

Replies to Pre-bid queries to EOI 01/2025-26 dated:30.06.2025 for Expression of Interest for Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items at Canara Bank, Circle Office, Bengaluru, # 86, M G Road, and Regional Offices, branches and other units coming under Circle Office Bengaluru & Regional Offices

	providing Hardware/ Software Maintenance Services to any of the Two (2) Public Sector Banks/, having expertise in maintenance of minimum of 1000 Desktops & 500 Printers under AMC as on 31/03/2025 in the state of Karnataka.	Kindly confirm whether the bidder's experience must be exclusively in Karnataka, or whether serving Public Sector Banks and PSUs across PAN India will also be considered eligible.	
7	Page 31, Annexure 10 - Software Details: All parts of the Computer Hardware/Software items & Other items should be covered under Comprehensive Onsite 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.	Please clarify whether the required software maintenance refers only to Windows operating system software or if it also includes any specialized/custom software.	Please refer Point-5 , of Annexure10
8	Page 32, Annexure 11, Sl. No. 5 - Residential Engineers:	Kindly confirm whether the requirement is for one Residential Engineer to manage both the Circle Office and Regional Office, or one separate Residential Engineer for each location.	Separate Engineers are required for Circle Office and at each regional Offices
9	Page 33, Annexure 11, Section D, Sl. No. 2 - Uptime Calculation:	We request clarification on how uptime will be calculated. Will it be based on: <ul style="list-style-type: none"> • the total number of assets, • the individual affected asset, or • the number of assets at a specific location? 	The uptime shall be calculated based on total number of Assets
10	Bidder should have minimum of 3 years of experience in Karnataka State for supporting Canara Bank.	We are serving Canara bank in Karnataka region from 1/4/2023 and completed 27 months till 30-June. As MSE (Micro category) Kindly provide relaxation of experience period of 2 years in Canara Bank instead of 3 years.	Please refer amendment-1



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Amendment 1

It is decided to amend the following in respect of the EOI-01/2025-26 dated 30.06.2025 :

S/no	Section/Annexure/Page No	Clause No.	Existing Clause	Amended Clause
1	ANNEXURE-3 Eligibility Criteria Declaration & 5. Eligibility Criteria	Point - 4	The Bidder should have minimum experience of Three (3) years in providing Hardware/ Software Maintenance Services to any of the Two (2) Public Sector Banks/, having expertise in maintenance of minimum of 1000 Desktops & 500 Printers under AMC as on 31/03/2025 in the state of Karnataka.	The Bidder should have minimum experience of Three (3) years in providing Hardware/ Software Maintenance Services to any of the Two (2) Public Sector Banks/, having expertise in maintenance of minimum of 1500 IT Assets under AMC as on 31/03/2025 in the state of Karnataka
2	Annexure 3, Sl. No. 4 on Page 21	Point-4	The Bidder should have minimum experience of Three (3) years in providing Hardware/ Software Maintenance Services to any of the Public Sector Banks/, having expertise in maintenance of minimum of 1000 Desktops & 500 Printers under AMC as on 31/03/2025.	The Bidder should have minimum experience of Three (3) years in providing Hardware/ Software Maintenance Services to any of the Two (2) Public Sector Banks/, having expertise in maintenance of minimum of 1500 IT Assets under AMC as on 31/03/2025 in the state of Karnataka



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3	ANNEXURE-3 Eligibility Criteria Declaration & 5. Eligibility Criteria	Point-10	Bidder should have minimum of 3 years of experience in Karnataka State for supporting Canara Bank.	Bidder should have minimum of 2 years of experience in Karnataka State for supporting Canara Bank.
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All the other instructions and terms & conditions of the above EOI-01/2025-26 shall remain unchanged.

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

Date: 08.07.2025

Place: Bengaluru


Technology Overseeing Executive
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