



REQUEST FOR EXPRESSION OF INTEREST

FOR

EMPANELMENT OF VENDORS FOR PROVIDING COMPREHENSIVE
ONSITE AMC/ ATS SERVICES FOR COMPUTER HARDWARE/ SOFTWARE
ITEMS
AT CANARA BANK

Issued by: Canara Bank,

Technology Management Section,
Sector 12A-CC1 Rajendra Center,
Awas Vikas,
Agra - 282007

Email : tmscoagra@canarabank.com

Phone No: 0562-3500624



Bid Details in Brief Description

| Sl. No. | Description | Details |
|---------|--|--|
| 1. | EOI No. and Date | 01/TMS/2023 dated 17.03.2023 |
| 2. | Name of the Office | TM Section CO AGRA |
| 3. | Brief Description of the EOI | Request for Expression of Interest for Empanelment of Vendors for providing Comprehensive Onsite AMC/ ATS Services for Computer Hardware/ Software Items at Canara Bank. |
| 4. | Bank's Address for Communication and Submission of Tender | Technology Management Section, Sector 12A-CC1 Rajendra Center , Awass Vikas , Agra - 282007 |
| | | Email : tmscoagra@canarabank.com Phone No: 0562-3500624 |
| 5. | Date of Issue of EOI | 17.03.2023 |
| 6. | Tender Fee (Non Refundable) | NA (Bidder has to submit declaration as per Annexure-11) |
| 7. | Earnest Money Deposit (Refundable) | NA (Bidder has to submit declaration as per Annexure-11) |
| 8. | Last Date and Time for Submission of Queries for Pre Bid Meeting | 24.03.2023 |
| 9. | Date of Pre Bid Meeting | 27.03.2023 |
| 10. | Last Date and Time for Submission of Bids | 28.03.2023 |
| 11. | Date of Opening of Bid | 29.03.2023 |
| 12. | Venue for Prebid Meeting and Bid Opening | Technology Management Section, Sector 12A-CC1 Rajendra Center , Awass Vikas , Agra - 282007 |

This document can be downloaded from following websites <https://www.canarabank.com/> a

Any amendments, modifications, Prebid replies and any communication etc., will be uploaded in the Bank's website only (i.e., <https://www.canarabank.com/>). No individual communication will be sent to the bidders.

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 https://canarabank.com/User_page.aspx?cid=110 and it will become part and parcel of 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. | TM | Technology Management |
| 6. | EMD | Earnest Money Deposit |
| 7. | GST | Goods and Service Tax |
| 8. | CO | Circle 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 |



CONTENTS

| Sl. No | Details | Sl. No | Details |
|--------|---|--------|----------------------------------|
| 1 | About Canara Bank | 13 | Preparation of Bids |
| 2 | Definitions | 14 | Erasures or Alterations |
| 3 | About EOI | 15 | Submission of Bids |
| 4 | Objective | 16 | Bid Opening |
| 5 | Eligibility Criteria | 17 | Evaluation of EOI |
| 6 | Scope of Empanelment | 18 | Clarifications of Offers |
| 7 | Empanelment Procedure | 19 | Modification/Cancellation of EOI |
| 8 | De-empanelment of Bidders | 20 | Responsibility for Completeness |
| 9 | Broad Scope of Work for AMC/ ATS Services | 21 | Intimation to Successful Bidders |
| 10 | Pre bid Queries | 22 | Issuance of Limited RFP/RFQ |
| 11 | Pre bid Meeting | 23 | Independent External Monitors |
| 12 | Amendment to EOI | | |

| No | ANNEXURES |
|-----|---|
| 1) | Checklist |
| 2) | Covering Letter Format |
| 3) | Eligibility criteria declaration |
| 4) | Bidder's Profile |
| 5) | Authorization Letter Format |
| 6) | List of major customers |
| 7) | Compliance Statement |
| 8) | Non-Disclosure Agreement |
| 9) | Bidders Service Support Details |
| 10) | List of Locations where support is required |
| 11) | Tender Fee & Bid Security Declaration |



1. About Canara Bank

- 1.1. CANARA BANK is a fourth 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.
- 1.2. The Bank is having pan India presence of more than 24 Circle offices and 176 Regional Offices situated across the States.
- 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 Empanelment of Vendors for providing Comprehensive Onsite AMC/ ATS Services for Computer Hardware/ Software Items at Canara Bank.
- 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 Empanelment of Vendors for providing Comprehensive Onsite AMC/ ATS Services for Computer Hardware/ Software Items at Canara Bank.
- 4.2. The bidders satisfying the Eligibility Criteria as per the EOI and having experience in providing Onsite AMC/ ATS Services for Computer Hardware/ Software items may respond. The bidders should have experience in providing Onsite AMC/ ATS Services for I.T related Hardware/ Software items like Desktops, Laptops, Tablet PC, Printers, Scanners, OS etc.
- 4.3. The bank is looking for Comprehensive AMC/ ATS Services (Onsite Maintenance, Repairs, replacement of spare parts and other related works for ensuring uninterrupted working of Bank's Computer Hardware/ Software Items) from bidders who have sufficient experience, resources and established facilities for providing the AMC/ ATS Services.



5. Eligibility Criteria

5.1. Interested Bidders, who meet the Eligibility Criteria as per Annexure-3 may respond.

6. Scope of Empanelment:

6.1. Empanelment would be for Vendors for providing Comprehensive Onsite AMC/ ATS Services for Computer Hardware/ Software Items at Canara Bank.

6.2. Empanelment would be for THREE 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.

6.3. The indicative list of various IT Hardware/ Software Items to be covered under AMC/ ATS are:

- 6.3.1. Desktops.
- 6.3.2. All-In-One Computers.
- 6.3.3. Laptops.
- 6.3.4. Tablet PCs.
- 6.3.5. Multi task Printers.
- 6.3.6. Colour and Mono Laserjet Printers.
- 6.3.7. Dot Matrix Printers.
- 6.3.8. Scanners.
- 6.3.9. Any other IT Hardware/ Software Items.

6.4. During the AMC/ ATS period, the Bidder should extend the On Site Service Support. The scope of AMC/ ATS shall include:

- 6.4.1. Rectification of Bugs/defects if any.
- 6.4.2. Ensuring uptime of 99.90% in case of hardware.
- 6.4.3. Preventive Maintenance quarterly for hardware items.
- 6.4.4. Maintenance of Items including Software.

6.5. Limited tenders (RFQ) will be floated amongst the qualified/selected empaneled vendors as and when necessary during the empanelment period for providing AMC/ ATS Services for various Computer Hardware/ Software items, present Branches/offices and AGRA Circle. Such RFQ will be issued to all the empaneled vendors.

6.6. Individual tender/s will contain details of the Hardware/ Software Items to be covered under AMC/ ATS, instructions, terms and conditions, Scope of Work and location details of the Hardware/ Software Items.

6.7. Empaneled vendors are required to respond to all the RFQs (Request for Quote) floated by our Offices.

6.8. Depending on the quote submitted by the empaneled vendors, order for AMC/ ATS Services will be awarded to L1 vendor (Lowest Bidder) for the respective RFQ.

6.9. Vendors failing to respond to any three RFQs during the period of empanelment may be delisted from the Bank's empanelment.

6.10. The Firm Order on Successful Vendor will have among others the following terms and conditions:



- 6.10.1. Order to be accepted within Seven (7) Working days of receiving the order.
- 6.10.2. AMC/ ATS Agreement to be executed within 15 days of acceptance of the order.
- 6.10.3. However, AMC/ ATS to be commenced from the date of order (or) from the date mutually agreed by Bank and successful vendor.
- 6.10.4. AMC/ ATS Payment will be released quarterly in arrears after deducting TDS and LD/Penalties if any.
- 6.10.5. The guidelines issued by various regulatory authorities on Minimum Wages Act, applicable labor laws, from time to time are to be strictly followed by the empaneled vendors for the resources deployed to the Bank.

7. Empanelment Procedure

The Vendor for AMC/ ATS Services will be empanelled as per the following process:

- 7.1. Vendor/s satisfying the eligibility criteria will be short listed after due scrutiny of documents submitted by the bidder. 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.

8. De-empanelment of bidders

- 8.1. During empanelment period, the Bank reserves the right to de-empanel any vendor. The Bank's decision will be final in this regard.
- 8.2. Bank should retain with themselves the authority to blacklist or bar a bidder 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 an 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.
- 8.3. 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 empanelment 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.
- 8.4. Empanelled Vendors not submitting their response for Three (3) limited tenders may be de-listed from our empanelment list at the discretion of the Bank.

9. Broad Scope of Work for AMC/ ATS Services:

The Broad Scope of Work for Providing Comprehensive AMC/ ATS Services is as follows.



- 9.1. The empanelment is for providing AMC/ ATS Services for the Computer Hardware/ Software Items at Canara Bank.
- 9.2. Empanelled vendors are required to mandatorily respond to our limited RFP/RFQ floated for providing AMC/ ATS Services.
- 9.3. The panel of vendors selected through this process will be empanelled for a period of three (3) years with a provision for review on yearly basis.
- 9.4. The requirement of Onsite AMC/ ATS Services will be for Canara Bank offices functioning from multiple locations as per Annexure-10.
- 9.5. The Successful Vendor should ensure smooth functioning of the Bank's Computer Hardware/ Software items covered under AMC/ ATS.
- 9.6. The Successful Vendor providing AMC/ ATS Services should have sufficient resources, spare parts and capabilities to execute the order.
- 9.7. 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.
- 9.8. The Bidders agreeing to the Banks terms and conditions stipulated in Clause 7 shall only apply for empanelment as Bank will not change these terms and conditions while floating limited RFP/RFQ among the empanelled Vendors.
- 9.9. Details of the Hardware/ Software Items to be covered under AMC/ ATS and detailed Scope of Work will be provided in the limited RFP/RFQ to be floated amongst the empaneled Vendors.

10. Pre-Bid Queries

- 10.1. 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.
- 10.2. All communications regarding points requiring clarifications and any doubts shall be given in writing to the Divisional Manager, Canara Bank, Technology management Section, Circle office agra PIN 282007 or an email can be sent to tmscoagra@canarabank.com by the intending bidders before 03:00 PM on 24/03/2023 (Friday).
- 10.3. No queries will be entertained from the bidders after the above date and time.
- 10.4. No oral or individual consultation shall be entertained.
- 10.5. 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 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 RFP and it will be binding on the bidders.



should submit a copy of Board Resolution or power of attorney document showing that the signatory has been duly authorized to sign the bid document.

- 13.3. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per ANNEXURE-3.

14. 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.

15. Submission of Bids

- 15.1. The sealed envelope containing the response to EOI along with the required documents shall be superscribed on the top of the envelope "Empanelment of Vendors for providing Comprehensive Onsite AMC/ ATS Services for Computer Hardware/ Software Items at Canara Bank in response to EOI 01/2023-24 dated 17/03/2023" The Name and address of the bidder should also be specifically mentioned on the top of the sealed envelope. The EOI response should be deposited in the Tender Box at the Place, Venue, Date and Time mentioned in Bid Schedule.
- 15.2. 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.
- 15.3. Bids sent through post/courier will not be accepted/evaluated. No offer will be accepted directly.
- 15.4. 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.
- 15.5. The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.

| | First Official | Alternate Official |
|-------|---|--|
| 15.6. | Ms. Aditi Jindal Manager Technology Management Section, Circle Office Agra Sector 12A-CC1 Rajendra Center , Awasth Vikas , Agra - 282007 | Mr. Lokchand Divisional Manager & TOE Technology Management Section, Circle Office Agra Sector 12A-CC1 Rajendra Center , Awasth Vikas , Agra - 282007 |

If bid documents are too bulky to be placed inside the tender box, arrangements will be made by the above mentioned officials to receive the tender. However, bidder should reach the venue before the date and time stipulated above.



- 15.7. 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.

16. Bid Opening

- 16.1. EOI will be opened in the presence of the Bidder's representative/s who may choose to attend the bid opening as per Bid Schedule.

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

- 16.2. 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.

- 16.3. 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.

17. Evaluation of EOI

- 17.1. 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.

- 17.2. 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.

- 17.3. 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 empanelled. Period of empanelment will be decided by the Bank. The short listed applicants will be notified in due course. Only shortlisted applicants will be invited to participate in the tender/RFP. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.

18. Clarifications Of Offers



- 18.1. 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.
- 18.2. 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 on the same footing by seeking incremental bid submission in part of the requested clarification by the Bank OR Revised submissions of the entire bid in the whole.
- 18.3. The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this EOI, agree to participate in the normalization process and extend their co-operation to the Bank during this process.
- 18.4. The shortlisted bidders, by submitting the response to this EOI, agree to the process and conditions of the normalization process.

19. Modification/Cancellation of EOI

- 19.1. The EOI is not an offer by Canara Bank but an invitation to get the response from the interested bidders for short listing the bidders for Bank's requirements. No contractual obligations whatsoever shall arise from the Expression of Interest process.
- 19.2. The Bank reserves the right to cancel EOI process at any time, without thereby incurring any liabilities to the affected bidder[s]. Reasons for cancellation, as determined by the Bank in sole discretion include but are not limited to, the following:
 - a) Services contemplated are no longer required.
 - b) Change in the scope of work or due to unforeseen circumstances and/or factors and or/ or new developments.
 - c) The project is not the in the best interest of the Bank.
 - d) Any other reason.
- 19.3. The Bank also reserves the right to modify/cancel/re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.

20. Responsibility for completeness

- 20.1. The Bidder shall be responsible for any discrepancies, errors and omissions in the bid, or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the Bank or not. The Bidder shall take all corrective measures arising out of discrepancies, error and omissions in the bid and other information as mention above within the time schedule.
- 20.2. Willful misrepresentation of any fact within the Bid will lead to the disqualification of the Bidder without prejudice to other actions that Bank may take. All the

submission, including any accompanying documents, will become property of Canara Bank.

- 20.3. 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.

21. Intimation to the selected Bidders

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

22. Issuance of limited RFP/RFQ

22.1. The Bank reserves the right to issue limited RFP/RFQ based on the responses and the requirement of the Bank.

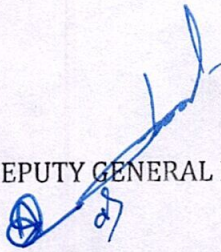
22.2. Only shortlisted applicants will be invited to participate in the limited RFP/RFQ Process. The shortlisted applicants will be provided with limited RFP/RFQ documents through E-mail or hand delivery. The vendors are required to respond accordingly.

22.3. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.

22.4. Canara Bank reserves the right to accept / reject any or all expression of interest received in response to this advertisement without assigning any reasons, whatsoever.

22.5. The Bank reserves the right to avail services independently on its own without reference to shortlisted bidders of EOI.

DEPUTY GENERAL MANAGER



| | | |
|---|--|--|
| 3 | 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? | |
| 4 | Whether address of Office on which communication / order has to be placed is indicated in Annexure-4 . | |
| 5 | Whether ensured that the offer is in sealed envelope and superscribed as Empanelment of Vendors for providing Comprehensive Onsite AMC/ ATS Services for Computer Hardware/ Software Items at Canara Bank The EOI No., Name of the Bidder and Due date of the EOI is specified on the top of the envelope. | |
| 6 | 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.

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: dd-mm-yyyy

To
Technology Management Section,
Circle Office Agra
Sector 12A-CC1 Rajendra Center ,
Awasth Vikas , Agra - 282007

Dear Sir,

Sub: Empanelment of Vendors for providing Comprehensive Onsite AMC/ ATS Services for Computer Hardware/ Software Items present in the Branches/offices under Circle Office AGRA, Canara Bank.

Ref: EOI 01/2023-24 Dated 17/03/2023.

@@@

We have examined the above mentioned tender document including all annexures, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/modifications /amendments, if any, furnished by the Bank and we, the undersigned, offer to get short listed as empanelled vendor for providing Comprehensive AMC/ ATS Services for Computer Hardware/ Software Items at Canara Bank.

The undersigned is authorized to sign on behalf of the Bidder Company and the necessary supporting documents delegating this authority is enclosed to this letter.

If our offer is accepted, we undertake to participate in the limited RFP/RFQ process to provide the AMC/ ATS Services for Computer Hardware/ Software 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.

We will not sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority (refer: F/No.6/18/2019-PPD dated 23/07/2020 of Public Procurement Division, Department of Expenditure, Ministry of Finance). We further understand that any false declaration and non-compliance of the above would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process. Bank reserves the right to verify /evaluate the claims made by the Bidder independently.

We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Bank will have the right to disqualify us in case of any such deviations.

We hereby undertake that we have not been blacklisted/debarred by any Scheduled Commercial Banks/Public Sector Undertakings/Government Entities in India as on date.

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)

Sub: Empanelment of Vendors for providing Comprehensive Onsite AMC/ ATS Services for Computer Hardware/ Software Items Branches/offices under Circle Office AGRA, Canara Bank.

Ref: EOI 01/2023-24 Dated 17/03/2023

@@@

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 | Bidders responses | Bidders responses and Documents to be submitted |
|---------|--|---|---|
| 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 positive Net Worth as on 31/12/2022. | The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number. | |
| 3. | The Bidder should have minimum experience of Three (3) years in providing Hardware/ Software Maintenance Services to any of the Public Sector Banks/Private Banks/PSUs/Govt Departments/Govt Institutions, having expertise in maintenance . | 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/ ATS by the bidder during the last 3 years from Public Sector Banks/Private Banks/PSUs/Govt Departments/Govt Institutions in India. | |
| 4. | The Bidder shall have Service Centre in locations as per Annexure-9 with minimum of 20 engineers having experience in maintenance of Hardware/ Software items. | Details of the Service Centre in support locations with documentary proof should be provided as per Annexure-9. Details of the minimum 20 Qualified Service Engineers having experience in maintenance of Hardware/ Software Items present in locations as per Annexure-9 should also be | |

| | | | |
|----|--|--|--|
| | | provided. | |
| 5. | The Selected Bidder providing AMC/ATS 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. | |

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)

Sub: Empanelment of Vendors for providing Comprehensive Onsite AMC/ ATS Services for Computer Hardware/ Software Items Branches/offices under Circle Office AGRA, Canara Bank.

Ref: EOI 01/2023-24 Dated 17/03/2023.

@@@

| Sl. No. | Particulars | Details |
|---------|--|---------|
| 1) | Name of the Bidder | |
| 2) | Constitution | |
| 3) | Date of Establishment/ Incorporation | |
| 4) | Whether in technical collaboration with Foreign Company? If so give details | |
| 5) | Number of Years in the Business | |
| 6) | Number of years of experience in AMC. | |
| 7) | Address for Correspondence: Registered Office: Corporate Office: | |
| 8) | 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) | |
| 9) | Domestic Customer Base (Number of Clients for Where Consultancy Service have been provided in India) | |
| 10) | PAN number GSTIN <u>Beneficiary Bank Details</u> Beneficiary Name Beneficiary Account Number | |

| | |
|--|--|
| Type of Account (OD/OCC etc.) IFSC Name of the Bank and Branch address | |
|--|--|

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)

Technology Management Section,
Circle Office Agra
Sector 12A-CC1 Rajendra Center ,
Awasth Vikas , Agra - 282007

Date :

Dear Sir,

Sub: Empanelment of Vendors for providing Comprehensive Onsite AMC/ ATS Services for Computer Hardware/ Software Items Branches/offices under Circle Office AGRA, Canara Bank.

Ref: EOI 01/2023-24 Dated 17/03/2023.

@@@

This has reference to your above EOI for Empanelment of Vendors for providing Comprehensive AMC/ ATS Services for Computer Hardware/ Software Items present in Canara Bank.

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

Sub: Empanelment of Vendors for providing Comprehensive AMC/ ATS Services for Computer Hardware/ Software Items at Canara Bank.

Ref: EOI 01/2023-24 Dated 17/03/2023.

| 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)

Technology Management Section,
Circle Office Agra
Sector 12A-CC1 Rajendra Center ,
Awasth Vikas , Agra - 282007
Dear Sir,

Date :

Sub: Empanelment of Vendors for providing Comprehensive AMC/ ATS Services for Computer Hardware/ Software Items Branches/offices under Circle Office AGRA, Canara Bank.

Ref: EOI 01/2023-24 Dated 17/03/2023.

@@@

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 Empanelment | |
| 2 | Empanelment 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/ ATS 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 Branches/offices under Circle Office AGRA, Canara Bank.

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 "Empanelment of Vendors for providing AMC/ ATS Services of the Computer Hardware/ Software Items at Canara Bank" 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.

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.

Date

Signature with seal

Name :

Designation :

ANNEXURE-9

Service Support Details

SUB: Empanelment of Vendors for providing Comprehensive Onsite AMC/ ATS for Computer Hardware/ Software Items at Canara Bank.

Ref: EOI 01/2023-24 Dated 17/03/2023.

| 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 | *CIRCLE OFFICE AGRA | SECTOR 12A-CC1 RAJENDRA CENTER AWAS VIKAS AGRA PIN - 282007 | MS ADITI JINDAL MOB. 7088215055 | | | |
| 2 | REGIONAL OFFICE AGRA I | 71, NEHRU NAGAR, M G ROAD, AGRA, UTTAR PRADESH 280002 | MRS. DIVYA GUPTA MOB 8279493613 | | | |
| 3 | REGIONAL OFFICE AGRA II | PADAM BUSINESS PARK, SECTOR 12A AVAS VIKAS SIKANDARA YOJNA AGRA,UTTARPRADESH 282007 | MRS ARCHANA YADAV MOB 9719624808 | | | |
| 4 | REGIONAL OFFICE ALIGARH | 5/89,SOOTMILL SARSOL, OPP TVS - SHOWROOM,GT ROAD,BEEMA NAGAR ALIGARH, UTTAR PRADESH 202001 | MS GARIMA SINGH MOB 8191808536 | | | |
| 5 | REGIONAL OFFICE BAGHPAT | OPP SALES TAX OFFICE MEERUT BAGPATH ROAD,BAGPATH UTTAR PRADESH PIN | MS KUMARI AYUSHI MOB 9473035552 | | | |
| 6 | REGIONAL OFFICE ETAH | ETAH CIVIL LINE KACHERI ROAD , UTTAR PRADESH PIN 207001 | MR AKSHAY CHAUDHARY MOB 975884358 | | | |
| 7 | REGIONAL OFFICE HAPUR | SKYBIZ TOWER SECOND FLOOR CHAMRI SALI GATE, DELHI ROAD HAPUR UTTAR PRADESH 245101 | MR SHISPAL SINGH MOB 9758784865 | | | |
| 8 | REGIONAL OFFICE MATHURA | SAPPHIRE BUILDING ABOVE NEXA SHOWROOM MAHOLI ROAD NH2 MATHURA, UTTAR PRADESH 281004 | MR ARUN SINGH MOB 9412755018 | | | |
| 9 | *REGIONAL OFFICE MEERUT | C-6/5 RATAN TOWER ,2NDFLOOR, JAGRITI VIHAR, GARH ROAD MEERUT, 250004 | MR PRAKASH PANDEY MOB 9415918554 | | | |
| 10 | REGIONAL OFFICE MUZAFFARNAGAR | I FLOOR, VISHNU VIHAR, NEAR TVS SHOWROOM MUZAFFARNAGAR, UTTAR PRADESH - 251001. | MRS RICHA CHAMOLI MOB 9873109854 | | | |

Note: Service Centers should be available in (*) marked 2 Mandatory Locations and in at least 50% locations out of rest of 8 locations.

Date

Signature with seal

Name :

Designation :

