

EXPRESSION OF INTEREST

FOR

**PROVIDING COMPREHENSIVE ONSITE AMC SERVICES FOR COMPUTER
HARDWARE/ SOFTWARE ITEMS AT BENGALURU CIRCLE OFFICE, 11
REGIONAL OFFICES & BRANCHES UNDER CIRCLE/REGIONAL OFFICES.**

**Issued by: TECHNOLOGY MANAGEMENT SECTION
BENGALURU CIRCLE OFFICE
CANARA BANK**

Email : blrtms@canarabank.com

Phone No: +91-99640 87640 / 080- 25310045



Bid Details in Brief Description

Sl. No.	Description	Details
1.	EOI No.	EOI 01/2025-26 Dated 30.06.2025
2.	Brief Description of the EOI	Expression of Interest for Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items at Canara Bank, Circle Office, Bengaluru, No 86, M G Road, and Regional Offices, branches and other units coming under Circle Office Bengaluru & Regional Offices.
3.	Bank's Address for Communication and Submission of Tender	Senior Manager Canara Bank, TM Section, Bengaluru Spencer's Tower, 2 nd Floor, # 86, M G Road, Bengaluru -560 001 Tel - 080-25310045 / +91-99640 87640 Email: blrtms@canarabank.com
4.	Date of Issue of EOI	30.06.2025
5.	Tender Fee(Non Refundable)	NA (Bidder has to submit declaration)
6.	Earnest Money Deposit(Refundable)	NA (Bidder has to submit declaration)
7.	Last Date of Submission of Queries for Pre Bid Meeting	05.07.2025
8.	Date of Pre Bid Meeting	07.07.2025 03.00 PM
9.	Last Date of Submission of Bids	15.07.2025 03:00 PM
10.	Date of Opening of Bid	15.07.2025 04:00 PM
11.	Venue for Pre bid Meeting and Bid Opening	Canara Bank, TM Section, Bengaluru Spencer's Tower, 2 nd Floor, # 86, M G Road, Bengaluru -560 001

This document can be downloaded from Bank's website <http://www.canarabank.com/english/announcements/expression-of-interest>. In that event, the bidders should pay the Application Fee for EOI document by means of DD drawn on any scheduled Commercial Bank for the above amount in favour of Canara Bank, payable at Bengaluru and submit the same along with the EOI.



Disclaimer

The information contained in this Expression of Interest (“EOI”) 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 EOI document and all other terms and conditions subject to which such information is provided. This EOI document is not an agreement and is not an offer or invitation by Canara Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as “Bidder” or “Bidders” respectively). The purpose of this EOI is to provide the Bidders with information to assist the formulation of their proposals. This EOI does not claim to contain all the information each Bidder require. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this EOI. 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 EOI. The information contained in the EOI document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder require. Canara Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the EOI 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 EOI and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank’s Website <http://www.canarabank.com/english/announcements/expression-of-interest> and it will become part and parcel of EOI.

It may be noted that corrigendum, addendum, amendments, time-extensions, clarifications, response to bidder’s queries, if any to EOI will not be published through any advertisement in newspapers or any other media. Prospective bidders shall regularly visit Bank’s website for any change/development in relation to this EOI.

Canara Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this EOI. Canara Bank reserves the right to reject any or all the expression of interest / proposals received in response to this EOI document at any stage without assigning any reason whatsoever. The decision of Canara Bank shall be final, conclusive and binding on all the parties.

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



Abbreviations used in this Document

Sl.No.	Abbreviation	Description
1.	AMC	Annual Maintenance Contract
2.	ATS	Annual Technical Support
3.	BG	Bank Guarantee
4.	DD	Demand Draft
5.	DSS Section	Digital Service Section
6.	EMD	Earnest Money Deposit
7.	GST	Goods and Service Tax
8.	RO	Regional Office
9.	LD	Liquidated Damage
10.	MSME	Micro Small & Medium Enterprises
11.	NEFT	National Electronic Funds Transfer
12.	NI Act	Negotiable Instruments Act
13.	OEM	Original Equipment Manufacturer
14.	OS	Operating System
15.	PAN	Permanent Account Number
16.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
17.	RFQ	Request for Qualification
18.	RTGS	Real Time Gross Settlement
19.	LAN	Local Area Network
20.	MTBF	Meantime Between Failure
21.	MTTR	Meantime to Restore



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1. About Canara Bank

- 1.1. CANARA BANK is a largest public sector bank owned by Government of India. Canara Bank is a body Corporate and a premier Public Sector Bank established in the Year 1906 by Shri. Ammembal Subba Rao Pai and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970. Canara Bank Head office is located at 112, J C Road Bengaluru-560002 and Department of Information Technology wing located at Naveen Complex, No.14, M G Road, Bengaluru-560001.
- 1.2. Circle office Bengaluru consists of 11 Regional Offices & Branches coming Regional Offices & Circle Office covering Bengaluru Metro (5 ROs), Mandya, Mysuru (2 ROs), Tumakuru, Kolar and Devanahalli.
- 1.3. The Bank is a forerunner in implementation of IT related products, services, and continuously making efforts to provide the state of art technological products to its customers.

2. Definitions:

- 2.1. 'Bank' means, unless excluded by and repugnant to context or the meaning thereof, shall mean 'Canara Bank', described in more detail in Paragraph 1 above and which has invited bids under this Expression of Interest and shall be deemed to include its successors and permitted assigns.
- 2.2. 'EOI' means this Expression of Interest for providing Comprehensive Onsite AMC Services for Computer Hardware Items at Bengaluru Circle office, Regional office and Branches coming under Regional Offices.
- 2.3. The firms, institutions & companies submitting the proposal in response to this EOI shall hereinafter be referred to as 'Bidder'.

3. About EOI

- 3.1. The EOI document is not a recommendation or invitation to enter the contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to compliance to selection process and appropriate documentation being agreed between the bank and selected vendors as identified by the bank after completion of the selection process.

4. Objective

- 4.1. Canara Bank invites application from reputed Bidders to submit their "Expression of Interest" who fulfills the eligibility criteria as given below for providing Comprehensive Onsite AMC Services for Computer Hardware Items at Bengaluru Circle office, Regional office and Branches coming under Regional Offices
- 4.2. The bidders satisfying the Eligibility Criteria as per the EOI and having experience in providing Onsite AMC Services for Computer Hardware items in banks may respond. The bidders should have experience in providing Onsite AMC Services for I.T related hardware items like Servers, Storage, Desktops, Laptops, Printers and Scanners etc.
- 4.3. The bank is looking for Comprehensive AMC Services (Onsite Maintenance, Repairs, replacement of spare parts and other related works for ensuring



un-interrupted working of Bank's Computer Hardware Items) from bidders who have sufficient experience, resources and established facilities for providing the AMC Services.

5. Eligibility Criteria

Bidders meeting the following Eligibility Criteria may respond to this EOI:

Sl. No.	Eligibility Criteria	Documents to be submitted along with the EOI
1.	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should have been in operation for last three years as on EOI date.	Copy of Certificate of LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company (OR) Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.
2.	The bidder should have minimum annual turnover of Rs.1.00 crore during the last three (3) financial years (i.e. 2022-23, 2023-24, and 2024-25 ()). This must be the individual company turnover and not of any group of companies.	Bidder has to submit Balance Sheet and ITR for last 3 Years i.e. 2022-23, 2023-24, and 2024-25 (audited/provisional). AND Bidder must produce a certificate from the Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number..
3.	The Bidder should have positive Net Worth as on 31/03/2025.	The Bidder must produce a certificate from the Chartered Accountant to this effect.
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.	Bidder has to submit purchase order copies/reference letter/ documentary proof duly mentioning the number of Desktops, Printers and other IT Assets covered under Comprehensive AMC by the bidder during the last 3 years from Public Sector Banks/Private Banks/PSUs/Govt Departments/Govt Institutions in India.
5.	The bidder shall have Service Centre in Bengaluru with minimum of 15 engineers having experience in maintenance of hardware items.	Details of the Service Centre in Bengaluru with documentary proof should be provided as per Annexure-9. Details of the minimum 15 Qualified Service Engineers having experience in maintenance of Hardware Items present in Bengaluru office should also be provided.
6.	Bidder should have valid ISO 9001 and ISO 20000 Certification.	Copy of the certificate to be submitted.
7.	The Selected Bidder providing AMC	A self-declaration in bidder's letter read to



	Services to Bank shall conduct background verification check for the Service Engineers deployed to Bank and to provide the certificate in this regard.	comply with the condition must be furnished. The Selected bidder should also submit the background certification report of their service engineers.
8.	The bidder should not have been currently blacklisted / barred / disqualified by any Govt. or PSU or PSB or regulator/statutory body or institution during last two years.	A self-declaration in bidder's letter head to this effect must be furnished.
9.	Non-disclosure agreement	Non-Disclosure agreement (as per ANNEXURE-8) to be submitted by the bidder.
10	Bidder should have minimum of 3 years of experience in Karnataka State for supporting Canara Bank.	PO to be Attached.

6. Application Money and EMD:

6.1. The following amount shall be payable towards Application money and EMD.

Application fees for Rs.500/- plus GST (Non-Refundable)	By way of DD favouring "Canara Bank" payable at Bengaluru.
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6.2. MSEs are exempted from paying Application Fee.

6.3. MSEs should submit relevant documentary proof for claiming the exemptions.

6.4. Further, all bidders shall have to comply the following:

6.4.1. Failure to produce the documents as necessary proof along with the Application fee while submission of EOI proposal shall render the applicant is ineligible.

6.4.2. The Bidder should not provide any commercial proposal with the response to this EOI.

7. Scope of EOI

7.1. EOI for providing onsite AMC services for computer hardware/ software items at Bengaluru circle office, 11 Regional Offices & branches under Circle & Regional Offices.

7.2. Empanelment shall be valid for period of 3 Years. However, the Bank reserves the right to cancel or extend the validity period of empanelment. Bank's decision will be final in this regard.

7.3. The indicative list of various IT Hardware Items to be covered under AMC are:

- 7.3.1. Desktops.
- 7.3.2. All-In-One Computers.
- 7.3.3. Laptops.
- 7.3.4. Tablet PCs.



- 7.3.5. Multi task Printers.
 - 7.3.6. Colour and Mono Laserjet Printers.
 - 7.3.7. Dot Matrix Printers.
 - 7.3.8. Scanners.
 - 7.3.9. Video Conferencing Equipment's, Network Switches & Hubs.
 - 7.3.10. Modems
 - 7.3.11. AadharSeva Kendra Biometric scanner.
 - 7.3.12. Any other IT Hardware Items.
 - 7.3.13. Any software installation as warranted by Bank time to time
- 7.4. During the AMC period, the Bidder should extend the On Site Service Support.
The scope of AMC shall include:
- 7.4.1. Rectification of Bugs/defects if any.
 - 7.4.2. Ensuring uptime of 99.90%.
 - 7.4.3. Preventive Maintenance quarterly.
 - 7.4.4. Maintenance of Other Items including Software.
- 7.5. Subsequent to empanelment, RFQ will be floated amongst empaneled vendors that will contain details of the Hardware Items to be covered under AMC, instructions, terms and conditions, Scope of Work and location details of the Hardware Items.
- 7.6. Depending on the quote submitted by the vendors, order for AMC Services will be awarded to L1 vendor (Lowest Bidder), subject to meeting all technical and compliance requirements as mention in EOI/RFQ document.
- 7.7. The Firm Order on Successful Vendor will have among others the following terms and conditions:
- 7.10.1 Order to be accepted within Seven (7) Working days of receiving the order.
 - 7.10.2 Performance Bank Guarantee for 3% of the order value to be submitted to the Bank within Seven (07) working days from the date of acceptance of the Order.
 - 7.10.3 AMC Agreement to be executed within 21 days of acceptance of the order.
 - 7.10.4 However, AMC to be commenced from the date of order (or) from the date mutually agreed by Banks successful vendor.
 - 7.10.5 AMC Payment will be released quarterly in arrears after deducting TDS and LD/Penalties if any.
 - 7.10.6 Vendor failing to accept the order or not commencing the services or not submitting the Performance Bank Guarantee within the stipulated timelines for the order issued to them may be void.
- 7.8. The guidelines issued by various regulatory authorities on Minimum Wages Act, applicable labour laws, from time to time are to be strictly followed by the vendors for the resources deployed to the Bank.

8. EOI Procedure

The Vendor for AMC Services will be selected as per the following process:



- 8.1. Vendor/s satisfying the eligibility criteria will be short listed after due scrutiny of documents submitted by the bidder.
- 8.2. The Bank reserves the right to accept / reject any or all Expression of Interest (EOI) received in response to this advertisement without assigning any reasons, whatsoever.

9. Disqualifying of Vendor

- 9.1. During AMC period, the Bank reserves the right to cancel the contract of vendor. The Bank's decision will be final in this regard.
- 9.2. Bank should retain with themselves the authority to blacklist or bar a vendor for a specified period of the time from participating in its tendering process where the Bank has authentic information the bidder has been debarred/black listed from participating in the tendering process by a international organization or by a local organization on ground of fraud or corruption or for some other reason which, in the opinion of the Bank is not compatible with its procurement policy and ethical standard.
- 9.3. If the service provided by the vendor is found to be unsatisfactory or if at any time it is found that the information provided for vendor or for any tender is false or if irregularities shown by the vendor when applying for the tenders, the Bank reserves the right to remove such Bidders from the empanelled list without giving any notice to the vendor in advance.

10. Scope of Work for AMC Services:

The Broad Scope of Work for providing Comprehensive AMC Services is as follows.

- 10.1. The EOI is for providing AMC Services for the Computer Hardware Items at Bengaluru Circle office, Regional office and Branches coming under Regional Offices
- 10.2. The vendors selected through this process will be for a period of one (1) year with a provision for extension further.
- 10.3. The requirement of Onsite AMC Services will be for Bengaluru Circle office, Regional office and Branches coming under Regional Offices.
- 10.4. The Successful Vendor should ensure smooth functioning of the Bank's Computer Hardware items covered under AMC.
- 10.5. The Successful Vendor providing AMC Services should have sufficient resources, spare parts and capabilities to execute the order.
- 10.6. The successful vendor proving AMC services should have a dedicated man power for our Canara Bank Branches of our Circle Office & Regional Offices and should provide us ESI and PF details of engineers / staff allotted to our Bank.
- 10.7. The Successful Vendor should invariably maintain the Standards, and to follow the stipulations with regard to Bank's Data and Information as undertaken by the Vendor in the Non-Disclosure Agreement.

11. Bid Document & Cost



that event, the bidders should pay the Application Fee of Rs.500/- plus GST for tender document by means of DD drawn on any scheduled Commercial Bank for the above amount in favour of Canara Bank, payable at Bengaluru and should be kept along with the bid cover. Submission of the cost of the bid document in other than the bid cover is liable to be rejected on grounds of non-payment of the cost of the bid document.

- 11.2. The Bidder shall bear all costs associated with the preparation and submission of the bid and the Bank will not be responsible for the costs, regardless the conduct or outcome of the bidding process. The Bank is not liable for any cost incurred by the bidder in replying to this EOI. It is also clarified that no binding relationship will exist between any of the respondents and the Bank until the execution of the contract.

12. Pre-Bid Queries

- 12.1. The bidder should carefully examine and understand the scope and, terms and conditions of EOI and may seek clarifications, if required. The bidders in all such cases seek clarification in writing in the same serial order of that of the EOI by mentioning the relevant page number and clause number of the EOI.
- 12.2. All communications regarding points requiring clarifications and any doubts shall be given in writing to the Senior Manager, TM Section, Bengaluru Circle Office, 2nd Floor, #86 Spencer's Tower, M G Road , Bengaluru-560001 or an email can be sent to blrtms@canarabank.com by the intending bidders before 05:00 PM on 05.07.2025.
- 12.3. No queries will be entertained from the bidders after the above date and time.
- 12.4. No oral or individual consultation shall be entertained.
- 12.5. The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's website <http://www.canarabank.com/english/announcements/expression-of-interest> and no individual correspondence shall be made. The clarification of the Bank in response to the queries raised by the bidder/s, and any other clarification/amendments/corrigendum furnished thereof will become part and parcel of the EOI / RFP and it will be binding on the bidders.

13. Pre-Bid meeting

- 13.1. A pre-bid meeting of the intending bidders will be held as scheduled below to clarify any point/doubt raised by them in respect of this EOI.

Date	Day	Time	Venue
07.07.2025	Monday	3.00PM	TM Section, Bengaluru Circle Office, 2 nd Floor, #86 Spencer's Tower, M G Road , Bengaluru-560001

No separate communication will be sent for this meeting. If the meeting date is declared as a holiday under NI Act by the Government subsequent to issuance of EOI, the next working day will be deemed to be the pre-bid meeting day.

Authorized representatives of interested bidders shall be present during the scheduled time. In this connection, Bank will allow a maximum of TWO (2) representatives from each Bidder to participate in the pre-bid meeting.

- 13.2. Bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.
- 13.3. Non receipt of reply to the queries raised by any of the Bidders shall not be accepted as a valid reason for non submission of Bid. In addition, non reply to any query may not be deemed the version of the Bidder as reflected in the query has been accepted by the Bank.

14. Amendment to EOI

- 14.1. At any time prior to deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective bidder, may modify the bidding document, by way of an amendment.
- 14.2. Notification of amendments will be put up on the Bank's website (www.canarabank.com) and will be binding on all bidders and no separate communication will be issued in this regard.
- 14.3. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for the submission of Bids.

15. Bid System Offer

^{Restricted}

This is two bid system which has following 2 parts:

- 15.1. **Part A- Technical Proposal:** Indicating their compliance to Scope of Work.
- 15.2. **Part B-Commercial Bid:** Furnishing all relevant information as required as per Bill of Material as per Annexure-13.

16. Preparation of Bids

- 16.1 The Bid shall be typed or written in English language with font size of 12 in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall affix signature in all pages of the Bids, except for un-amended printed literature.
- 16.2 The 2 parts as stated above should be placed in two separate envelopes super scribed with 'Technical Proposal' and 'Commercial Bid' respectively and properly closed and sealed. Thereafter, both the envelopes shall be placed inside another envelope and properly closed and sealed. The final envelope should be super scribed as "EOI FOR PROVIDING COMPREHENSIVE ONSITE AMC SERVICES FOR COMPUTER HARDWARE/ SOFTWARE ITEMS AT BENGALURU CIRCLE OFFICE, 11 REGIONAL OFFICES & BRANCHES UNDER CIRCLE/REGIONAL OFFICES in response to EOI 01/2025-26 dated 30.06.2025"(includes separately sealed 'Technical Proposal' and 'Commercial Bid') on the top of the envelope. All the envelopes shall bear the name and complete postal address of the bidder as well as the addressee, namely The Senior Manager, TM Section, Bengaluru Circle Office, 2nd Floor, #86 Spencer's Tower, M G Road , Bengaluru-560001



- 16.3 All the pages of Bid including Brochures should be made in an organized, structured, and neat manner. All the pages of the submitted bids should be paginated with Name, Seal and Signature of the Authorized Signatory. Authorization letter for signing the Bid documents duly signed by Company's Authorized signatory should be submitted.
- 16.4 All the envelopes shall bear the name and complete postal address of the Bidder and authority to whom the Bid is submitted.

17 Part A-Technical Proposal:

- 17.1 It is mandatory to provide the compliance to the scope required by the bank in the exact format of Annexure-11 of this tender.
- 17.2 The offer may not be evaluated and may be rejected by the Bank without any further reference in case of non-adherence to the format or partial submission of technical information as per the format given in the offer.
- 17.3 The Bank shall not allow/permit changes in the Scope once it is submitted.
- 17.4 The Part A cover should contain

Annexure-10 Technical Specifications of the All Computer Hardware/Software items & other items to be covered under AMC
Annexure-11 Scope of Work
Annexure-12 Escalation Matrix
Annexure-9 Service Support Details

- 17.5 After ensuring the above, it shall be placed inside a separate Envelope and sealed and super scribed on the top of the cover as "PART A-Technical Proposal for EOI 01/2025-26 dated 30.06.2025 PROVIDING COMPREHENSIVE ONSITE AMC SERVICES FOR COMPUTER HARDWARE/ SOFTWARE ITEMS AT BENGALURU CIRCLE OFFICE, 11 REGIONAL OFFICES & BRANCHES UNDER CIRCLE/REGIONAL OFFICES".

18 Erasures or Alterations

The Offers containing erasures or alterations or overwriting will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. The Bank may treat such Offers as not adhering to the tender guidelines and as unacceptable.

19 Submission of Bids

- 19.1 The sealed envelope containing the response to EOI along with the required documents shall be superscribed on the top of the envelope "PROVIDING COMPREHENSIVE ONSITE AMC SERVICES FOR COMPUTER HARDWARE/ SOFTWARE ITEMS AT BENGALURU CIRCLE OFFICE, 11 REGIONAL OFFICES & BRANCHES UNDER

CIRCLE/REGIONAL OFFICES in response to EOI 01/2025-26 dated 30.06.2025. The Name and address of the bidder should also be specifically mentioned on the top of the sealed envelope

Last Date of Submission of Bid	Day	Time	Venue
15.07.2025	Tuesday	03:00pm	TM Section, Bengaluru Circle Office, 2nd Floor, #86 Spencer's Tower, M G Road, Bengaluru-560001.

- 19.2 If the last day of submission of bids is declared as a holiday under NI Act by the Government subsequent to issuance of EOI, the next working day will be deemed to be the last day for submission of the EOI. The Bid/s which is/are deposited after the said date and time shall not be considered.
- 19.3 Bids sent through post/courier will not be accepted/evaluated. No offer will be accepted directly.
- 19.4 If envelope containing bid documents is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid's misplacement or premature opening.
- 19.5 The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.

First Official	Alternate Official
Mr. Abhishek Kumar Senior Manager Canara Bank Bengaluru Circle Office Technology Management Section No 86, M G Road, Bengaluru - 560001. Tel - 080 25310045 / +91-99640 87640	Mrs. Rashmi N Manager Canara Bank Bengaluru Circle Office Technology Management Section No 86, M G Road, Bengaluru - 560001. Tel - 080 25310045

- 19.6 The bidder shall bear all costs associated with the preparation of and submission of the bid including cost of preparation/presentation etc. The Bank will not be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

20 Bid Opening

- 20.1 EOI will 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
15.07.2025	Tuesday	3.30PM	TM Section, Bengaluru Circle Office, 2nd Floor, #86 Spencer's Tower, M G Road, Bengaluru-560001.



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 EOI, as per the format (ANNEXURE-5) enclosed and sign in Register of Attendance during opening of EOI.

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

- 20.2 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 EOI in their absence.
- 20.3 The Bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or holiday, then the bid will be accepted up to 3.00 PM on the next working day and bids will be opened at 3:30 PM at the same venue on the same day.

21 Evaluation of EOI

- 21.1 The Bank will evaluate the bid/s submitted by the bidder/s under this EOI by the officers of the bank. The Bank may engage an external agency for evaluation of the bid. It is Bank's discretion to decide at the point of time.
- 21.2 The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of EOI, whether the documents have been properly signed and whether items are offered as per EOI requirements, whether technical documentation as required to evaluate the offer has been submitted. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the bid which does not constitute a material deviation. Bank's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.
- 21.3 EOI submitted by the bidder will be evaluated based on the format mentioned in ANNEXURE-1. Bidders who will qualify from Eligibility Criteria Evaluation will be selected. Period of Selection will be decided by the Bank. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.

22 Clarifications Of Offers

- 22.1 During the process of scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, seek clarifications from all the bidders/any of the bidders on the offer made by them. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time stipulated by the Bank.
- 22.2 The Bank may go through a process of evaluation and normalization of the bids to the extent possible and feasible, to ensure that shortlisted bidders are more or less

24.3 The Bank reserves the right to verify the validity of bid information and to reject any bid where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of EOI or even after the award of contract.

25 Intimation to the selected Bidders

The Bank will prepare the list of Bidders on the basis of evaluation. The short-listed applicants (Selected bidders/vendors) will be notified on the Bank's Notice Board. No separate intimation will be sent to individual Bidders.



**DIVISIONAL MANAGER
TECHNOLOGY OVERSEEING EXECUTIVE**

Restricted



CHECKLIST

The bidder shall confirm whether following are submitted in their EOI/ bid. The bidder shall indicate the page no. where the details are furnished; otherwise, bid is liable for rejection.

Sl No	Details	Reference/ Clause Nos	Complied & Submitted (Yes/No)	Page No. at which details are enclosed
1.	Covering Letter.	ANNEXURE-2		
2.	Eligibility Criteria Declaration	ANNEXURE-3		
3.	Bidder's Profile	ANNEXURE-.4		
4.	Authorization Letter Format	ANNEXURE-5		
5.	List of Major Customers of the Bidder in Last 3 Years and References	ANNEXURE-.6		
6.	Compliance Statement	ANNEXURE-7		
7.	Non-Disclosure Agreement	ANNEXURE-8		
8.	Service Support Details	ANNEXURE-9		
9.	Technical Specification of Computer Hardware/Software items & Other Items installed in Canara Bank to be covered under AMC	ANNEXURE-10		
10.	Scope of Work	ANNEXURE-11		
11.	Escalation Matrix	ANNEXURE-12		
12.	Proforma of Bank Guarantee for Contract Performance	ANNEXURE-14		

Note: Failure to produce the necessary proof may render the applicant in-eligible.

Date:

Signature with seal

Name :

Designation :



No.	Annexure-1: Other Clauses	Vendor Response [Yes/No]	Page No. at which details are enclosed
1	Whether Cost of the Tender document (Demand Draft payable at Bengaluru) is submitted? If exemption is sought under MSEs, relevant certificate enclosed.		
3	Whether the Bid is authenticated by authorized person? Copy of Power of Attorney or Authorization letter from the company authorizing the person to sign the bid document to be submitted in Conformity to Eligibility Criteria?		
4	Whether all pages are authenticated with signature and seal (Full signature to be affixed and not initials).Erasures / Overwriting / Cutting / Corrections authenticated Certification / Undertaking is authenticated?		
5	Whether address of Office on which communication / order has to be placed is indicated in ANNEXURE-4.		
6	Whether ensured that the offer is in sealed envelope and superscribed as ONSITE AMC SERVICES FOR COMPUTER HARDWARE/ SOFTWARE ITEMS AT BENGALURU CIRCLE OFFICE,11 REGIONAL OFFICES & BRANCHES UNDER CIRCLE/REGIONAL OFFICES. The EOI No., Name of the Bidder and Due date of the EOI is specified on the top of the envelope.		
7	Whether ensured Indexing of all Documents submitted with page numbers?		

Vendors to verify the above checklist and ensure accuracy of the same before submission of the bid.

Checked for accuracy

Date

Signature with seal

Name :

Designation :

The Authorization letter as per format ANNEXURE-5 is to be carried in person and shall not be placed inside any of the bid covers.	Ensure
--	--------

ANNEXURE-2

Covering Letter Format

(Covering Letter has to be submitted in company's letter head)

Offer Reference No:

Date:

To
The Senior Manager
TM Section,
Bengaluru Circle Office
Canara Bank

Dear Sir,

Sub: EOI for providing onsite AMC services for computer hardware/ software items at Bengaluru circle office,11 regional offices & branches under circle/regional offices.

Ref: EOI 01/2025-26 dated: 30.06.2025

Having examined the EOI document including all Annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer to get short listed as for providing onsite AMC services for computer hardware/ software items at Bengaluru circle office,11 regional offices & branches under circle/regional offices.

If our offer is accepted, we undertake to provide the AMC Services for Computer Hardware Items.

We agree to abide by and fulfill all the terms and conditions and scope of work as defined in EOI and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in EOI.

This is to confirm that we unconditionally accept all the Instructions and Terms and Conditions of the subject EOI for providing onsite AMC services for computer hardware/ software items at Bengaluru circle office,11 regional offices & branches under circle/regional offices

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our Bid is liable to be rejected.

Date :
Place :

Signature with seal:
Name :
Designation :



ANNEXURE-3

Eligibility Criteria Declaration

(Eligibility Criteria Declaration has to be submitted in Company's letter head)

To
The Senior Manager
TM Section,
Bengaluru Circle Office
Canara Bank

Dear Sir,

Sub: EOI for providing onsite AMC services for computer hardware/ software items at Bengaluru circle office, 11 regional offices & branches under circle/regional offices.

Ref: EOI 01/2025-26 dated: 30.06.2025

We have carefully gone through the contents of the above referred EOI and furnish the following information relating to Eligibility Criteria.

Sl. No.	Eligibility Criteria	Documents to be submitted along with the EOI
1.	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should have been in operation for last three years as on EOI date.	a Copy of Certificate of LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company (OR) Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.
2.	The bidder should have minimum annual turnover of Rs.1.00 crore during the last three (3) financial years (i.e. 2022-23, 2023-24 & 2024-25). This must be the individual company turnover and not of any group of companies.	Bidder has to submit Balance Sheet and ITR for last 3 Years i.e. 2022-23,2023-24,2024-25(audited/provisional). AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number..
3.	The Bidder should have positive Net Worth as on 31/03/2025.	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.
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	Bidder has to submit purchase order copies/reference letter/ documentary proof duly mentioning the number of Desktops, Printers and other IT Assets covered under Comprehensive AMC by the

	expertise in maintenance of minimum of 1000 Desktops & 500 Printers under AMC as on 31/03/2025.	bidder during the last 3 years from Public Sector Banks/Private Banks/PSUs/Govt Departments/Govt Institutions in India.
5.	The bidder shall have Service Centre in Bengaluru with minimum of 15 engineers having experience in maintenance of hardware items.	Details of the Service Centre in Bengaluru with documentary proof should be provided as per Annexure-10. Details of the minimum 15 Qualified Service Engineers having experience in maintenance of Hardware Items present in Bengaluru office should also be provided.
6.	Bidder should have valid ISO 9001 and ISO 20000 Certification.	Copy of the certificate to be submitted.
7.	The Selected Bidder providing AMC Services to Bank shall conduct background verification check for the Service Engineers deployed to Bank and to provide the certificate in this regard.	A self-declaration in bidder's letter head to comply with the condition must be furnished. The Selected bidder should also submit the background certification report of their service engineers.
8.	The bidder should not have been currently blacklisted / barred / disqualified by any Govt. or PSU or PSB or regulator/statutory body or institution during last two years.	A self-declaration in bidder's letter head to this effect must be furnished.
9.	Non-disclosure agreement	Non-Disclosure agreement submitted by the bidder.
10	Bidder should have minimum of 3 years of experience in Karnataka State for supporting Canara Bank.	PO to be attached

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.

Date:

Signature with seal

Place:

Name :

Designation :



ANNEXURE-4

Bidder's Profile

(Bidder's Profile has to be submitted in company's letter head)

To
The Senior Manager
TM Section,
Bengaluru Circle Office
Canara Bank

Dear Sir,

Sub: EOI for providing onsite AMC services for computer hardware/ software items at Bengaluru circle office, 11 regional offices & branches under circle/regional offices.

Ref: EOI 01/2025-26 dated: 30.06.2025

Sl. No.	Particulars	Details
a.	Name of the Bidder	
b.	Constitution	
c.	Date of Establishment/ Incorporation	
d.	Number of Years in the Business	
e.	Number of years of experience in providing Comprehensive Onsite AMC Services for Computer Hardware Items like Servers, Storage, Desktops, Laptops, Printers, Scanners etc.	
f.	Address for Correspondence: Registered Office: Corporate Office:	
g.	Single Point of contact for this EOI and upcoming RFP Name: Designation: Mobile No.: Landline No.: Fax: Email-ID (any changes in the above should be	



	informed in advance to Bank)	
h.	Annual Turnover during the last 3 Financial year. Net worth as on 31/03/2025.	
i.	Domestic Customer Base (Number of Clients where AMC Services for Computer Hardware Items have been provided in India).	
j.	Our PAN number for Income Tax is _____. We are registered with the GST authorities and our registration numbers are as follows. GST Registration Number is _____. <u>Our Bank Details</u> Name and Style of Bank Account Name of the Bank and Branch address Account Number RTGS / NEFT (IFSC) Code	

Wherever applicable submit documentary evidence to facilitate verification.

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our Bid is liable to be rejected.

Date :
Place :

Signature with seal:
Name :
Designation :



ANNEXURE-5

Authorization Letter Format
(Authorization Letter Format has to submitted in Company's Letter Head)

To
The Senior Manager
TM Section,
Bengaluru Circle Office
Canara Bank

Dear Sir,

Sub: EOI for providing onsite AMC services for computer hardware/ software items at Bengaluru circle office, 11 regional offices & branches under circle/regional offices.

Ref: EOI 01/2025-26 dated: 30.06.2025

This has reference to your above EOI for providing onsite AMC services for computer hardware/ software items at Bengaluru circle office, 11 regional offices & branches under circle/regional offices.

Mr. / Miss/Mrs. _____ is hereby authorized to attend the bid opening of the above EOI _____ DT: _____ 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

Place :



ANNEXURE-6

List of Major Customers of the Bidder in Last 3 Years and References

To
The Senior Manager
TM Section,
Bengaluru Circle Office
Canara Bank

Dear Sir,

Sub: EOI for providing onsite AMC services for computer hardware/ software items at Bengaluru circle office, 11 regional offices & branches under circle/regional offices.

Ref: EOI 01/2025-26 dated: 30.06.2025

Sl. No.	Name and complete Postal Address of the Customer	Name, Designation, Telephone, Fax, Telex Nos., e-mail address of the contact person (customer)	Nature and Description of the business during last 3 years/orders Order No. & date value etc.	Documentary Proof like Satisfactory Letter from customer to be Enclosed or Purchase Order copies to be enclosed
1	2	3	4	6

(Enclose necessary documentary proof)

Date :
Place :

Signature with seal:
Name :
Designation :



Annexure-7
Compliance Statement

(Compliance Statement has to submitted in Company's Letter Head)

To
The Senior Manager
TM Section,
Bengaluru Circle Office
Canara Bank

Dear Sir,

Sub: EOI for providing onsite AMC services for computer hardware/ software items at Bengaluru circle office, 11 regional offices & branches under circle/regional offices.

Ref: EOI 01/2025-26 dated: 30.06.2025

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right to reject the bid, if the bid is not submitted in proper format as per subject

Sl. No.	Description	Complied Yes/No
1	Scope of RFP	
2	RPF Procedure	
3	Instructions to Applicants	

We also undertake that we are complying with the prevailing guidelines issued by various regulatory authorities on Minimum Wages Act, applicable labour laws, from time to time for the resources deployed to the AMC Services.

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our tender is liable to be rejected.

Date:

Signature with seal

Name :

Designation :



ANNEXURE -8

Non-Disclosure Agreement

(To be given on the Company's Letter Head)

WHEREAS, we, _____,
having Registered Office at _____, hereinafter referred
to as the Bidder, are agreeable to provide IT Infrastructure services to Canara Bank,
having its office at No.86, M G ROAD, Spencer Towers, Bengaluru -560001 hereinafter
referred to as the BANK and,

WHEREAS, the Bidder understands that the information regarding the Bank's IT
Infrastructure shared by the BANK in their Request for Proposal is confidential and/or
proprietary to the BANK, and

WHEREAS, the Bidder understands that in the course of submission of the offer for
"providing onsite AMC services for computer hardware/ software items at Bengaluru
circle office, 11 regional offices & branches under circle/regional offices." and/or in the
aftermath thereof, it may be necessary that the Bidder may perform certain jobs/duties
on the Banks properties and/or have access to certain plans, documents, approvals or
information of the BANK; NOW THEREFORE, in consideration of the foregoing, the Bidder
agrees to all of the following conditions, in order to induce the BANK to grant the Bidder
specific access to the BANK's property/information. The Bidder will not publish or disclose
to others, nor, use in any services that the Bidder performs for others, any confidential or
proprietary information belonging to the BANK, unless the Bidder has first obtained the
BANK's written authorization to do so. ^{Restricted}

The Bidder agrees that notes, specifications, designs, memoranda and other data shared
by the BANK or, prepared or produced by the Bidder for the purpose of submitting the
offer to the BANK for the said solution, will not be disclosed during or subsequent to
submission of the offer to the BANK, to anyone outside the BANK.

The Bidder shall not, without the BANKs written consent, disclose the contents of this
Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern,
sample or information (to be) furnished by or on behalf of the BANK in connection
therewith, to any person(s) other than those employed/engaged by the Bidder for the
purpose of submitting the offer to the BANK and/or for the performance of the Contract in
the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence
and shall extend only so far as necessary for the purposes of such performance. The
confidentiality obligations shall survive for a unlimited period, post expiry of Termination
of the agreement.

Date

Signature with seal

Name :

Designation :



Annexure-9

Service Support Details

SUB: EOI for providing onsite AMC services for computer hardware/ software items at Bengaluru circle office, 11 regional offices & branches under circle/regional offices.

Ref: Your EOI 01/2025-26 dated 30.06.2025

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

Date

Signature with seal

Name :

Designation :





Restricted

Annexure-10

Technical Specification of Computer Hardware/Software items & Other Items installed in Canara Bank to be covered under AMC

SUB: EOI for providing onsite AMC services for computer hardware/ software items at Bengaluru circle office, 11 regional offices & branches under circle/regional offices.

Ref: Your EOI 01/2025-26 dated 30.06.2025

Note:

1. The Bidder shall provide all other required equipment's and services, whether or not explicitly mentioned in this RFP, to ensure the uptime of the Computer Hardware/Software items & Other 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 RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

A) Coverage of AMC

1. 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.
2. Cost of all spares and labor charges should be borne by the vendor under AMC.
3. List of Computer Hardware/Software items & Other items to be covered under comprehensive AMC shall be shared during RFQ. 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, with applicable licensing and applicable warranty terms.
5. The list of Computer Hardware/Software items & Other 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 Computer Hardware/Software items & Other items.
6. If required, the vendor shall visit all our locations and verify the Computer 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.

Date

Signature with seal

Name :

Designation :



Annexure-11

Scope of Work

SUB: EOI for providing onsite AMC services for computer hardware/ software items at Bengaluru circle office,11 regional offices & branches under circle/regional offices.

Ref: Your EOI 01/2025-26 dated 30.06.2025

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' 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 RFQ.	
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.	Minimum 1 Resident Engineers in Circle Office & Regional Office and they have to exclusively attend to hardware / software issues at the Offices/Branches.	
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 employees of the company, the staff strength and posted locations are to be mentioned in your response to our EOI.	
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 Computer Hardware/Software items & 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 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.	Repair work for any Computer Hardware/Software items & Other 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. 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.	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 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.	
E.	Future additions of Hardware / Software:	
	Bank would have the right to:-	
	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.	
1.	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 those 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	
	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 :	
1.	i) Responsibilities for data and application privacy and confidentiality.	
	ii) Responsibilities on system and software access controls and administration.	



	iii) Custodial responsibilities for data, software, hardware and other assets of Bank being managed by or assigned to vendor.	
	iv) Physical security of the facilities.	
	v) Physical & logical separation from other customers of the vendor.	
	vi) Incident response and reporting procedures.	
	vii) Data backup and restoration to be done under the supervision of Bank designated personnel and not to access / transmit any data elsewhere	

Date

Signature with seal

Name :

Designation :

Restricted



Annexure-12

Escalation Matrix

SUB:EOI for providing onsite AMC services for computer hardware/ software items at Bengaluru circle office,11 regional offices & branches under circle/regional offices.

Ref: Your EOI 01/2025-26 dated 30.06.2025

Name of the Company/Firm:

Service Related Issues

Sl. No.	Name	Dessssination	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.		Third level contact (If response not received in 24 Hours)				
d.		Company 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-14

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 Deputy General Manager,
Canara Bank
Bengaluru Circle office
No 86, Spencer's Towers, M G Road
Bengaluru - 560 001.
Karnataka

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 "EOI for providing onsite AMC services for computer hardware/ software items at Bengaluru circle office, 11 regional offices & branches under circle/regional offices" 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 favor, 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 10% 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 of 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 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 _____ 2022.

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: Canara Bank
Name of the Branch: CANTONMENT BRANCH
IFSC Code: CNRB0000404

