



REQUEST FOR QUOTATION [RFQ]
FOR
PROVIDING COMPREHENSIVE ONSITE AMC SERVICES FOR IT HARDWARE ITEMS AT VARIOUS
BRANCHES/OFFICES UNDER CANARA BANK REGIONAL OFFICE GHAZIABAD FOR A PERIOD
OF 1 YEAR
FROM 01.04.2025 TO 31.03.2026

Issued By:

Canara Bank,
ATM Maintenance Section,
C-2 Migsun Biz Park (Earlier Mahalaxmi Mall)
RDC, Rajnagar Ghaziabad
UP-201002
Phone No: 7428093530
Email Id: atmrogzd@canarabank.com





A. BID SCHEDULE

1. BID SCHEDULE

Sl. No.	Description	Details
1.	RFQ No. and Date	RFQ 01/AMC/2025-26 dated 18/03/2025
2.	Name of the Section	ATM Maintenance Section, Regional Office Ghaziabad
3.	Brief Description of the RFQ	Selection of Service Provider for Providing Comprehensive AMC Services for IT Hardware Items from 01/04/2025 for a period of 1 year.
4.	Bank's Address for Communication	The Assistant General Manager, Canara Bank, ATM Maintenance Section, C-2 Migsun Biz Park (Earlier Mahalaxmi Mall) RDC, Rajnagar Ghaziabad UP -201002
		The Manager, Canara Bank, ATM Maintenance Section, C-2 Migsun Biz Park (Earlier Mahalaxmi Mall) RDC, Rajnagar Ghaziabad UP -201002 Email: atmrogzd@canarabank.com
5.	Date of Issue of RFQ	18.03.2025
6.	Tender Fee (Non - Refundable)	Mode of submission offline through DD
		Rs. 5900/- (including 18% GST)
7.	Earnest Money Deposit (Refundable)	Rs. 70,000/-
8.	Performance Bank Guarantee/Bid Security	10% of the Total Order Value
9.	Last Date, Time and Venue for Submission of Bids	26.03.2025 by 3:00 PM
		Venue: Canara Bank, ATM Maintenance Section, Regional Office Ghaziabad, C-2 Migsun Biz Park (Earlier Mahalaxmi Mall) RDC, Rajnagar Ghaziabad UP -201002
10.	Date & Venue for opening of Part A - Technical cum Eligibility Proposal.	Bid Opening Date 27.03.2025
		Venue: Canara Bank, ATM Maintenance Section, Regional Office Ghaziabad, C-2 Migsun Biz Park (Earlier Mahalaxmi Mall) RDC, Rajnagar Ghaziabad UP -201002
11.	Date & Venue for opening of Part B - Commercial Proposals	27.03.2025
		Venue: Canara Bank, ATM Maintenance Section, Regional Office Ghaziabad, C-2 Migsun Biz Park (Earlier Mahalaxmi Mall) RDC, Rajnagar Ghaziabad UP -201002
12.	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.





1. Requirement Details:

- 1.1. Bank invites sealed offers (“Technical Proposal” and “Commercial Bid”) for providing “Comprehensive Onsite AMC services for IT Hardware Items at various Branches/Offices under Canara bank Regional Office Ghaziabad for a period of One Year” as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

Regions Covered (Branches and Administrative Unit)	Number of Branches/Offices
Branches under Ghaziabad RO, MSME Sulabh, RAH, Rudseti Ghaziabad, LDM Office and Currency Chest (Inclusive of Regional office)	60

Details of item to be brought under AMC are given in the below table:

Item Description	Computer /Laptop	Laser Jet printer	Flat Bed Scanner	Passbook Printer	High Speed Scanner	Colour Printer	CTS Scannaer
Count	155	131	37	42	60	1	51

- 1.2. Technical specification for each of the above IT Hardware Items are furnished in Annexure-2.
- 1.3. The Detailed Scope of Work under the AMC Contract is furnished in Annexure-4.
- 1.4. All IT Hardware Items under Comprehensive Onsite AMC should be valid for a period of one Year. The period can be extended thereafter on the same rates & terms and conditions at the discretion of the Bank, provided the service support is satisfactory.
- 1.5. Bank reserves the right to increase or decrease IT Hardware Items under AMC to the quantity specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.

2. Eligibility criteria for Bidders:

- 2.1. Eligibility criteria for each of IT Hardware Items are furnished in Annexure-2.





- 4.3.6. After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscribed on the top of the cover as "PART B-Commercial Bid for RFQ 01/2025-26 dated 18.03.2025 for providing Comprehensive Onsite AMC services for IT Hardware Items at various Branches/Offices under Canara Bank Regional Office Ghaziabad".

5. Submission of Bids:

- 5.1. The Name and address of the Bidder, RFQ No. and Due Date of the RFQ are to be specifically mentioned on the Top of the envelope containing Bid.
- 5.2. The bid/s properly superscribed in the manner prescribed in earlier clauses of this RFQ should be deposited at the Place, Venue, Date and Time mentioned below:

Last Date of submission of Bid	Day	Time	Venue
26.03.2025	Wednesday	Upto 03.00PM	Canara Bank, ATM Maintenance Section, C-2 ,1 ST Floor, Migsun Biz Park (Earlier Mahalaxmi Mall) RDC, Rajnagar, Ghaziabad, UP - 201002

- 5.3. Bids sent through post/courier will also be accepted/ evaluated. Bids should be deposited at Canara Bank, ATM Maintenance Section, C-2 ,1ST Floor, Migsun Biz Park (Earlier Mahalaxmi Mall) RDC, Rajnagar, Ghaziabad, UP - 201002.
- 5.4. If the envelopes, including the outer envelope is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid's misplacement or premature opening.
- 5.5. The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.

Official name
<p>Mr. Abhinna Saxena Manager Canara Bank, ATM Maintenance Section, C-2 ,1ST Floor, Migsun Biz Park (Earlier Mahalaxmi Mall) RDC, Rajnagar, Ghaziabad, UP - 201002 Tel: 7428093530</p>





6. Bid Opening:

- 6.1. The Part A-Technical Proposal shall be opened in the presence of the Bidder's representative/s who may choose to attend the bid opening as per following schedule.

Date	Day	Time	Venue
27.03.2025	Thursday	11:00AM	Canara Bank, ATM Maintenance Section, C-2 ,1 st Floor, Migsun Biz Park (Earlier Mahalaxmi Mall) RDC, Rajnagar, Ghaziabad, UP - 201002

Bidder's representative may be present in the place and venue well in time along with an authorization letter in hand for each bid opening under this RFQ, as per the format (Annexure-1) enclosed.

Note: Authorization letter should be carried in person and shall not be placed inside in any of the bid covers.

- 6.2. Attendance of all the representatives of the bidders who are present at bid opening will be taken in a register against Name, Name of the Company and with full signature.
- 6.3. The following details will be announced at the time of bid opening.
- 6.3.1. Name of the Bidders.
- 6.3.2. Such other details as the Bank at its discretion may consider appropriate.
- 6.4. 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 Part A - Technical Proposal in their absence.
- 6.5. The Part A- Technical Proposal submitted by the bidder will be evaluated based on the document submitted in Part A- Technical Proposal. Bidder/s not submitting any document/s or not complying with terms and conditions will be liable for rejection. The Part B-Commercial Bid of only those bidders who qualified in Part A - Technical Proposal will be opened with due communication by the bank.





7. Evaluation of Bids:

- 7.1. The Bank will evaluate the bid submitted by the bidders under this RFQ. The Part A - Technical Proposal submitted by the bidder will be evaluated. The Commercial Bid of only those bidders who qualified in Part A - Technical Proposal will be reckoned for evaluation purpose.
- 7.2. The Bid will be evaluated by a committee of officers of the Bank. If warranted, the Bank may engage the services of external consultants for evaluation of the bid. It is Bank's discretion to decide at the relevant point of time.

8. Intimation to Qualified/Successful Bidders:

The Bank will prepare a list of qualified bidders at each stage on the basis of evaluation of Part A-Technical Proposal and Part B-Commercial Bid. Commercial Bids of only technical qualified bidders shall be opened. Final list of the bidders (L1, L2.... etc.) will be announced as indicated above. No separate intimation will be sent to successful Bidder.

9. Correction of Error in Commercial Bid:

Bank reserves the right to correct any arithmetical errors furnished in the Commercial Bid. If any such errors are noticed it will be rectified on the following basis:

- 9.1. Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation.
- 9.2. If there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price shall be corrected accordingly.
- 9.3. If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.
- 9.4. If there is discrepancy in the total arrived at Bill of Material (addition, subtraction, multiplication, division and carryover of amount from one page to another), correct total will be arrived by the Bank and the same will prevail over the total furnished in the Bill of Material.
- 9.5. If there is a discrepancy between words and figures, the rate/ amount in words shall prevail, unless the amount expressed in words is related to an arithmetical error in which case, the amount in figures will prevail, subject to the above two provisions.
- 9.6. If the bidder does not accept the correction of errors, the bid will be rejected.



**10. Determination of L1 Price:**

- 10.1. L1 Price will be determined after giving effect to arithmetical correction, if any.
- 10.2. The L-1 bidder will be determined on the basis of the lowest price quoted in the Bill of Material submitted in Part B-Commercial Bid.
- 10.3. The Bank reserves the right to modify any terms, conditions and specifications of the RFQ and Bank reserves the right to obtain revised price bids from the bidders with regard to change in RFQ clauses. The Bank reserves the right to accept any bid in whole or in part.

11. Bid Validity Period:

The Offer submitted and the prices quoted therein shall be valid for 60 days from the date of opening of Commercial Bid. Bid valid for any shorter period shall be rejected by the Bank.

12. Acceptance of Offer:

- 12.1. The Bank reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.
- 12.2. The Bank will not be obliged to meet and have discussions with any bidder and/or to entertain any representations in this regard.
- 12.3. The bids received and accepted will be evaluated by the Bank to ascertain the best and lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever. The bank reserves the right to re-tender the RFQ with or without modifications. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.
- 12.4. The bidder including those, whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify/withdraw the tender.





13. Award of Contract:

- 13.1. The Bidders who are L1 will be referred to as the selected bidders and Bank will notify the names of the selected bidders by sending an Email.
- 13.2. The contract shall, be awarded and the order shall be placed on selected L1 Bidders. Bank may release the order either in Full or in part or place more than one order towards the contract based on project plan.
- 13.3. The selected bidders shall submit the acceptance of the order within seven days from the date of receipt of the order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected Bidders shall be the date of acceptance of the order by the bidders.
- 13.4. Bank reserves its right to consider at its sole discretion the late acceptance of the order by selected bidders.
- 13.5. The Shortlisted bidder/s will be required to provide the service to Office of the Bank at the rates not higher than the agreed rate finalized under this RFQ.

14. Effective Date:

- 14.1. The effective date shall be date of acceptance of the order by the selected bidders. However, the bidders shall submit the acceptance of the order within seven days from the date of receipt of order. The Bank reserves the right to consider the late acceptance of the order, if any, at its discretion.
- 14.2. Failure to accept the order within seven days from the date of receipt of the order can be cancelled and also the vendor may be barred from participating in the future RFQs at the discretion of the Bank. Thereafter the Bank shall be at liberty to proceed with procurement from the other Bidders within the purview of the same RFQ by calling for fresh commercial quotes from the bidders. In such an event, the initially selected bidders stand disqualified for further participating in the subject Bid.

15. Fixed Price

The prices quoted in the tender response will be fixed for the period of the contract. The price should be exclusive of all taxes and levies which will be paid by the Bank at actual.

16. Expenses

It may be noted that Bank will not pay any amount/expenses/charges/fees/traveling expenses/boarding expenses/lodging/ expenses/conveyance expenses / out of pocket expenses other than the "AMC Charges".

17. Security Deposit / Performance Bank Guarantee:

- 17.1. The successful bidder should submit a Security Deposit / Performance Guarantee of 3% of Annual Maintenance Charges within 15 days from the date of acceptance of the Purchase Order/Letter of Intent (LOI) or within 21 days from the date of issue of Purchase Order/LOI whichever is earlier.
- 17.2. If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% for each completed calendar week of delay of part





thereof on the value of the order (Exclusive of Taxes) plus GST will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5% of the total order value (Exclusive of Taxes) plus GST.

- 17.3. Security Deposit should be submitted by way of DD drawn on Canara Bank payable at Ghaziabad / Bank Guarantee may be obtained from any of the Scheduled Banks (other than Canara Bank).

The Bank Guarantee issued by the issuing Bank on behalf of Bidder in favor 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 Annexure-8. Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be summarily rejected.

- 17.4. Security Deposit/Performance Bank Guarantee should be valid for Total Contract Period from the date of last installation 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.
- 17.5. The selected bidders 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 warranty period.
- 17.6. The security deposit / bank guarantee will be returned to the bidder on completion of Contract Period.
- 17.7. 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.

18. Execution of Agreement

- 18.1. Within 21 days from the date of acceptance of the Order, the selected bidder shall sign a stamped "Standard AMC Agreement" with the Bank at Ghaziabad as per the format to be provided by the Bank. In the absence of a formal contract, the Bid document, together with the Bank's notification of award and the vendor's acceptance thereof, would constitute a binding Contract between the Bank and the Successful Bidders. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder.
- 18.2. 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 and negotiation. 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

19. Uptime

- 19.1. The bidder shall guarantee 24x7 availability with monthly uptime of 99.90% for the All IT Hardware Items specified in Annexure-3, during the period of the AMC Contract, which shall be calculated on monthly basis.
- 19.2. The "Uptime" is, for calculation purposes, equals to the Total contracted hours in a month less Downtime. The "Downtime" is the time between the Time of Failure and





Time of Restoration within the contracted hours. "Failure" is the condition that renders the Bank unable to perform any of the defined functions on the Solution. "Restoration" is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same.

19.3. If the Bidder is not able to attend the troubleshooting calls on Desktops & Other items working due to closure of the office/non-availability of access to the Hardware Items, the response time/uptime will be taken from the opening of the office for the purpose of uptime calculation. The Bidder shall provide the Monthly uptime reports during the AMC period.

19.4. The Downtime calculated shall not include any failure due to bank, third party and Force Majeure.

19.5. The percentage uptime is calculated on monthly basis as follows:

$$\frac{(\text{Total contracted hours in a month} - \text{Downtime hours within contracted hours})}{\text{Total contracted hours in a month}} \times 100$$

19.6. Contracted hours of a month = No. of days in that month X 24 Hours.

20. Penalties/Liquidated damages for not maintaining uptime

20.1. 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

20.2. Penalty towards absence of Onsite Resources:

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.

20.3. The maximum penalty levied shall be restricted to 20% of the AMC amount payable for one year.

20.4. 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.





20.5. The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.

20.6. All the above LDs are independent of each other and are applicable separately and concurrently.

20.7. LD is not applicable for the reason attributable to the Bank and Force Majeure.

21. Pricing & Payments:

21.1. The Price offered to the Bank must be in Indian Rupees inclusive of all taxes but Exclusive of GST (CGST/SGST/IGST). The Vendor has to quote the applicable taxes separately in the Bill of Material.

21.2. The AMC Charges along with GST should be claimed in the invoice and GST will be paid in actuals at our end.

21.3. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract.

21.4. Applicable Taxes (GST) will be paid at actuals.

22. Payment Terms:

22.1. The AMC Charges will be paid on Quarterly basis in arrears.

22.2. 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, Proof of undertaking AMC activities, satisfactory Service Report, Confirmation of preventive maintenance/visit certificate duly signed by Bank officials should be submitted while claiming payment in respect of AMC Services undertaken. Penalty if any and applicable TDS will be deducted and net amount will be released to the bidder.

22.3. Bank will not pay any amount in advance.

22.4. Payment shall be released within 30 days of submission of relevant documents as per RFQ terms.

22.5. The payments will be released through NEFT / RTGS after deducting the application LD/Penalty, TDS if any, by General Administration Section, Ghaziabad and the selected bidders has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.

23. Subcontracting:

The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Bank



**24. Order Cancellation/Termination of Contract:**

- 24.1. The Bank reserves the right to cancel the contract of the selected bidders and recover expenditure incurred by the Bank on the following circumstances:
- 24.1.1. Non submission of acceptance of order within 7 days of order.
 - 24.1.2. Delay in execution of order placed by the Bank
 - 24.1.3. The selected bidders commit a breach of any of the terms and conditions of the bid/contract.
 - 24.1.4. The bidders go into liquidation voluntarily or otherwise.
 - 24.1.5. The progress regarding execution of the contract, made by the selected bidders is found to be unsatisfactory.
 - 24.1.6. If deductions on account of Liquidated Damages exceeds more than 10% of the total contract price.
 - 24.1.7. If found blacklisted by any Govt. Department / PSU / other Banks / CERT-In, during the course of contracted period.
 - 24.1.8. An attachment is levied or continues to be levied for a period of 7 days upon effects of the bid.
- 24.2. Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services during contract period.
- 24.3. In case the selected bidder fails to Complete the services as stipulated, the Bank reserves the right to avail the similar Services from alternate sources at the risk, cost and responsibility of the selected bidders by giving 7 days^p prior notice to the bidders.
- 24.4. The Bank reserves the right to recover any dues payable by the selected bidders from any amount outstanding to the credit of the selected bidders, including the pending bills and security deposit, if any, under this contract.
- 24.5. After the award of the contract, if the selected bidders 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's notice for the same. In this event, the selected bidders are bound to make good the additional expenditure, which the Bank may have to incur 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.
- 24.6. 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.





25. PURCHASE PREFERENCE

Purchase Preference to Micro and Small Enterprises (MSEs), Startups and Purchase Preference linked with Local Content (PP-LC) shall be applicable subject to full compliance of other terms and conditions of the RFP and Contract. Following are the conditions applicable as per the Government of India Guidelines on Purchase Preference.

25.1 Micro & Small Enterprises [MSEs]:

Procurement through MSEs (Micro & Small Enterprises) will be done as per the Policy guidelines issued by the Ministry of Micro, Small & Medium Enterprises vide Gazette notification no. D.L.-33004/99 dated 23.03.2012 and as amended from time to time. Following are the conditions applicable as per the Government of India Guidelines

25.1.1 MSEs should provide proof of their being registered as MSE for the item under RFP along with their offer, with any agency mentioned in the Notification, including:

- i) District Industries Centres
- ii) 25Khadi Village Industries Commission or
- iii) Khadi & Village Industries Board or
- iv) Coir Board or National Small Industries Corporation or
- v) Directorate of Handicrafts & Handloom or
- vi) Any other body specified by the Ministry of Micro, Small & Medium Enterprises.
- vii) Udyam Registration Certificate

25.1.2 MSEs are exempted from paying EMD, subject to furnishing of Valid certificate for claiming Exemption.

25.1.3 Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of two years from being eligible to submit Bids for contracts with Canara Bank as per Annexure-4.

25.1.4 The aforesaid Policy is meant for procurement of only goods produced and Services rendered by MSEs and not for any trading activities by them. An MSE unit will not get any Purchase Preference over any other MSE Unit.

25.1.5 The details are available on web site dcmsme.gov.in. Interested vendors are requested to go through the same for details.

25.2 Startup:

25.2.1 Applicable for Indian Bidders only as defined in gazette notification no. D.L-33004/99 dated 11.04.2018 of Ministry of Commerce and Industry and as amended from time to time.

25.2.2 As mentioned in Section-II of O.M. No.F.20/2/2014-PPD(Pt.) dated 20.09.2016 of Procurement Policy Division, Department of Expenditure, Ministry of Finance on Prior turnover and prior experience, relaxations may be applicable for all Startups [whether Micro & Small Enterprises (MSEs) or otherwise] subject to meeting of the quality and technical specifications specified in RFP document.

25.2.3 Further, the Startups are also exempted from submission of EMDs.





- 25.2.4 For availing the relaxations, bidder is required to submit requisite certificate towards Startup enterprise registration issued by Department of Industrial Policy and Promotion, Ministry of Commerce and the certificate should be certified by the Chartered Accountant (not being an employee or a Director or not having any interest in the bidder's company/firm) and notary public with legible stamp.
- 25.2.5 Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of two years from being eligible to submit Bids for contracts with Canara Bank as per Annexure-4.

25.3 Procurement through Local Suppliers (Make in India):

Department of Industrial Policy and Promotion under Ministry of Commerce and Industry vide letter no. P-45021/2/2017-PP (BE-II) dated 16.09.2020 has notified revised guidelines to be followed to promote manufacturing and production of goods and services in India under "Make in India" initiative.

- 25.3.1 "Local content" means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.
- 25.3.2 "Class-I Local Supplier" means a supplier or service provider whose goods, services or works offered for procurement meets the minimum local content as prescribed for Class-I local supplier under this order.
- 25.3.3 "Class -II Local Supplier means a supplier or service provider, whose goods, services or works offered for procurement, meets the minimum local content as prescribed for 'Class -II Local supplier' but less than that prescribed for 'Class -I Local supplier' under this order.
- 25.3.4 'Non-Local Supplier' means a supplier or service provider, whose goods, services or works offered for procurement has local content less than that prescribed for 'Class-II Local Supplier' under this order.
- 25.3.5 The 'local content' requirement to categorize a supplier as 'Class I Local Supplier' is minimum 50%. For 'Class-II Local supplier' the 'local content' requirement is minimum 20%.
- 25.3.6 The margin of Purchase preference shall be 20%.
- 25.3.7 Purchase preference for local supplier, self-certification, compliance, monitoring and other terms & conditions shall be as per the aforesaid Guidelines/Notifications. The Guidelines may be treated as an integral part of the RFP documents.
- 25.3.8 The 'Class -I Local supplier'/'Class -II Local supplier' at the time of tender, bidding or solicitation shall be required to indicate percentage of local content and provide self-certification that the item offered meets the local content requirement for 'Class -I Local supplier'/'Class-II Local supplier' as the case may be. They shall also give details of the location(s) at which the local value addition is made.
- 25.3.9 In cases of procurement for a value in excess of Rs.10 Crores, the 'Class-I Local supplier'/'Class -II local supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost account or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.
- 25.3.10 False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules issued by the Ministry of Finance for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.





- 25.3.11 All the relevant documents/information regarding claim for preferential treatment under this policy must be submitted along with offer by the tenders. Post tender submission of these information/documents shall not be considered. Further firms seeking these considerations shall be completely responsible for the truthfulness and authenticity of their claim for these benefits.
- 25.3.12 The bidders complying with all the guidelines in this regard and providing supporting documents along with the bid can only participate in this bid.
- 25.3.13 Canara Bank shall also have the authority to audit as well as witness production processes to certify the achievement of the requisite local content and/or to obtain complete back up calculation.

26. Human Resource Requirement:

The Bidder by executing the agreement shall be deemed to have unconditionally agreed as under:

- 26.1. The Bidder shall provide a contingent of well-trained personnel and extend necessary mentoring and operational support to the intermediary network of agents, etc. as part of the solution/service.
- 26.2. The Bidder shall confirm that every person deployed by them on the project has been vetted through a third-party background check prior to their engagement. The Bidder shall manage the activities of its personnel or others engaged in the project, etc. and shall be accountable for all the personnel deployed/engaged in the project.
- 26.3. In case the performance of the Bidder/their CSP/agent/employees engaged in the project is not satisfactory or is detrimental to the interests of the Bank, The Bidder shall have to replace the said person within the time limits stipulated by the Bank. Where the Bidder fails to comply with the Bank's request, the Bank may replace the said person or their agents/employees on its own.
- 26.4. No right to employment in the Bank shall accrue or arise to the employees or agents of the Bidder, by virtue of engagement of employees, agents, etc. of The Bidder for any assignment under this project. It is further clarified that the arrangement herein with the Bidder is a contract for service.
- 26.5. The Bidder shall exercise due diligence and only engage persons having established identity, integrity, requisite qualifications and skills and deployment experience for all critical activities.
The Bidder shall extend all of the outsourced banking and financial services by deploying such personal that have high integrity and meet the qualifications and other criteria stipulated by the Reserve Bank of India , Government or the Bank from time to time and agrees and undertake that during the subsistence of this agreement they will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time ,as per the provisions of Minimum Wages Act 1948.





27. Legal Disputes and Jurisdiction of the court:

27.1. The Bank Clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain bidder/pro prospective bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFQ. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

27.2. All disputes and controversies between Bank and Bidder shall be subject to the exclusive jurisdiction of the courts in Assam and the parties agree to submit themselves to the jurisdiction of such court as this RFQ/contract agreement shall be governed by the laws of India.

Assistant General Manager



**Annexure-1****Authorization Letter Format**

(To be presented by the authorized person at the time of Opening of Part A-Technical Proposal / Part B-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:

Canara Bank,

ATM Maintenance Section,

C-2 ,1ST Floor,

Migsun Biz Park (Earlier Mahalaxmi Mall)

RDC, Rajnagar, Ghaziabad, UP - 201002

Dear Sir,

SUB: Providing Comprehensive Onsite AMC services for Desktops, Scanners & Printers at various Branches/Offices of Canara Bank Under Regional Office Ghaziabad.

Ref: Your RFQ 01/2025-26 dated 18.03.2025

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 and shall not be placed inside any of the bid covers.





Annexure-2

Eligibility 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 year.

Ref: RFQ 01/AMC/2025-26 dated 18.03.2025.

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

Sl. No.	Pre-Qualification Criteria	Documents to be submitted In compliance with Pre-Qualification Criteria	Bidders Response
1.	The bidder should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	Certificate of local content to be submitted as per Annexure-6.	
2.	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. Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.	
3.	The bidder should have minimum turnover of Rs. 1 Crores during the last three financial years (i.e., 2021-22, 2022-23 and 2023-24). This must be the individual company turnover and not of any group of companies.	Bidder has to submit audited Balance Sheet copies for last 3 Years i.e., 2021-22, 2022-23 and 2023-24 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.	
4.	The bidder should have positive Net Worth as on 31/03/2024 and also should have not eroded by more than 30% in the last three financial years (i.e., 2021-22, 2022-23 and 2023-24).	The bidder must produce a certificate from the Company's Chartered Accountant with UDIN to this effect.	
5.	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 500 Desktops/ All in One PCs, 100 Printers and 100 scanners in last 5 financial	Bidder has to submit purchase order copies/reference letter/ documentary proof duly mentioning the number of minimum of 500 Desktops/ All in One PCs, 100 Printers and 100 scanners in last 5 financial year.	





	years.		
6.	The Bidder shall have Service Centre in locations as per Annexure-9 with minimum of 25 engineers having experience in maintenance of Hardware/ Software items. Firm must submit ESIC and EPFO details of these engineers.	Details of the Service Centre in support locations with documentary proof should be provided Details of the minimum 25 Qualified Service Engineers having experience in maintenance of Hardware/ Software Items present in locations as per Annexure-9 should also be provided. Firm must submit ESIC and EPFO details of these Engineers.	
7.	Bidder should have valid ISO 9001:2015, ISO/IEC 20000-1:2018, ISO/IEC 27001:2013	Copy of the certificate to be submitted.	
8.	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. Selected bidder should also submit the background certification report of their service engineers.	
9.	Satisfactory Past Experience	The Bidder has to submit the Satisfactory/completion certificate of AMC Services of Computer Hardware from the any Bank during last 5 years. The bidder should have the experience to serve the AMC Service of Computer hardware with any Public Sector Banker Schedule commercial bank for last 5 years. (Copy PO and completion certificate/ Satisfactory Certificate shall be attached with the technical Bid)	
10.	Minimum wages Compliance.	The Bidder will be preferred who comply with the minimum wages act of State Govt. EPF and ESIC challan of deputed staff shall be submitted to the Bank every quarter with the Invoice of AMC. The bidder should have a minimum of 25 staff in EPF & ESIC at present.	
11.	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.	
12.	The bidder/OEM should not be from a country which shares a land border with India unless the bidder/OEM is registered with the Competent Authority (as detailed in Office Memorandum-F.No.6/18/2019-PPD of Dept. of Expenditure, Ministry of Finance). bidder/OEM from a country which shares a land border with India means: a. An entity incorporated, established or registered in such a country; or	Declaration stating "We hereby certify that we have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 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 a country, has been registered with competent authority. We certify that we and our CSP fulfill all the	





	<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>requirements in this regard and are eligible to participate in this RFQ" to be submitted in Company's letter head.</p>	
13.	<p>The firm/company should have its registered office in Delhi-NCR for last 3 years.</p>	<p>Bidder to upload supporting documents of office address with the bid documents.</p>	

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 Eligibility Criteria should be part of Technical Proposal.

Date:

Signature with seal

Place:

Name:

Designation:





Annexure-3

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

Ref: RFQ 01/AMC/2025-26 dated 18/03/2025.

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:

Sr No	Item Details	IT Items (in AMC)
<u>1</u>	<u>Computer/Laptop</u>	<u>155</u>
<u>2</u>	<u>Laser jet Printer</u>	<u>131</u>
<u>3</u>	<u>Flatbed Scanner</u>	<u>37</u>
<u>4</u>	<u>Passbook Printer</u>	<u>42</u>
<u>5</u>	<u>High Speed Scanner</u>	<u>60</u>
<u>6</u>	<u>Colour Printer</u>	<u>1</u>
<u>7</u>	<u>CTS Scanner</u>	<u>51</u>

B) Coverage of AMC

1. All parts (except consumables as per point no 6. Of Annexure 4) 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.





2. Cost of all spares and labor charges should be borne by the vendor under AMC.
3. 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.
4. The list of IT hardware items are 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.
5. 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.
6. 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.
7. The selected bidder shall guarantee availability of the 2 Service Engineers during Working Hours of the Bank on all Working Days (excluding Bank's Holidays) during the entire AMC period for Regional Office Ghaziabad and all branches under Regional Office Ghaziabad.

Date:

Signature with seal

Name:

Designation:



**Annexure-4****Scope of Work**

(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 year.

Ref: RFP 01/AMC/2025-26 dated 18/03/2024.

Sl. No.	Scope Of Work	Bidder's 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' knowledge 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.	
5.	Any service/travel related expenses incurred by the field engineers visiting to the branch offices for resolving complaints will be borne by the Vendor and Bank shall not be liable to pay any additional costing.	
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 or telephone. 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 employee of the company.	
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 IT Hardware items under their AMC service to the satisfaction of the bank.	





3.	For OS related issues in which formatting of hard disk is necessary, data backup should be done in advance and need to be restored as per satisfaction of the User after formatting.	
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.	<p>Repair work for any faulty IT Hardware items shall be carried out at onsite basis. If such repair is unsuccessful, vendor may take the faulty computer hardware item to their nearest service Centre to perform the repairs.</p> <p>The vendor shall rectify any defects, faults and failures in the Equipment and shall repair and replace worn out of defective parts of the Equipment during the Branch's Working hours on Working days of the Bank (Other than bank holidays). However, in no circumstances making operation of the computer peripherals go beyond 2 Working days after reporting by the Branch / office. 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, Fuser assembly, Scanning Unit, and print 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.</p> <p>In case of exigencies/urgent requirement (including Bank Holidays), Bidder has to provide such maintenance services outside the Working hours at no additional cost to the Bank.</p> <p>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.</p>	
	<p>In addition to the Repair & Maintenance of Hardware, Installation and Updation of Software & Applications include but not limited to the following:</p> <ul style="list-style-type: none"> • Installation and Configuration of Software required for the Bank. • Customize Settings of Computer, Scanner, Printers (Passbook, Laser, Etc.) • Installation, Reinstallation of Operating System, Application Software, System Software, Drivers, etc. • Installation and configuration of Software & Operating System Updates. • Rectification of any corruption in the Software or media. • Configuration and maintenance of Custom Browser Settings for Web Applications used by Bank. • Custom Java, Network Configuration Settings in Computers peripherals. • Installation, Re-installation a Support Associated Applications like Oracle, Open Office, MS Office, Adobe Reader, etc., • Monitoring of up-to-date Updation of Antivirus Definitions. • Attending Issues of Operating System, Application Software, System Software, Drivers, all software of the Bank, etc. of Computers and Peripherals on case-to-case basis, notwithstanding the fact that they are under warranty. • 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. 	





	<ul style="list-style-type: none"> Providing Support to Conduct Video Conferencing as per the requirement of the Bank. 	
D.	Scope under AMC also includes the following:	
1.	Rectification of Bugs/defects if any.	
2.	Ensuring uptime of 95%.	
3.	Preventive Maintenance Quarterly.	
4.	Maintenance of Hardware Items and other items including Software (Operating System, Operating System Clusters etc.).	
5.	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.	
6.	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.	
7.	The system spare parts/services, as and when required, and complete maintenance of the hardware items during AMC, shall be supported for a period as specified in the RFP by the Bank.	
8.	Only licensed copies of the software shall be ported in the hardware items under AMC.	
9.	The onsite resources in co-ordination with offsite team should ensure the uptime commitments.	
10.	Effective date for assets under AMC will be as per the list provided in Annexure-6	
E.	Future additions of Hardware / Software:	
	Bank would have the right to: -	
1.	<ul style="list-style-type: none"> i) Shift the supplied system to an alternate site of its choice ii) Disconnect/connect/substitute peripherals such as printer, etc. or devices or any equipment/software acquired from another vendor. iii) Expand the capacity/enhance the features/upgrade the hardware/software supplied either from the vendor, or another vendor, or developed in-house. iv) Annual Maintenance Contract in respect of hardware under warranty period will take effect immediately after the expiry of the warranty period. 	
2.	The warranty terms would not be considered as violated if any of the (i), (ii) or (iii) 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: <ul style="list-style-type: none"> i) Responsibilities for data and application privacy and confidentiality. ii) Responsibilities on system and software access controls and administration. iv) Physical security of the facilities. v) Physical & logical separation from other customers of the vendor. vi) Incident response and reporting procedures. 	
H.	Other AMC Services	





1. Vendor shall provide Hardware maintenance services including corrective maintenance to remediate a problem, and scheduled maintenance required to maintain the Hardware in accordance with manufacturers' specifications and warranties.
2. Co-ordinate warranty repair or replacement service for the Hardware and process warranty claims, as applicable.
3. Co-ordinate and schedule maintenance activities with the End User and appropriate support functions of the Bank (e.g., network support, facilities support, etc.).
4. Maintain accurate documentation on the current location and status of Hardware in the process of being repaired.
5. Maintain data, as reasonably requested by the Bank, to support replacement / refresh scheduling.
6. Storage configuration, troubleshooting etc.
7. The vendor will fix the bugs and carry out the necessary rectifications wherever necessary and deliver patches/ version changes effected. Provision should be available for version control and restoring the old versions in case of need by the Bank.
8. Bug fixing, patches, upgrades due to statutory, regulatory, audit related activities like VAPT etc., industry, Bank specific changes.
9. Providing tools for creating knowledge repository for the bugs identified, resolution mechanism, version upgrade, future upgrade etc. of Application software, OS, RDMS etc.

Date

Signature with seal

Name :

Designation :



Annexure-5Escalation Matrix

SUB: Providing Comprehensive Onsite AMC services for IT Hardware Items at various Branches/Offices of Canara Bank Under Regional Office Ghaziabad.

Ref: Your RFQ 01/2025-26 dated 18.03.2025

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

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

Date

Signature with seal

Name :

Designation :



Annexure-6Service Support Details

SUB: Providing Comprehensive Onsite AMC services for IT Hardware Items at various Branches/Offices Under Canara Bank Under Regional Office Ghaziabad.

Ref: Your RFQ 01/2025-26 dated 18.03.2025

Sl. No.	Regional Office	Postal Address	Mobile Landline Email-ID	No., No,	No. of Engineers/ Service Staff
1.					

Date

Signature with seal

Name :

Designation :





Annexure-7

Bill of Material

SUB: Providing Comprehensive Onsite AMC services for IT Hardware Items at various Branches/Offices Under Canara Bank Under Regional Office Ghaziabad.

Ref: Your RFQ 01/2025-26 dated 18.03.2025

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.

Table -A

AMC Charges for 1 year contract period

[Amount in Rs.]

Sl. No.	Hardware Item	One year AMC charges per unit	Quantity	AMC	Tax for Column		One year AMC charges per unit
		(Excl. of Tax)		One year AMC charges per unit			(Incl. of tax)
				(Excl. of Tax)	% of Tax	C	
		A		B	C = A x B	D	E
1.	Computer/Laptop						
2.	Laser Jet Printers						
3.	Flat Bed Scanners						
4.	Passbook Printers						
5.	High Speed Scanner						
6.	Colour Printer						
7.	CTS Machine						
TOTAL							



Table -B

AMC Engineer Service for 1 year contract period

Sl. No.	No. of Service Engineer Required	Engineer Details	AMC & ATS		Tax for Column D		Total Engineer charges
			1 st year engineer charges (Excl. of Tax)	Total cost of Engineer charges for 1 years (Excl. of Taxes)	% Of tax	Tax Amount	(Incl. of tax)
2							

Undertaking

- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through RFQ clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the RFQ.

Date

Signature with seal

Name :

Designation :



**Annexure-8****Proforma of Bank Guarantee for Contract Performance**

(To be submitted on non-Judicial stamp paper of appropriate value Purchased in the name of the issuing Bank)

To

The Assistant General Manager,
Canara Bank,
ATM Maintenance Section
C-2 ,1st Floor, Migsun Biz
Park (Earlier Mahalaxmi
Mall) RDC, Rajnagar
Ghaziabad UP -201002

WHEREAS (Name and address of M/s xxxx Ltd (hereinafter referred to as "the CONTRACTOR") has undertaken to supply, transportation, transit insurance, local delivery and installation insurance up to Acceptance by the bank, Acceptance testing and also includes documentation, warranty, annual maintenance, if contracted, and training or demo of your personnel related to provide "Providing Comprehensive Onsite AMC services for IT Hardware Items at various Branches/Offices of Canara Bank Under Regional Office Ghaziabad ." as per their Contract dated _____ with you (hereinafter referred to as "the CONTRACT")

AND WHEREAS in terms of the Conditions as stipulated in the Contract, the CONTRACTOR is required to furnish, a Bank Guarantee by way of Performance Guarantee, issued by a Scheduled Bank in India, in your favour, as per Clause _____ of the CONTRACT, to secure due and satisfactory compliance of the obligations by the CONTRACTOR on their part, in accordance with the CONTRACT, (which guarantee is hereinafter called as "the PERFORMANCE GUARANTEE")

AND WHEREAS the CONTRACTOR has approached us, (Name of the issuing Bank) for providing the PERFORMANCE GUARANTEE,

AND WHEREAS in consideration of the fact that the CONTRACTOR is our valued constituent and the fact that he has entered into the CONTRACT with you, WE (Name of the Bank) having our Registered Office at, _____ and local office at _____, India have agreed to issue the PERFORMANCE GUARANTEE,

THEREFORE WE (Name of the issuing Bank) through our local office at _____ India furnish you the PERFORMANCE GUARANTEE in manner hereinafter contained and agree with you as follows:

We (Name of the issuing Bank), undertake to indemnify you and keep you indemnified from time to time to the extent of Rs _____ (Rupees _____) an amount equivalent to 3% of the Contract Price against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the CONTRACTOR of any of the terms and conditions contained in the Contract and in the event of the CONTRACTOR default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the CONTRACT or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs. _____ (Rupees _____) may be claimed by you on account of breach on the part of the CONTRACTOR of their obligations in terms of the CONTRACT.





Notwithstanding anything to the contrary we agree that your decision as to whether the CONTRACTOR has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Performance Guarantee but will pay the same forthwith on your demand without any protest or demur.

This Performance Guarantee shall continue and hold good until it is released by you on the application by the CONTRACTOR after expiry of the relative guarantee period of the Contract and after the CONTRACTOR had discharged all his obligations under the Contract and produced a certificate of due completion of the work under the Contract and submitted a "No Demand Certificate" provided always that the guarantee shall in no event remain in force after the day of _____ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of three months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

Should it be necessary to extend Performance Guarantee on account of any reason whatsoever, we undertake to extend the period of Performance Guarantee on your request under intimation to the CONTRACTOR till such time as may be required by you. Your decision in this respect shall be final and binding on us.

You will have the fullest liberty without affecting Performance Guarantee from time to time to vary any of the terms and conditions of the Contract or extend the time of performance of the Contract or to postpone any time or from time to time any of your rights or powers against the CONTRACTOR and either to enforce or forbear to enforce any of the terms and conditions of the Contract and we shall not be released from our liability under Performance Guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the CONTRACTOR or any other forbearance, act, or omission on your part or any indulgence by you to the CONTRACTOR or by any variation or modification of the Contract or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs _____ (Rupees _____) as aforesaid or extend the period of the guarantee beyond the said day of _____ unless expressly agreed to by us in writing.

The Performance Guarantee shall not in any way be affected by your taking or giving up any securities from the CONTRACTOR or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the CONTRACTOR.

In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the CONTRACTOR hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Performance Guarantee.

Subject to the maximum limit of our liability as aforesaid, Performance Guarantee will cover all your claim or claims against the CONTRACTOR from time to time arising out of or in relation to the Contract and in respect of which your claim in writing is lodged on us before expiry of three months from the date of expiry of Performance Guarantee.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post it shall be deemed to have been given when the same has been posted.

The Performance Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore





सिंडिकेट Syndicate

given to you by us (whether jointly with others or alone) and now existing un-cancelled and that Performance Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

The Performance Guarantee shall not be affected by any change in the constitution of the CONTRACTOR or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will endure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.

The Performance Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.

We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the CONTRACTOR.

Notwithstanding anything contained herein

- i. Our liability under this guarantee shall not exceed Rs. _____
(Rupees _____ only)
- ii. This guarantee shall be valid upto _____ and;
- iii. We are liable to pay the guaranteed amount or any part thereof under this guarantee only and only if you serve upon us a written claim or demand at Bengaluru on or before _____ (mention period of the guarantee as found under clause ii. above plus claim period).

We have the power to issue Performance Guarantee in your favour by statute and the undersigned has full power to execute Performance Guarantee under the Power of Attorney given to him by the Bank.

Dated this _____ day of _____.

For and on behalf of

_____ BRANCH MANAGER SEAL ADDRESS PLACE

This Bank guarantee should be confirmed through SFMS by the issuing Bank and the details are as follows

Name of the Bank:
Name of the Branch:
IFSC Code:



Annexure-9Location Details

SUB: Providing Comprehensive Onsite AMC services for IT Hardware Items at various Branches/Offices Under Canara Bank Regional Office Ghaziabad

Ref: Your RFQ 01/2025-26 dated 18.03.2025

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

Ref: RFQ 01/AMC/2025-26 dated 18.03.2025.

Sr No	DP code	Branch Name	Geographical Area Covered
1	6966	Ghaziabad RO	C-2 Migsun Biz Park(Earlier Mahalaxmi Mall) RDC , Rajnagar Ghaizbad, UP -201002
2	1149	Ghaziabad Main-1	39-39, ADDL. SIHANI, GATE SCHEME, IST FLOOR, MALIWARA CHOWK, GHAZIABAD UP- 201001
3	1683	Sahibabad-1	A 30, SITE 4 INDUSTRIAL AREA, SAHIBABAD-201012
4	2168	Nehru Nagar	III N-25, 26 AMBEDKAR ROAD, GHAZIABAD-201001
5	2191	Modinagar	UPPER BAZAR, OPP K N MODI COMPLEX, MODINAGAR-201204
6	2647	SME Ghaziabad	C 109, NEAR RTO OFFICE, BULANSAHAR ROAD GHAZIABAD - 201001
7	2867	Rajinder Nagar-1	S 17, ARADHNA CINEMA ROAD, VRINDAVAN GARDEN , SAHIBABAD-201005
8	3010	Vasundhara	SG ALPHA TOWER, SECTOR 9, VASUNDHARA GHAZIABAD-201012
9	3441	Mandola	140, VILLAGE MANDOLA, MAIN DELHISAHARANPUR ROAD, TEHSIL LONI -201102
10	3701	Aurangabad Gadana	MODINAGAR HAPUR ROAD, VILLAGE AURANGABAD GADANA, PO MODINAGAR 201204
11	3742	Shahpur Nij Morta	VILLAGE SHAHPUR NIJ MORTA -201003
12	3743	Sadat Nagar Ikla	VILLAGE SADAT NAGAR IKLA, MAIN ROAD, PO DASNA -201001
13	3767	Vaishali	MAHALUXMI METROTOWER, C-1, C-2, SECTOR 4, VAISHALI-201010
14	3768	Indirapuram-1	GH-7, PINNACLE TOWER, AHINSA KHAND 2, INDIRAPURAM GHAZIABAD-201014
15	4808	Rajnagar Extention	UGS-11, AVS CITY PALACE MALL, RAJNAGAR EXTENSION GHAZIABAD-201017
16	5458	Milakh Ravli	VILLAGE MILAK RAVALI, PO JALALPUR DHINDAR, MURADNAGAR-201206
17	5550	Bhopura	427,428 MAIN WAZIRABAD HIGHWAY ROAD BHOPURA CHOWK-201001
18	6458	Loni	PLOT NO 1, RISHI MARKET, NEAR SALAM HOTEL, LONI 201102
19	6459	Ramprastha	D-1-G-1, CHANDER NAGAR, RAMPRASTHA NAGAR GHAZIABAD-201011
20	7131	MSME Sulabh Ghaziabad	I FLOOR, 47, NAVYUG MARKET, GHAZIABAD-201001
21	7747	Siddharth vihar	Canara bank Siddharth Vihar Branch Ghaziabad 201009





22	7873	Raj Nagar extension NH58 Meerut bybass	Canara bank Raj nagar Extension Branch NH58 Meerut Bypass VVIP Mall Raj Nagar Extension Ghaziabad
23	9284	RAH-2	MIGSUN BIZ PARK (EARLIER MAHALUXMI MALL), C-2, RDC, RAJ NAGAR, GHAZIABAD-201001
24	12435	ITS Muradnagar	ITS DENTAL COLLEGE, DELHI MEERUT ROAD, MURADNAGAR-201206
25	12818	Currency Chest	BASEMENT, MIGSUN BIZ PARK (EARLIER MAHALUXMI MALL), C-2, RDC, RAJ NAGAR, GHAZIABAD-201001
26	18554	Farid Nagar	VILLAGE AND PO FARID NAGAR, TEHSIL MODINAGAR GHAZIABAD-245304
27	18556	Ghaziabad Main-2	NO. 47,GROUND FLOOR,NAVYUG MARKET-201001
28	18670	DPS Ghaziabad	NEAR DELHI PUBLIC SCHOOL, GHAZIABAD MEERUT ROAD-201001
29	18760	Jalalabad	VILLAGE JALALABAD, NEAR GAGAN NAHAR MURADNAGAR-201206
30	18761	Sikrikalan	SIKRIKALAN, MEERUT DELHI ROAD, MODINAGAR-201204
31	18764	Teela mor	VILLAGE FARUKKHNAGAR, TEELA MOR-201003
32	18765	Ravli	MURADNAGAR BLOCK ,RAVLI, 201206
33	18769	Masoori	OPP HOLY CROSS HOSPITAL, DELHI ROAD, NH 24, MASOORI-201015
34	18770	Bhojpur (Dist. Ghaziabad)	PO BHOJPUR, TEHSIL MODINAGAR-245304
35	18773	Sonda	VILLAGE AND PO SONDA, TEHSIL MODINAGAR-201204
36	18776	Sahibabad-2	CEL COMPLEX, SITE 4 INDUSTRIAL AREA, SAHIBABAD-201005
37	18777	Maliwara	UDYAMI MITRA BRANCH, 371, MALIWARA-201001
9	18780	Rajnagar-2	GROUND FLOOR, MIGSUN BIZ PARK (EARLIER MAHALUXMI MALL), C-2, RDC, RAJ NAGAR, GHAZIABAD-201001
39	18881	Talhatta	VILLAGE TALHETA, PO TALHETA, MODINAGAR-201201
40	18883	Khilora	VILLAGE KHILOA TEHSIL MODINAGAR-245304
41	18886	Airforce Station Hindon	AIR FORCE STATION, HINDON GHAZIABAD-201004
42	18890	Shastrinagar	SF 17, CHIRANJIV VIHAR, MAIN ROAD, F BLOCK, RESERVE POLICE LINES, SHASTRI NAGAR GHAZIABAD-201001
43	18893	Shipra Suncity	SHIPRA SUNCITY, PLOT NO 11, VAIBHAV KHAND 1, INDIRAPURAM GHAZIABAD-201010
44	18894	Tronica City	UDYAMI MITRA BRANCH, UPSIDC ADMINISTRATIVE BUILDING, TRONICA CITY-201103
45	18897	Trade Tax Office	TRADE TAX BHAVAN COLLECTORATE COMPOUND, RAJNAGAR GHAZIABAD-201001
46	18899	DMPS Modinagar	DAYAWATI MODI PUBLIC SCHOOL, HAPUR ROAD, OPP MODIPON LTD, MODINAGAR-201201
47	18907	Indirapuram-2	HALL NO.2,,PLOT NO 8,,GAUR GRAVITY MALL VAIBHAV KHAND GHAZIABAD-201010
48	18909	Govindpuram-2	GROUND FLOOR, ,M/S GAUR SQUARE, I BLOCK,, GOVINDAPURAM COLONY,GHAZIABAD-201201
49	19306	Nahal	SATELLITE BRANCH, KHASRA NO 996, VILLAGE NAHAL, PRAGANA DASNA GHAZIABAD-201015
50	19311	Rakesh Marg	J1/IIIF, NEHRU NAGAR, RAKESH MARG GHAZIABAD-201001
51	19312	Vijay Nagar	HASR-4, B & C,SECTOR 12 PRATAP VIHAR, VIJAY NAGAR, -20100
52	19313	Muradnagar-2	KHASRA NO 984, RAILWAY ROAD, MURADNAGAR-201206
53	19346	Rajender Nagar-2	PLOT NO 76, COMMERCIAL MARKET, SECTOR 5, RAJENDRA





			NAGAR GHAZIABAD-201005
54	19749	Meerpur Hindu	AJAY AMAR VATIKA BUILDING, NEAR SHIV MANDIR, VILLAGE MEERPUR HINDU, LONI GHAZIABAD-201102
55	19895	Dasna	H. NO. 9, WARD NO. 7, RAFIQABAD COLONY, DASNA GHAZIABAD-201015
56	19940	Sanjay Nagar	PLOT NO 9, DISTRICT CENTRE, SECTOR 23, SANJAY NAGAR, GHAZIABAD-201001
57	19944	Crossing Republic	C3, NEWTECH LA GRACIA, CROSSING REPUBLIC, Ghaziabad-201016
58	18889	LDM OFFICE	CANARA BANK LDM OFFICE Ghaziabad-201001
59	15936	Rudseti Ghaziabad	CANARA BANK RUDSETI GHAZIABAD-201015
60		Wave City	Canara bank Wave City Ghaziabad Branch -201010

*All branches including coming under Ghaziabad RO also included under this.

*All new opening branches in the financial year 2025-26 will be covered under this .



