

केनरा बैंक

भारत सरकार का उपकरण

Canara Bank

A Government of India Undertaking



सिंडिकेट Syndicate

REQUEST FOR Quotation [RFQ]

FOR

SELECTION OF SERVICE PROVIDER FOR PROVIDING COMPREHENSIVE AMC SERVICES FOR IT
HARDWARE ITEMS EFFECTIVE FROM 01/04/2025 TO 31/03/2026.

Issued by: Canara Bank,
TM Section, Circle Office Ahmedabad,
7th Floor, GIFT ONE Tower
Gift City-382355
Phone No: 079-69027757 / 9099909335
Email Id: tmscoahd@canarabank.com



A. BID SCHEDULE & ABBREVIATIONS

1. BID SCHEDULE

Sl. No.	Description	Details
1.	RFQ No. and Date	RFQ 01/AMC/2025-26 dated 10/03/2025
2.	Name of the Section	TM Section, Circle Office Ahmedabad
3.	Brief Description of the RFQ	Selection of Service Provider for Providing Comprehensive AMC Services for IT Hardware Items from 01/04/2025 to 31/03/2026.
4.	Bank's Address for Communication	TM Section, Circle Office Ahmedabad, 7th Floor, GIFT ONE Tower Gift City-382355 Phone No: 079-69027757 / 9099909335 Email Id: tmscoahd@canarabank.com
5.	Date of Issue of RFQ	10/03/2025
6.	Performance Bank Guarantee/Bid Security	10% of the Total Order Value
7.	Last Date, Time and Venue for Submission of Bids	24.03.2025 by 3:00 PM Venue: TM Section, Circle Office Ahmedabad, 7th Floor, GIFT ONE Tower Gift City-382355 Phone No: 079-69027757 / 9099909335
8.	Date, Time & Venue for Opening of Technical-Commercial Proposal.	Bid Opening Date/Time 24.03.2025 3:30 PM Venue: TM Section, Circle Office Ahmedabad, 7th Floor, GIFT ONE Tower Gift City-382355 Phone No: 079-69027757 / 9099909335.
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

- 1.1. 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 Subba Rao Pai and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970. Canara Bank Circle office is located at GIFT ONE Tower, GIFT City, Gandhinagar-382355.
- 1.2. The Bank is having Pan India presence of more than 9500 branches, 26 Circle 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.
- 1.3. 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 paragraph 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 01/04/2025 to 31/03/2026.
- 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 01/04/2025 to 31/03/2026.
- 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 01/04/2025 to 31/03/2026. In this connection, Bank invites proposal through Quotation for selection of Service Provider to provide Comprehensive AMC of IT hardware items from 01/04/2025 to 31/03/2026 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 Circle Office, Ahmedabad Centrally at 7th Floor, GIFT ONE Tower, GIFT City, Gandhinagar-382355 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 **01/04/2025 to 31/03/2026**.
- 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. Requirement Details

- 5.1. 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 **01/04/2025 to 31/03/2026** as per the terms and conditions, Technical Requirement and Scope of Work described elsewhere in this document.
- 5.2. The brief description of IT hardware items and peripherals in Canara Bank branches Offices under Ahmedabad Circle Office is furnished in following tables:

Sl	Item details	Quantity
1	Annual Maintenance Contract of IT hardware/software items i.e., All in One PCs, Printers, Passbook Printers, Scanners & Laptops etc. in Canara Bank Branches/offices under Ahmedabad CO.	Annexure-7

- 5.3. Above existing Hardware / Software of Computer IT Peripherals in Canara Bank are to be covered under the AMC from **01/04/2025 to 31/03/2026**.
- 5.4. 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.

6. Bid System Offer:

This is two bid system which has following 2 parts:

- 6.1. **Part A- Technical cum Eligibility Proposal:** Indicating the response to the Pre-Qualification Criteria (Annexure-2), Scope of Work and other terms & conditions for Selection of Service Provider for Providing Comprehensive AMC Services for IT Hardware Items effective from **01/04/2025 to 31/03/2026**. The format for submission of Technical Proposal is as per Appendix-A.
- 6.2. **Part B-Commercial Bid:** Furnishing all relevant information as required as per Bill of Material as per Annexure-9. The format for submission of Commercial bid is as per Appendix-B.



7. Scope of Work

- 7.1. Annual Maintenance Contract of Computer Hardware Items & Peripherals at Branches/Offices under Ahmedabad CO for the period from 01/04/2025 to 31/03/2026
- 7.2. 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.
- 7.3. 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.
- 7.4. Quarterly preventive maintenance to be carried out and branch / office wise report to be submitted for releasing payment of the subsequent quarter.
- 7.5. 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
- 7.6. 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.
- 7.7. 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.
- 7.8. 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 Ahmedabad Circle.
- 7.9. 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.
- 7.10. 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.
- 7.11. 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.
- 7.12. 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.



- 7.13. 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.
- 7.14. One Residential Engineer should be stationed in the Circle office & Standard shift of 09.30 AM to 06.00 PM, on all working days, to be followed.
- 7.15. 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.
- 7.16. 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.
- 7.17. Only licensed copies of the software shall be ported in the hardware items under AMC.
- 7.18. The Resident Engineer/resources in co-ordination with offsite team should ensure the uptime commitments.
- 7.19. 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. Downtime Penalties:

- 8.1. 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.
- 8.2. 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.
- 8.3. 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.
- 8.4. The percentage uptime is calculated on monthly basis as follows:

$$\frac{\text{(Total contracted hours 9:30 * 6:30 basis in a month - Downtime hours within contracted hours)}}{\text{Total contracted hours 9:30 * 6:30 basis in a month}} \times 100$$

- 8.5. Contracted hours of a month = No. of days in that month X 9 Hours.



- 8.6. 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.
- 8.7. Down time (beyond the levels) defined on account of delayed sourcing of spares and/or lapses will attract penalties.
- 8.8. The undernoted penalties are prescribed for various non-performance/deviation (beyond 2 hours plus journey time).
- 8.9. 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.
- 8.10. 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.
- 8.11. LD is not applicable for the reasons attributable to the Bank and Force Majeure.
- 8.12. 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

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. Payment terms will be as per below:

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

9.3. 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, 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.

9.4. Bank will not pay any amount in advance. Payment shall be released within 30 days of submission of relevant documents as per RFQ terms.

9.5. The payments will be released through NEFT / RTGS after deducting the application LD/Penalty, TDS if any, by centrally by Circle Office and the selected bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.

9.6. 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.

10. Security Deposit / Performance Bank Guarantee

- 10.1. 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.
- 10.2. Security Deposit should be submitted by way of DD drawn on Canara Bank payable at Ahmedabad / Bank Guarantee may be obtained from any of the Scheduled Banks (other than Canara Bank).
- 10.3. 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). However, it should be as per Appendix-F. Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be summarily rejected.
- 10.4. 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.
- 10.5. 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.
- 10.6. The security deposit / bank guarantee will be returned to the bidder on completion of Contract Period.
- 10.7. 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.

11. Execution of Agreement

- 11.1. 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.
- 11.2. 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. Order Cancellation/Termination of Contract

- 12.1. 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.
- 12.2. 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.
- 12.3. 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.
- 12.4. 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.
- 12.5. 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.
- 12.6. 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.
- 12.7. 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.



13. FORCE MAJEURE:

- 13.1 VENDOR/ SERVICE PROVIDER shall not be liable for default or non-performance of the obligations under the Contract, if such default or non-performance of the obligations under this Contract is caused by any reason or circumstances or occurrences beyond the control of VENDOR/ SERVICE PROVIDER, i.e. Force Majeure.
- 13.2 For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the VENDOR/ SERVICE PROVIDER, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, Government policies or events not foreseeable but does not include any fault or negligence or carelessness on the part of the VENDOR/ SERVICE PROVIDER, resulting in such a situation.
- 13.3 In the event of any such intervening Force Majeure, VENDOR/ SERVICE PROVIDER shall notify the BANK in writing of such circumstances and the cause thereof immediately within seven days. Unless otherwise directed by the BANK, VENDOR/ SERVICE PROVIDER shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.
- 13.4 In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the BANK and VENDOR/ SERVICE PROVIDER shall hold consultations with each other in an endeavour to find a solution to the problem. Notwithstanding above, the decision of the BANK shall be final and binding on the VENDOR/ SERVICE PROVIDER.

31/12/23

Assistant General Manager (TOE)

[Signature]

अरविन्द / ARVIND
सहायक महा प्रबंधक
Assistant General Manager
ह.अ.सं. / S.P. No.: 27425
स्टाफ सं. / Staff No. 88785



Annexure-1

Bid Covering Letter

Canara Bank,
TM Section, Circle Office Ahmedabad,
7th Floor, GIFT ONE Tower
Gift City-382355
Phone No: 079-69027757 / 9099909335
Email Id: tmscoahd@canarabank.com

Dear Sir,

SUB: Providing Comprehensive AMC of hardware items effective from 01/04/2025 to 31/03/2026.

Having examined the tender document including all annexures 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 01/04/2025 to 31/03/2026.**

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 confirm that we have noted the contents of the RFQ/bid 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.

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

Pre-Qualification Criteria

(Should be submitted by eligible bidders on Company's letter head with company seal and signature of the authorized person)

SUB: Providing Comprehensive AMC of IT hardware items effective from 01/04/2025 for a period of 1 Years.

Ref: RFP 01/AMC/2025-26 dated 10/03/2025.

We have carefully gone through the contents of the above referred RFP along with replies to Prebid queries & amendment, if any and furnish the following information relating to Pre-Qualification Criteria.

Sl. No.	Pre-Qualification Criteria	Documents to be submitted In compliance with Pre-Qualification Criteria	Bidders Response
1.	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013	Copy of Certificate of LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company (OR) Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.	
2.	The Bidder should have minimum experience of Three (3) years in providing Hardware/ Software Maintenance Services to any of the Public Sector Banks / PSU, having expertise in maintenance of minimum of 300 Desktops/ All in One PCs, 100 Printers and 100 scanners in last 5 financial year.	Bidder has to submit purchase order copies/reference letter/ documentary proof duly mentioning the number of minimum of 300 Desktops/ All in One PCs, 100 Printers and 100 scanners in last 3 financial year.	
3.	The Bidder shall have Service Centre in locations as per Annexure-10.	Details of the Service Centre in support locations with documentary proof should be provided as per Annexure-9.	
4.	The Selected Bidder providing AMC Services to Bank shall conduct background verification check for the Service Engineers deployed to Bank and to provide the certificate in this regard.	A self-declaration in bidder's letter head to comply with the condition must be furnished. The Selected bidder should also submit the background certification report of their service engineers.	
5.	Satisfactory Past Experience	The Bidder has to submit the Satisfactory/completion	

		<p>certificate of AMC Services of Computer Hardware from the any Bank / PSU / Public Limited Company during last 3 year.</p> <p>The bidder should have the experience to serve the AMC Service of Computer hardware with any Public Sector Bank or Schedule commercial bank for last 3 years.</p> <p>(Copy PO and completion certificate/ Satisfactory Certificate shall be attached with the technical Bid)</p>	
6.	The bidder should not have been currently blacklisted/ barred / disqualified by any Public Sector Bank/PSU or Govt Departments in the Past for their AMC Services.	A self-declaration in bidder's letter head to this effect must be furnished.	
7.	The firm/company should have its registered office in Ahmedabad for last 3 years.	Bidder to upload supporting documents of office address with the bid documents.	

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence / certificates confirming compliance to Pre-Qualification Criteria should be part of Technical Proposal.

Date:

Signature with seal

Place:

Name:

Designation:

ANNEXURE - 3

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.	

Annexure-4

Bid Security Declaration

To,

Canara Bank,
TM Section, Circle Office Ahmedabad,
7th Floor, GIFT ONE Tower
Gift City-382355
Phone No: 079-69027757 / 9099909335
Email Id: tmscoahd@canarabank.com

SUB: Providing Comprehensive AMC of hardware items effective from 01/04/2025 to 31/03/2026.

Ref: RFQ 01/AMC/2025-26 dated 10/03/2025.

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 Authorized Signatory]

Date:

Name:

Designation:

Seal:

ANNEXURE - 5

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- 6
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-7

Technical Specification of IT Hardware in Canara Bank to be covered under AMC.

SUB: Providing Comprehensive AMC of IT hardware items effective from 01/04/2025 to 31/03/2026.

Ref: RFQ 01/AMC/2025-26 dated 10/03/2025

Note:

1. The Bidder shall provide all other required equipment and services, whether or not explicitly mentioned in this RFQ, to ensure the uptime of the items under AMC.
2. 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.

A) Technical Specifications of IT Hardware:

Office Name	Computer AIOs	Laser Printers	Color Laser Printer	Passbook Printers	High Speed Scanners	Laptop
Ahmedabad Circle Office (7625)	44	27	1	1	7	11
Ahmedabad Vejalpur LCB (3189)	3	3	0	0	1	0
Ahmedabad SPLSD MID CORP Branch (17010)	9	3	0	1	1	0
Surat SPLSD MID CORP Branch (2542)	3	2	0	0	1	0
L & D Centre - Ahmedabad (6518)	20	1	0	0	0	2
Ahmedabad ARM Branch (3966)	5	2	0	0	1	0
Total	84	38	1	2	11	13

B) Coverage of AMC

- a. All parts 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, Replacement should be done at no cost to the bank.
- b. Cost of all spares and labor charges should be borne by the vendor under AMC.
- c. List of IT Hardware to be covered under comprehensive AMC is as above. The Vendor should go through the entire list and its configuration before quoting the bid price. The Vendor should make available the spare parts of the same OEM or equivalent.
- d. The list of IT hardware items is not exhaustive, additions 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.
- e. If required, the vendor shall visit all our locations and verify the IT Hardware Item details before commencing the AMC contract. This will be termed "Preliminary Visit". It shall be done at no expense to the bank. All items will be treated as perfectly working at the time of starting the contract.
- f. Vendor should ensure to apply latest bug fixes/patches or other OS level changes requested by the Bank on the list of inventories covered under AMC.
- g. The selected bidder shall guarantee availability of the 1 Service Engineers during Working Hours of the Bank on all Working Days (excluding Bank's Holidays) during the entire AMC period for given location:

Annexure-8

Escalation Matrix

SUB: Providing Comprehensive AMC of IT hardware items effective from 01/04/2025 to 31/03/2026.

Ref: RFQ 01/AMC/2025-26 dated 10/03/2025

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 recd in 24 Hours)				
d.		Country Head (If response not recd in 48 Hours)				

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

Date

Signature with seal

Name :

Designation :

Annexure-9

Bill of Material

SUB: Providing Comprehensive AMC of IT hardware items effective from 01/04/2025 to 31/03/2026.

Ref: RFQ 01/AMC/2025-26 dated 10/03/2025

Notes

1. These details should be on the letter head of 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 nor add any extra items.
4. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

[Amount in Rs.]

SR	Hardware/Software Items (AIOs/Printer/Scanner etc..)	AMC charges per unit (Excl. of Tax)	Qty.	Total cost of AMC (Excl of Taxes)	Tax for Column D		Total AMC & ATS charges (Incl. of tax)
					% Of tax	Tax Amount	
					A	B	
1							

Note:

- i. The above charges are including the Resource Cost for maintenance under AMC, replacement of Spare parts and to provide AMC Services as per the terms and conditions of the RFQ. No additional charges will be paid over and above the quoted prices.
- ii. Qualified and experienced Engineer should be available for the support whenever call is lodged by the Canara Bank. Engineer has to visit the site immediately for support:
- iii. 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 as part of annexure-6 with 15% margin at the same rate arrived at on the Terms and Conditions of this Tender.
- iv. The selected bidder shall guarantee availability of the One Service Engineers during Working Hours of the Bank on all Working Days (excluding Bank's Holidays) during the entire AMC period.

ANNEXURE-10

Service Support Details

SUB: Providing Comprehensive AMC of IT hardware items effective from 01/04/2025 for a period of 1 Year.

Ref: RFP 01/AMC/2025-26 dated 10/03/2025.

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

Date

Signature with seal

Name :

Designation :

Annexure-11

Authorization Letter Format

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

Ref No:

Date:

TM Section, Circle Office Ahmedabad,
7th Floor, GIFT ONE Tower
Gift City-382355 Dear Sir,

SUB: Providing Comprehensive AMC of IT hardware items effective from 01/04/2025 to 31/03/2026.

Ref: RFQ 01/AMC/2025-26 dated 10/03/2025.

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 at the time of Bid Opening

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) Pre-Qualification Criteria as per Annexure-2.
- 3) Bidder's Profile as per Annexure-3.
- 4) Bid Security Declaration as per Annexure-4 (if eligible).
- 5) Work capability and previous experience as per Annexure-6.
- 6) Client's Certificate Regarding Performance of Contractor as per Annexure-6.
- 7) Technical Specification of IT Hardware in Canara Bank to be covered under AMC as per Annexure-7.
- 8) Escalation Matrix as per Annexure-8.
- 9) Service Support Details as per Annexure-10.
- 10) Authorization Letter Format - Annexure-11.

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-9