

AWARD OF WORK THROUGH QUOTATION

[RFQ 01/2024-25]

FOR

**“AMC (ANNUAL MAINTENANCE CONTRACT)/ (ATS) ANNUAL
TECHNICAL SERVICE FOR COMPUTERS & PERIPHERALS IN VARIOUS
BRANCHES / OFFICES OF CANARA BANK UNDER REGIONAL OFFICE
MUZAFFARNAGAR”**

Issued by:

**Canara Bank, Regional Office: Muzaffarnagar
ATM Monitoring & Hardware AMC Section
2nd Floor, Above Nexa Showroom
Jansath Road, Muzaffarnagar - 251001
Mob. – 9412710790
E-mail – atmromuzngr@canarabank.com**



Details in Brief

Sl. No.	Description	Details
1.	RFQ No. and Date	RFQ 01/2024-25 dated 01.03.2024
2.	Location Address for submission of Bid/s [Address of Communication]	CANARA BANK, REGIONAL OFFICE MUZAFFARNAGAR 2 ND FLOOR, ABOVE NEXA SHOWROOM VISHNU VIHAR, JANSATH ROAD MUZAFFARNAGAR UTTAR PRADESH – 251001
3.	Date of Issue	01.03.2024
4.	Last Date of Submission	15.03.2024 UPTO 04.00 PM
5.	Tender Fee (Non Refundable)	NA (Bidder has to submit declaration as per Annexure-11)
6.	Earnest Money Deposit (Refundable)	NA (Bidder has to submit declaration as per Annexure-11)
7.	Date of Opening of Bid	16.03.2024
This document can be downloaded from following websites https://www.canarabank.com/ Any amendments, modifications, Prebid replies and any communication etc., will be uploaded in the Bank's website only (i.e., https://www.canarabank.com/). No individual communication will be sent to the bidders.		

Disclaimer

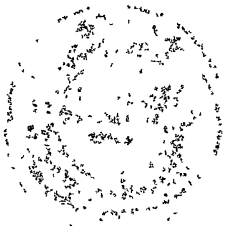
The information contained in this Request for quotation ("RFQ") document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Canara Bank (or Bank), is provided to the bidder(s) on the terms and conditions set out in this document and 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 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 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 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 require. 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://www.canarabank.com/> and it will become part and parcel of RFQ.

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 the quotations / 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.

No person of the Bank or the Contractors, vendors and third parties shall violate the Social Media Policy of the Bank. Non-adherence to the standards/guidelines in relation to Social Media Policy issued by the Bank from time to time and Any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise, reputation loss on account of non-adherence of Social Media related systems and procedures on the part of personnel of the Bank or Contractors, Vendors and third parties shall be construed as violation of Social Media Policy.



1. Instructions to Bidders

The Bank wishes to procure Annual Maintenance Contract for Computer Items & Peripherals from reputed vendors to its Branches/ Offices spread across the districts Muzaffarnagar, Shamli and Saharanpur through RFQ (Request for Quote) process. The indicative list of various IT Hardware/ Software Items to be covered under AMC/ ATM are:

- AIO PCs
- Desktops
- Laser Printers
- Passbook Printers
- Colour Printer
- High Speed Scanners
- CTS Machine
- Any other IT Hardware/ Software items

2. Objective

- 2.1. Canara Bank invites application from reputed Bidders to submit their “Expression of Interest” who fulfills the eligibility criteria as given below for Empanelment of Vendors for providing Comprehensive Onsite AMC/ ATS Services for Computer Hardware/ Software Items at Canara Bank.
- 2.2. The bidders satisfying the Eligibility Criteria as per the EOI and having experience in providing Onsite AMC/ ATS Services for Computer Hardware/ Software items may respond. The bidders should have experience in providing Onsite AMC/ ATS Services for I.T related Hardware/ Software items like Desktops, Laptops, Printers, Scanners etc.
- 2.3. The bank is looking for Comprehensive AMC/ ATS Services (Onsite Maintenance, Repairs, replacement of spare parts and other related works for ensuring un-interrupted working of Bank’s Computer Hardware/ Software Items) from bidders who have sufficient experience, resources and established facilities for providing the AMC/ ATS Services.

3. Eligibility Criteria

- 3.1. 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.
- 3.2. The bidder should be an authorized service provider/ Partner for one or more OEM like HP, Acer, Dell etc with capable engineers to support Desktop, Printers, Scanners and other peripherals. Documents in this regard need to be submit for verification purposes.
- 3.3. 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 31.03.2023.

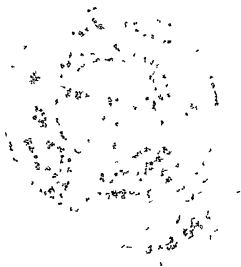


- 3.4. The bidder must not have been black-listed by any public sector bank/PSU/Government Department in the past. A self-declaration letter by the bidder on the company's letterhead should be submitted along with the bid. The bidder should conduct background verification check for the service engineers deployed to bank and to provide the certificate in this regard.
- 3.5. Noncompliance 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.
- 3.6. The bidder must have valid GST registration, PAN number, company registration, EPF registration, labor insurance copies, ownership document, class registration certificate etc. All copies to be submitted duly attested by bidders.
- 3.7. The bidder should have their representative office in Muzaffarnagar or in nearby district for operational convenience.
- 3.8. 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.

2. Requirement Details:

- 2.1. Bank invites sealed offers ("Conformity to eligibility criteria and technical proposal") for annual maintenance contract through RFQ- offline in Canara bank as per the terms and conditions, technical specifications/ requirement and scope of work described elsewhere in this document. The brief description of computer items and peripherals in Canara bank branches/ offices spread over the districts Muzaffarnagar, shamli and saharanpur which comes under regional office Muzaffarnagar is furnished in following table.

Sr.	Item Details	Quantity
1.	AIO PC/ Desktop	As per Annexure 12
2.	Laser Printer	As per Annexure 12
3.	Passbook Printer	As per Annexure 12
4.	High Speed Scanner	As per Annexure 12
5.	Color Printer	As per Annexure 12
6.	CTS Machine	As per Annexure 12



- 2.2. All the above existing hardware/ software of computer and peripherals in Canara bank are to be covered under the AMC of one year commencing from 01.04.2024 to 31.03.2025.

3. **Participation Methodology:**

- 3.1. Authorized service provider/ partners for one or more OEM (i.e. HP, Acer, Dell Etc.) satisfying the stipulated eligibility criteria and meeting the requirement of RFQ can bid.
- 3.2. The bidder should assume complete responsibility for providing end to end solution i.e. Technology, personal, financial and any other infrastructure that would be required to meet intent of this RFQ at no additional cost to the bank.

4. **Broad Scope of Work for AMC/ ATS:**

The broad scope of work for providing comprehensive AMC/ ATS services is as follows:

- 4.1. The bidder has to provide maintenance and repair services for computers, peripheral devices and related system software upgrade of branches/ offices across the three districts covered under Regional Office Muzaffarnagar to ensure a smooth functioning and working of the banks IT related hardware covered under AMC during the financial year.
- 4.2. Empanelment would be for Vendors for providing Comprehensive Onsite AMC/ ATS Services for Computer Hardware/ Software Items at Canara Bank. However, consumable items defined elsewhere in RFQ Contract Agreement shall be payable at actual against submission of GST compliant Invoice.
- 4.3. The Bidder has to provide AMC Services for these Computers and peripherals on "as and where is" basis. Bank is not liable for any pre-existing problems/ non-working condition of the Computers and peripherals covered under AMC.
- 4.4. The bidder should have sufficient resources, spare parts and capabilities to execute the order.
- 4.5. During the term of Contract, bidder shall maintain the equipment in good working condition and for this purpose, will provide the following repairs and maintenance service:
- The bidder shall rectify any defects, faults and failures in the equipment and shall repair and replace worn out or 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 repair or replacement of defective parts of computer / peripherals go beyond 2 working days after reporting by the branch/ Office. In cases where unserviceable parts of the equipment need replacement, the bidder 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 bidders required to replace consumables, being printer ribbons, cartridges, cassettes, printer heads the same will incur an additional charge which shall be reimbursed on actuals upon submission of GST compliant invoice to the respective Branch/ office.



- 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.
- 4.7. In respect of items under warranty with bank, the AMC Vendor has to lodge complaint with the respective hardware vendors/ OEM and follow up for resolution of the calls.
- 4.8. The bidder shall conduct preventive maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment) of all the contracted computers and peripherals within the first 30 days of the commencement of the contract period and once in every 6 months during the contractual period. The bidder shall not outsource any activity which comes under the scope of this contract.
- 4.9. The bidder shall ensure that service engineer shall invariably produce identity card issued by the bidder while carrying the maintenance activity at the branch/office premises. The bidder's maintenance personnel herein, shall be given access to the equipment when necessary, for purposes of performing the repair and maintenance services indicated in this contract. The bidder's personnel have to follow the Rules/ Regulations of the Bank while performing duties at the Branch/ Office location.
- 4.10. Bidder has to maintain service call report for repair/maintenance activity carried out at branch/office location by service engineer, wherein incident of equipment malfunction, date and time of commencement and successful completion of repair work and nature of repair work performed on the equipment together with a description of the malfunction or the cause for work. This service call record should be authenticated by the officials of the branch/ office and should be submitted along with the claim of AMC Charges half yearly in arrears.
- 4.11. The Bidder's engineer at Regional Office shall also maintain details of such maintenance and repair log centrally detailing incident of such equipment malfunction for recording the nature of faults and failures observed in the equipment, the date and time of their occurrence and the date and time of their communication to the bidder. The above report has to be submitted on monthly basis to the bank.
- 4.12. Any worn out or defective parts withdrawn from the equipment and replaced by the bidder shall become the property of the bank. However, Bidder should ensure that faulty equipment containing Bank's Data is properly backed up and also data is erased from the faulty part.
- 4.13. The Bank may shift any computers, Hardware items, peripherals covered under this AMC to new Branch/ Office location within the mentioned 3 districts as per the requirement during the contract period. In such case, the bidder undertakes to continue to maintain the goods at their new location without any additional cost to the bank.
- 4.14. The successful bidder should invariably maintain the standards and follow the stipulations with regard to Bank's Data and Information as undertaken by the vendor in the non-disclosure agreement.



4.15. During AMC Period, Bank may, by notice of not less than 30 days in writing to the selected bidder, modify or delete either any location or all location, either partial items or all items of the contract.

5. Technical/ Functional Requirements

The bidder shall comply with the technical & functional specifications narrated in Annexure 11. The bidder should also maintain confidentiality of information shared with them during the tenure of project, as per non-disclosure agreement.

6. Service Level Agreements

6.1. This agreement is effective for the entire period of AMC.

6.2. Services should be provided by the service engineers during working hours of bank on all working days. However, in case of exigencies/ urgent requirement, bidder has to provide such maintenance services outside the working hours at no additional cost to the bank.

6.3. 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 three months' notice period for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the bank may have to incur in executing the balance of the contract. Such additional expenditure shall be incurred by the Bank within reasonable limits at comparable price prevailing in the market. This clause is applicable, if for any reason, the contract is cancelled.

6.4. The bidder in its each service center shall keep sufficient quantities of spares of essential kits or parts of the equipment. The spares must be original and as per the standard hardware configuration as approved by the Bank.

7. Up Time

7.1. The selected bidder shall guarantee availability of service engineers during working hours of the bank on all working days (excluding Bank's Holidays) during the entire AMC period.

7.2. The bidder will accomplish preventive and breakdown maintenance activities to ensure that the entire hardware performs without defect or interruption for at least 90% uptime on 9X7 basis of operation of the device, calculated on a monthly basis.

7.3. The "Uptime" is, for calculation purposes, equals to the total contracted hours (i.e. 9 X 7 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.

7.4. The percentage uptime is calculated on monthly basis per device as follows:

(Total contracted hours 9 X 7 basis in a month – downtime hours within contracted hours) *100

Total contracted hours in a month



8. Penalties/Liquidated Damages:

- 8.1. Penalties/Liquidated damages for delay in uptime would be as under:
- 8.2. If the selected bidder fails to maintain the guaranteed uptime AMC period, Penalty for downtime will be deducted as under:

Uptime calculated on monthly basis	Penalty Amount
Upto 95%	No Penalty would be deducted
92% to 95%	Rs. 250/- + GST
90% to 92%	Rs. 500/- + GST
Less than 90%	Rs. 1000/- + GST

- 8.3. If monthly uptime is less than 90%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFQ. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the selected bidder (including AMC payments).
- 8.4. Penalties/Liquidated Damages for non-performance: If the specifications of the RFQ are not met by the selected bidder during various tests, the selected bidder shall rectify the same at their cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves the right to levy penalty as mentioned above.

9. Payment Terms:

- 9.1. Payment will be released after execution of stamped "Contract Agreement" and also Non-Disclosure Agreement (NDA) as per the RFQ Terms.
- 9.2. Please note that original invoices in duplicate reflecting GSTIN, State Code, HSN Code, State Name, Taxes & Duties, should be submitted while claiming payment.
- 9.3. The selected bidder has to submit satisfactory service, preventive maintenance & service call log reports duly signed by the respective Branch/Offices, while claiming payment.
- 9.4. Payment shall be released within 30 days of submission of relevant documents as per RFQ Terms, order Terms and after signing the contract agreement.
- 9.5. Bank shall pay amount on half yearly basis in arrears, after receiving the documents as above from the bidder.
- 9.6. The Bank may decide to add or remove certain computers or peripherals from the AMC at any point of time during the contract. Payment for any inclusion/ deletion of computer, Printer, scanner and other peripherals during the contract period will be calculated on pro-rata basis.
- 9.7. The selected bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc. while claiming the payment.
- 9.8. The payments will be released through NEFT/ RTGS after deducting LD (Penalty), IT_TDS, GST-TDS & Other applicable TDS/ Taxes if any, centrally at Regional Office, Muzaffarnagar.



10. ONSITE RESOURCES & SUPPORT:

- 10.1. The bidder has to provide 1 On-site engineer at Regional Office, Muzaffarnagar having experience in providing Hardware Maintenance Services of Computers and Peripherals, Software Support etc.
- 10.2. The Engineer available at Regional Office, Muzaffarnagar should be certified in Computer Hardware. The certification should be valid till the contract period. Bidder has to submit the copy of certifications of the engineers to be deployed in support of the same.
- 10.3. The onsite Resource shall be providing necessary support to Branches/ Offices in their day to day functioning of Computer Hardware, Software (Including upgradation of OS Version, Patches, Antivirus, Domain Setting, Biometrics etc.) Printers and other peripherals etc. installed at all the Branches/Offices as per the scope of work and requirement of RFQ.
- 10.4. The resource Timings will be minimum 10 AM to 7 PM on all Bank working days.
- 10.5. The Onsite Support will be available from day one of the commencement of AMC Contract service period and should be available till the entire AMC Period unless Bank gives written notice for termination of services of On-Site Support.
- 10.6. If Bank is not satisfied with the services rendered by Onsite Engineer's at any location, bidder has to replace the Engineer with better experienced/ qualified engineer within 7 days of such written intimation by the Bank.
- 10.7. The bidder has to submit following KYC Documents for onsite engineer:
 - Latest Resume (Candidate Photograph should be part of resume only) and print should be coloured only.
 - Address Proof (Local and permanent) – Duly attested photocopy by candidate and employer.
 - Aadhar Card – Duly Attested photocopy by candidate and employer.
 - Background police verification report – Duly Attested photocopy by candidate and employer.
 - In case, the resources go on leave/absence, replacements having equivalent or higher experience has to be arranged by the bidder to ensure continuity of the services.
 - The bidder's onsite engineer has to follow the Rules/ Regulations of the Bank While performing duties at the Branch/Office location

11. Defect Liability:

In case any of the supplies and equipment delivered under the contract are found to be defective as to material and workmanship and / or not in accordance with requirement, and/or do not achieve the guaranteed performance as specified herein, within the AMC period (if contracted) of the contract, the selected bidder shall forthwith replace/ make



good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFQ terms.

12. Submission of Bids:

12.1. The bid should be submitted in sealed cover addressed to the Bank at the following address within the date and time specified (bid details in Brief) above.

Canara Bank, Regional Office Muzaffarnagar
2nd floor, Above Nexa Showroom, Vishnu Vihar, Jansath Road
Muzaffarnagar - 251001

12.2. The Bids should be put in a closed envelope and should be super scribed as "Offer for AMC for Computer & Other IT Hardware under Canara Bank Regional Office" on the top of the envelope.

12.3. The envelope shall bear the RFQ No., RFQ Details, Name & Complete Postal address of the bidder and authority to whom the bid is submitted.

12.4. All documents must be duly signed by the authorized signatory of the bidder. No overwriting, erasures are permitted.

12.5. 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.

12.6. 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.

12.7. 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.

13. Amendment to bidding Document:

13.1. At any time prior to deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective empaneled bidder, may modify the bidding document by amendment.

13.2. Notification of amendments will be made available through e-mail communication only to bidder requested for clarification and will be binding on all bidders and no separate communication will be issued in this regard.

13.3. In order to allow reasonable time to prospective bidders to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the due date for submission of bid for a reasonable period as decided by the Bank for the submission of Bids.

14. Price Composition:

14.1. The price quoted should be only in Indian Rupees.



- 14.2. The bidder has to give price of all the items separately, as mentioned in Bill of material as per Annexure-19.
- 14.3. The bidder should alone bear the expenses like transportation, loading/unloading charges etc.
- 14.4. The bidder has to quote applicable GST as mentioned in the Bill of Material.

15. Opening of Bids:

- 15.1. The representative of bidder can be present for the opening of the Bid. No separate intimation will be given in this regard to the bidders for deputing their representative. 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 bids in their absence. The bid will be opened in the presence of Bidder's representative and Bank Officials.
- 15.2. Non-attendance at the bid opening will not be a cause for disqualification of a bidder.

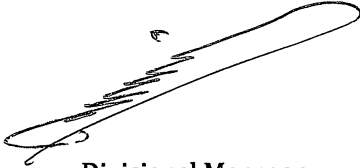
16. Evaluation Criteria:

- 16.1. 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.
- 16.2. 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.
- 16.3. 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, ATM Monitoring and Hardware AMC Section, Regional Office Muzaffarnagar shall have the right to dispose the items to L2/ L3 bidder on matching the L1 (lowest) prices.
- 16.4. 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.
- 16.5. During empanelment period, the Bank reserves the right to de-empanel any vendor. The Bank's decision will be final in this regard and no representation or correspondence shall be entertained.
- 16.6. 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.

16.7. 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.


Divisional Manager
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