TO HOSHIARPUR, SAINA BALACHUR-144521
30	4605	RAIKOT	#368, 369, 370, MAIN ROAD, NEAR OLD BUS STAND,RAIKOT-141109
31	4706	MACHHIWARA	SAMRALA RAHO ROAD, MACHHIWARA -141115
32	4709	DORAHA	RAILWAY ROAD, DORAHA -141421
33	5385	CHUPKITI	MALIANWALA ROAD,SANDHWAN WALA URF CHUPKITI-142002
34	5840	KAHALON	VPO: KAHLON-144517
35	5885	AMLOH	BYE PASS ROAD, WARD NO.10, AMLOH-147203
36	5887	NIHAL SINGHWAL	BARNALA ROAD, OPP.SHARMAN JAIN SWEETS, NIHAL SINGH WALA -142055
37	5905	BHAGHA PURANA	MOGA ROAD, BHAGHA PURANA -142038
38	6067	AJITWAL	OPP.MUKAT SHEEDGUNJ GURUDWARA, RAILWAY STATION ROAD,AJITWAL-142053
39	6068	SUDHAR	OPP.G H G KHALSA COLLEGE, MAIN ROAD,SUDHAR-141104
40	6282	QILA RAIPUR	GROUND FLOOR, NEAR BUS STAND, QILA RAIPUR-141201
41	6332	MULLANPUR DHAKA	SCO-26, DANA MANDI, MULLANPUR DAKHA -141101
42	6819	ARM LUDHIANA	MILLERGANJ, GILL ROAD, LUDHIANA-141003
43	7118	LUDHIANA MSME SULABH	BHARATNAGAR CHOWK, P B NO. 347, LUDHIANA -141001
44	7560	CHANDIGARH ROAD	MAIN CHANDIGARH ROAD, JEEVAN NAGAR, FOCAL POINT 141044
45	7621	JALANDHAR BYPASS	#303, SALEM TABRI, NEAR SINGLA HOSPITAL, G T ROAD, 141008
46	7990	RO LUDHIANA	SCO17-18 DUGRI ROAD NEAR LIBRA BUS STAND LUDHIANA : 141002
47	8099	LUDHIANA B N CHOWK CUR CHEST	BHARATNAGAR CHOWK, P B NO. 347, LUDHIANA -141001
48	9070	BAINS	VPO: BAINS-144508
49	18109	SHAHPUR	VPO SHAHPUR PATTI, SHAHPUR-144515
50	18121	FATEHGARH SAHIB	WARD NO.11, BASSI ROAD, SIRHIND MANDI, FATEHGARH SAHIB-140407
51	18125	KHAMANON	DARSHAN TOWER, LUDHIANA-CHANDIGARH ROAD, KHAMANO-141801
52	18152	KHANNA -2	K.K.TOWER, MAIN MARKET, MAIN ROAD, KHANNA-141401
53	18154	MCB LUDHIANA	148, INDUSTRIAL AREA-A, NEAR CHEEMA CHOWK, 141003
54	18157	LUDHIANA SBS NAGAR	714-F, SHAHEED BHAGAT SINGH NAGAR, MAIN PAKHOWAL ROAD, PO : PAKHOWAL ROAD, LUDHIANA-141002
55	18159	PADDI	NEAR BUS STOP, VILLAGE: PADDI, TEHSIL: PADDI-141206
56	18162	LUDHIANA KAILASH NAGAR	WARD NO.4, MAIN KAILASH NAGAR ROAD, KAILASH NAGAR,LUDHIANA-141007
57	18167	JHANDA	VILLAGE: JHANDA, JHANDI ROAD, JHANDA-142021
58	19658	HEON	NEAR BUS STAND, DIST:NAWANSHAHR(SHAHID BHAGAT SINGH NAGAR), HEON-144505

Annexure-13

Escalation Matrix

SUB: Providing Comprehensive AMC of IT hardware items effective from 01/10/2024 to 30/09/2025.

Ref: RFQ 01/AMC/2024-25 dated 30/08/2024

Name of the Company/Firm:

Service Related Issues

Sl. No.	Name	Designation	Full Office Address	Phone No.	Mobile No.	Email address
a.		First Level Contact				
b.		Second level contact (If response not received in 4 Hours)				
c.		Regional/Zonal Head (If response not received in 24 Hours)				
d.		Country Head (If response not received in 48 Hours)				

Any change in designation, substitution will be informed by us immediately.

Date

Signature with seal

Name:

Designation:

ANNEXURE 14

Bill ofMaterial

SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of Canara Bank, Regional Office, Ludhiana (Other Units/Offices directly Comes Under Regional Office, Ludhiana)

Ref: Your RFQ 01/2024-25 dated 30/08/2024

Notes

1. These Details should be on the letter head of the Bidder and each & every page should be signed by an authorized Signatory with Name and Seal of the company.
2. Please be guided by RFQ terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format.
4. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

UNDERTAKING

Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.

- ii. We confirm that we have gone through RFQ clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have neither changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the RFQ.
- vi. We understand that the Bank is not bound to accept the tender either in part or in full and that the bank has right to reject the officer in full or in part without assigning any reason whatsoever.
- vii. We understand that if any existing hardware is replaced with new one, the number of hardware covered under AMC will be reduced and if warranty of any hardware is expired, that hardware will be covered under AMC and amount of AMC shall be proportionally reduced or enhanced from subsequent month.
- viii. We will provide one resident engineer at Regional Office, Ludhiana at no additional cost to Canara Bank.

Date

Signature with seal

Name:

Designation:

Appendix-B

Quote for AMC

[Note: These details should be on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company]

S no.	Details of Items	AMC Cost Per Unit (A)	Quantity (B)	Total AMC Cost (Excl. Of GST) Per Year (C=A*b)
1	AIO DESKTOP PCs (HP, Dell, Acer etc)		303*	
2	Laser Printer(HP/cannon etc)		85*	
3	Passbook Printer(Epson/TVS)		63*	
4	Colored Printer(HP/Epson/Brothers)		1*	
5	High Speed Scanner (Epson/HP)		64*	
6	Flatbed Scanners /Any other hardware items		20*	
7	CTS Scanner		51	
8	Laptops		8*	
Total Cost of Hardware AMC Services			595*	

*The list of IT hardware items are not exhaustive, addition or omissions to be made will be informed to you from time to time and the same should be incorporated in the AMC on quarterly basis .The vendor is required to maintain proper inventory of all IT hardware.

Coverage of AMC–

1. All Parts (except consumables) of the IT Hardware should be covered under Comprehensive AMC. If any part needs to be replaced to resolve complaints, the same should be replaced with equivalent or superior part which is compatible.
2. Cost of labor charges should be borne by the vendor under AMC.
3. Vendor should ensure to apply latest bug fixes/ patches or other OS level changes required by the bank on the list of inventories covered under AMC.
4. Total cost of AMC services should include charges payable to 1 Resident engineer at Regional Office, Ludhiana and other Field/Service engineers.
5. Since new purchase of hardware inventories (Computers, printers and other IT Hardware items) and scrapping of old items are cyclic in nature. Bank reserves the right to increase or decrease the IT Hardware under AMC to the quantity specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.

Date:

Signature with Seal:

Name
Designation

Appendix -A

Instructions to be noted while preparing/submitting Part A - Technical cum Eligibility Proposal

All the Annexures should be submitted in Bidder's Letter Head with seal and signature of the authorized signatory.

- 1) Bid Covering letter as per Annexure-1.
- 2) Bidder's Profile as per Annexure-2.
- 3) Bid Security Declaration as per Annexure-3.
- 4) Work capability and previous experience as per Annexure-4
- 5) Client's Certificate Regarding Performance of Contractor as per Annexure-5.
- 6) Authorization Letter (to be carried in person and shall not be placed inside any of the bid covers) Annexure-6
- 7) Non-Disclosure Agreement. Annexure - 7
- 8) Compliance Statement (Annexure- 8)
- 9) Technical Bid Covering letter Format (Annexure - 9)
- 10) Technical : Functional Requirements (Annexure - 10)
- 11) Undertaking. of Authenticity of Hardware and Peripherals (Annexure -11)
- 12) Support Location Details (just for information to bidders only)
- 13) Escalation Matrix as per Annexure-13.
- 14) Authorization Letter Format - Annexure-9.

Appendix-B

Instructions to be noted while preparing/submitting Part B - Commercial Proposal

All the Annexures should be submitted in Bidder's Letter Head with seal and signature of the authorized signatory.

1. Bill of Material as per Annexure-14