

**Corrigendum-1 to GeM Bid ref no. GEM/2025/B/6296871 dated 31/05/2025 GeM portal Selection of service provider for providing comprehensive AMC for 4500 nos. of HPE Aruba Networking Switches located PAN India branches/offices of Canara Bank for period of One Year.**

**a. GeM bid document (Bid End date/ Bid Opening Date, Page no. 1 of 7)**

Description	Existing details	Amended details
Bid End Date/Time	16/06/2025, 15:00:00	<u>18/06/2025</u> , 15:00:00
Bid opening Date/Time	16/06/2025, 15:30:00	<u>18/06/2025</u> , 15:30:00

**b. It is decided to amend the following in respect of the above RFP:**

Sl No	Section/ Annexure/ Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1.	Annexure-2 Pre-Qualification Criteria	Clause No: 14	Existing Annexure-2	Refer Amended Annexure-2
2.	Annexure-9 Scope of Work C. Maintenance Standard	Clause No: 1	Existing Annexure-9	Refer Amended Annexure-9
3.	Annexure-9 Scope of Work C. Maintenance Standard	Clause No: 3	Existing Annexure-9	Refer Amended Annexure-9

All the other instructions and terms & conditions of the above RFP shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject RFP.

Date: 11/06/2025  
Place: Bengaluru

  
Deputy General Manager



**Amended Annexure-2**  
**Pre-Qualification Criteria**

[On Firm's / Company's letter head]

SUB: Selection of Service Provider for Providing Comprehensive AMC for 4500 Nos. of HPE Aruba Networking Switches located Pan India Branches/ Offices of Canara Bank for Period of One Year

Ref: GEM/2025/B/6296871 dated 31/05/2025

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 Qualification Criteria.

Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
1.	Signing of Pre-Contract Integrity Pact	The bidder should submit signed Pre-Contract integrity pact on Non-Judicial Stamp Paper of Rs.500/- or more (as per respective state Stamp Act whichever is higher) as per Appendix-F.	
2.	The Bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 19/07/2024.	Certificate of local content to be submitted as per Annexure-5 as applicable.	
3.	The Company operating should be legally compliant company and can be: a. A partnership firm or a Limited Liability Partnership duly registered under the Limited Liability Partnership Act, 2008. (OR) b. Company duly registered in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013. (OR) c. Proprietorship firm duly registered under the applicable shops and commercial	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. (OR) Copy of Certificate of registration under and Certificate of Commencement of business in case of Public	



Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
	Establishments Act and should be compliant to all the applicable laws.	Limited Company or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies. For (c) Documentary proof for confirming registration of Proprietorship firm (e.g. Copy of Certificate of registration under shops and commercial Establishments Act., GST etc)	
4.	The bidder should provide confirmation that any person/ Partnership/ LLP/ Company including any subsidiary or holding company/ proprietorship connected to bidder directly or indirectly has not participated in the bid process.	The bidder should submit letter of confirmation on the Company's letter head to this effect.	
5.	Bidder to provide undertaking that none of the proprietor/ partners/ directors of the bidder(s) is/are relatives of any member of the Bank's Board of directors.	Letter of Undertaking in company's letter head.	
6.	The bidder should have an average annual turnover of Rs.60 Lakhs during last 3 financial years (i.e., 2021-22, 2022-23 & 2023-24) from Indian operations. This must be the individual company turnover and not of any group of companies.	Bidder should submit Audited Balance Sheet copies for last 3 financial years i.e., 2021-22, 2022-23 & 2023-24 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.	
7.	The Net Worth of bidder firm should not be negative as on 31/03/2024 and also should have not been eroded by more than 30% (thirty per cent) in the last three years, ending on '31/03/2024'.	The bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.	
8.	The Bidder should have minimum experience of Three (3) years in providing Maintenance Services for minimum 1000 number of Router/SDWAN/Manageable Network Switches in a single order to any of the Public Sector Banks/ Private Sector Banks/ PSUs/ Govt Departments/ Govt Institutions in India.	Bidder has to submit Purchase Order/ Work Order copies along with Satisfactory completion certificate and documentary proof duly mentioning the number of Network Devices i.e. Router /Switch covered under Comprehensive AMC/ ATS by	



Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
		by the bidder during the last 3 years from Public Sector Banks/ Private Sector Banks/ PSUs/ Govt Departments/ Govt Institutions in India.	
9.	Bidder should have valid ISO 9001 and ISO 20000 Certification.	Copy of the certificate to be submitted.	
10.	The Bidder should have arrangement to provide 24 * 7 support and also arrangements to provide All India toll free/ contact number for lodging the complaints and escalations thereof.	Proof of having complaint monitoring system with toll free number is to be furnished	
11.	Bidders should not be under debarment/ blacklist period for breach of contract/ fraud/ corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/ departments on the date of submission of bid for this RFP.	The Bidder should submit self-declaration on the Company's letter head to this effect.	



Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
12.	<p>Any Bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the Bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means:</p> <p>a. An entity incorporated, established or registered in such a country; or</p> <p>b. A subsidiary of an entity incorporated, established or registered in such a country; or</p> <p>c. An entity substantially controlled through entities incorporated, established or registered in such a country; or</p> <p>d. An entity whose beneficial owner is situated in such a country; or</p> <p>e. An Indian (or other) agent of such an entity; or</p> <p>f. A natural person who is a citizen of such a country; or</p> <p>g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.</p>	<p>A declaration stating "We have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from such a country, has been registered with Competent Authority. We hereby certify that we and our OEM fulfills all requirements in this regard and are eligible to be considered" to be submitted in Company's letter head.</p> <p>[Where applicable, evidence of valid registration by the Competent Authority shall be attached.]</p>	
13.	Authorization Certificate - Whether the Bid is authenticated by authorized person.	Bidder to submit a copy of the Power of Attorney and the Board Resolution and KYC documents evidencing the authority delegated to the authorized signatory	
14.	The Bidder should have its own/franchise Service/Support Office at all 26 Circle Office locations of the Bank as mentioned in Annexure-9(A) of the RFP to service the <u>Switches</u> .	The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc as per Annexure-9(A).	

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 Qualification Criteria should be part of the RFP.

Date:  
Place:

Signature with seal  
Name:  
Designation :



**Amended Annexure-9**  
**Scope of Work**

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

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Ref: GEM/2025/B/6296871 dated 31/05/2025.

Bidder has to mandatorily comply with each individual point of the below Scope of Work without any deviation. Non-compliance to any of the individual point leads to rejection of Bidder under Technical cum Eligibility Proposal evaluation.

Sl. No.	Particulars	Bidders Compliance Yes/No
A.	Call Coordinator	
1	There should be single person of contact for our offices to inform down calls and lodge complaints. This person may or may not be exclusively provided for our bank, but should be a permanent staff of the company and should be reachable over phone and email provided by the company. This person will be known as "Call Coordinator" throughout this document.	
2	Call Coordinator should have at least two years' experience in Hardware and Operating Systems troubleshooting field and capable of communicating with the branch staffs in fluent English & Hindi.	
3	Call Coordinator shall lodge down-calls as informed by bank and provide a unique docket number for each case. They need to coordinate with their field team to rectify the complaints as per TAT prescribed by the bank, failure of which will attract penalties as mentioned in this RFP.	
4	Call Coordinator shall maintain details of all open/closed cases and produce the status as and when required by bank. They should make sure that any pending down calls are closed only after the required maintenance activities are fully completed.	
B.	Lodging Complaints	
1	The bank official who is informing the company about the complaint shall be termed "bank contact person". Bank contact person will inform the complaint details to the call coordinator through email/telephone/portal provided by bidder. The case should be acknowledged and unique docket number to be provided to the concerned immediately.	
2	No amount of remote diagnosis or telephonic support shall be used in response to our complaints. Field team should be promptly assigned to visit the location and rectify the complaint.	



3	It should be ensured by the vendor that no call is getting closed without email confirmation from 'bank contact person' as to their satisfaction in the resolution offered. Call Coordinator should keep these email records for future reference.	
4	Any complaints which found to be closed without bank's confirmation will be treated as pending since the original date of lodging the complaint and penalty will be imposed.	
C. Maintenance Standard		
1	All field team visiting our offices should be employees of the <u>company/ franchise</u> , the staff strength and posted locations are to be mentioned in your response to our RFP.	
2	All repair and maintenance services described herein shall be performed by qualified maintenance engineers who are completely familiar with the equipment which they are dealing with. They shall be competent enough to install or rectify all the Servers & Other items under their AMC service to the satisfaction of the bank. They may be guided by the call coordinator for any technical assistance.	
3	For OS related issues in which formatting of OS is necessary, configuration backup should be done in advance <u>After the installation of OS, configuration should be restored from backup configuration.</u>	
4	Field team or any service team shall not unnecessarily contact our office to raise queries on service matters. Maximum concerns should be dealt by the call coordinator or competent alternative in the vendor company. However, the call coordinator may contact us for guidance on any matter which is not yet clarified.	
5	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.	
6	Repair work for any faulty Network Devices shall be carried out at onsite basis. If such repair is unsuccessful, vendor may take the faulty Network Devices item to their nearest service Centre to perform the repairs. However, in such cases, standby item of equal specification should be provided by the vendor and made working so that bank work may not be affected due to the down time.	
D. Scope under AMC also includes the following:		
1	Rectification of Bugs/defects if any.	
2	Ensuring uptime of 99.90%.	
3	Maintenance of Hardware Items and other items including Software.	



4	If any Software and Hardware updates provided by the OEM as free of cost, it should be provided and installed & configured by the AMC vendor during the Contract period.	
5	Any corruption in the Software or Media shall be rectified during the full period of the contract of AMC, at no extra cost to Bank. Further any vulnerabilities reported during Audits has to be rectified by Vendor free of cost.	
6	Preventive maintenance shall be done Annually once/as and when required basis on receiving request from Circle office/Head office during the contract period.	
7	Only licensed copies of the software shall be ported in the hardware items under AMC.	
8	Bidder should ensure that Back-to-Back Support should be available from OEM for the contract period	
E.	Future additions of Hardware/ Software:	
1.	Bank would have the right to: -	
	i) Shift the supplied system to an alternate site of its choice	
	ii) Expand the capacity/enhance the features/upgrade the hardware/software supplied either from the vendor, or another vendor, or developed in-house.	
2.	The warranty terms would not be considered as violated if any of the (i) or (ii) above takes place. Should there be a fault in the operations of the system, the vendor, would not unreasonably assume that the causes lie with that components/ software not acquired from them.	
F.	Escalation details and changes.	
1	Escalation matrix of company should be shared to the bank for escalating service-related concerns.	
2	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.	
3	It will be sole responsibility of the company to ensure that no activity pertaining to service support is hindered by the absence of any official. Company may ensure this by appointing sufficient alternate personnel at each level of escalation and informing us.	
G.	Other Compliances	
1.	All AMC vendors servicing the Bank should comply with the Bank's IS Security policies in key concern areas relevant to the activity. The broad areas are:	
2.	i) Responsibilities for data and application privacy and confidentiality.	
3.	ii) Responsibilities on system and software access controls and administration.	



4.	iii) Custodial responsibilities for data, software, hardware and other assets of banking being managed by or assigned to vendor.	
5.	The Bidder shall be fully responsible for installation and commissioning of the Manageable Network Switches in place of faulty switches including connecting Network cables and other related activities such as unpacking, uncrating, inspection etc. for which the Bank shall provide the required space. While installation the bidder shall check physical availability of items as per the packing list/Invoices. The Bidder shall have to arrange for all testing equipments and tools required for installation, maintenance and also arrange vehicle for transport at no extra cost to the Bank. Any discrepancy observed between the items Ordered and the items delivered during unpacking needs to be brought to notice of the concerned Branch, Circle Office and Head Office of the Bank immediately. If any of the items are not delivered/not as per the specification/are damaged etc, the bidder or their engineers at the site shall take immediate steps and ensure all the items are delivered so that installation is not hampered.	
6.	The Bidder shall be fully responsible for Delivery, Installation, Commissioning and Maintenance of the Manageable Network Switches under AMC contract.	
7.	All Manageable Network Switches should be mountable in existing rack.	
8.	Shifting of network cables from existing faulty Network Switches to New Manageable Network Switches at wherever it is required and testing end to end. Dressing of cables at Rack should be neat for ease of troubleshooting to rectifying the network issues.	
9.	Connecting the cables from Network Switches to path panel of the network Rack should be neat.	
10.	Connecting the cables from Router to Manageable Network Switches & necessary configurations in Manageable network switches in coordination with Bank's Network Operation Officials.	
11.	Configuration of Manageable Network Switches under centralized Management System of the Bank in coordination with Bank's Network Operations Officials. Configuration of Network and data security parameters in the Manageable Network Switches in coordination with Bank's Operation officials during installation by providing the technical field support. Any engineering changes/up-gradations applicable to the hardware shall be communicated to the bank by the bidder within a period of one month from the date of release/observation. It shall be supplied, installed and commissioned free of cost by the bidder.	
12.	Bidder should inform Bank about all release/version change of patches/ upgrades/ updates of hardware/software/ OS/ middleware etc. as and when released by the selected bidder/OEM. It is a bidder	



