

Note: The following Sections, Annexures, Forms and Formats are uploaded in Bank's website under URL: <https://canarabank.com/english/announcements/Tender/Bidders> are requested to submit applicable Annexures, Forms and Formats by downloading from the above-mentioned website.

**ANNEXURE-1**

Checklist

No	DESCRIPTION	Submitted Yes/No
<b>F. ANNEXURES</b> (Tobe submitted with Part A- Conformity to Eligibility Criteria)		
1.	Check list	
2.	Bid Covering Letter Format	
3.	Applicant's Profile	
4.	Eligibility Criteria Declaration	
5.	Service Support Details	
6.	Authorization Letter Format	
7.	List of Applicant's Major Customers in Last 5 years	
8.	Non-Disclosure Agreement	
9.	Details of Offices/Branches/Service	
<b>ANNEXURES</b> (Tobe submitted with Part-B -Technical Proposal)		
10.	Technical Bid Covering letter format	
11.	Technical & Functional requirements	
12.	List of Hardware Items	
13.	Undertaking of Authenticity of Hardware and Peripherals	
14.	Compliance Statement	
15.	Undertaking letter format	
16.	Escalation Matrix	
17.	Compliance to Scope of work	

ANNEXURES ( To be submitted with Part-C -Commercial Proposal)		
18.	Covering Letter for Commercial Bid	
19.	Bill Of Materials	
Appendix ( Other Formats to be submitted)		
A.	Undertaking for applicability of Purchase Preference Policy	
B.	Self Declaration of MSMs and Startup	
C.	Bank Guarantee Format for Earnest Money Deposit	
D.	Performa of Bank Guarantee for contact performance	
E.	Instructions to be noted while preparing/submitting Part A- Conformity to Eligibility Criteria	
F.	Instructions to be noted while submitting Part B-Technical Proposal	
G.	Instruction to be noted while submitting Part (-Commercial Bid	

Bidders to verify the checkpoints and ensure accuracy of the same before submission of the bid.

Date

Signature with Seal .

Name

Designation

**ANNEXURE-2**

**Bid Covering letter format**

Date:

Reference No:

The Assistant General Manager,  
Canara Bank,  
ATM Monitoring & Hardware  
AMC Section, Regional Office,  
Muzaffarnagar – 251001  
Dear Sir,

SUB: Annual Maintenance Contract of Computer Hardware and Peripherals in District of  
Muzaffarnagar, Saharanpur & Shamli branches/offices of Canara **Bank**.

**Ref: Your RFQ 01/2024-25 dated 01/03/2024**

Having examined the tender document including all **Annexure / Appendices** the receipt of which is hereby duly acknowledged, we, the undersigned, offer for Annual Maintenance Contract of Computer Hardware and Peripherals in all districts covered under Regional Office Muzaffarnagar, Branches/Offices Of Canara Bank.

We agree to abide by and fulfill all the terms and conditions and scope of work as defined in RFQ 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 RFQ.

This is to confirm that we unconditionally accept all the Instructions and Terms and Conditions of the subject RFQ of vendors for providing **Comprehensive Onsite AMC Services** for Computer Hardware Items present in branches / offices of Canara Bank in district of Muzaffarnagar, Saharanpur & Shamli coming under Canara Bank, Regional Office Muzaffarnagar.

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**

**Signature with Seal**

**Name**

**Designation**

**ANNEXURE-3**

**Applicant's Profile**

**[Note: These details should be on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company]**

Sl. No.	Particulars	Details
a.	Name of the Suppliers/Firm/Company	
b.	Constitution	
c.	Date of Establishment/Incorporation	
d.	Whether in technical collaboration with Foreign Company? If so give details	
e.	Number of Years in the Business	
f.	Number of years in WAN Service Provisioning over Fiber/Copper/RF/Wireless	
g.	Address {Order to be placed on which Office} Registered Office Corporate Office	
h	Telephone No FAX No E-mail Address Website	
i.	Turnover from IT related business. 2021-22 2022-23 2023- 24	
j.	Service Net Work {Number of Service Centers in) <ul style="list-style-type: none"><li>• Muzaffarnagar</li><li>•</li></ul>	
k.	Our PAN number for Income Tax is _____ GST Registration Number is _____	

	<p>Our Bank Details</p> <p>Name and Style of Bank Account</p> <p>Name of the Bank and Branch address</p> <p>Account Number</p> <p>RTGS / NEFT Code</p>	
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**Date**

**Signature with Seal**

**Name**

**Designation**

Annexure-4

Eligibility Criteria Declaration

[Note: These details should be on the letter head of Bidder and should be signed by an Authorized Signatory]

SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of all the Canara Bank branches/offices of district of Muzaffarnagar, Saharanpur & Shamli.

Ref: RFQ 01/2024-25 dated 01/03/2024

We have carefully gone through the contents of the above referred RFQ and Replies to Pre bid Queries and Amendments and furnish the following information relating to Eligibility Criteria.

	Sl. No.	Eligibility Criteria	Documents to be submitted for Eligibility Criteria Compliance	Bidder's Response and Documents Submitted
CONSTITUTION	1.	The Bidder should be a partnership firm registered under LLP Act,2008 /MSME/Indian Partnership Act,1932 or Private/Public Limited Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013.	Copy of Certificate of LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company. (OR) Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies. (OR) Certification of MSME registration	
OEM/OSD/OSO	2.	The Bidder is An authorized service Provider (OR) Bidder should be the partner for one or more OEM(HP, Samsung, Acer, Dell, Canon)	If the applicant is a Partner of any OEM, an Undertaking Letter has to submitted to this effect.  The bidder should certifying with the valid proof of an Authorized Service Provider.	

FINANCIALS	3.	The Bidder must have average turnover Rs.50.00 lakhs in the last three financial years.	Bidder has to submit copies of audited Balance Sheet for last 3 Years. AND Bidder must produce a certificate from the Company's Chartered Accountant (who has also audited the Balance sheet of the company). The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.
	4.	The Bidder should have submitted proof for 5 years of experience in AMC Services to any of the Public Sector Banks/Private Banks/Government Department/ PSU organization/ Govt. Institutes in India in last five years from RFQ date.	The Bidder has to provide order copy/reference letter duly confirming the expertise in Maintenance of minimum of 500 Desktops & 100 Printers and 100 scanners in any of the mentioned entity.
BIDDER EXPERIENCE	5.	The bidder should not have been currently blacklisted / barred / disqualified by any Public Sector Bank/PSU or Govt Departments in the past.	A self-declaration in bidder's letter head to this effect must be furnished.
	6.	The bidder must have valid GST registration, PAN number, Company Registration, EPF Registration, Labor insurance Copies., Ownership Document, Class Registration Certificate etc. All copies to be submitted duly attested by bidder.	Documentary proof of GST certificate , Pan Car and other relevant documents to be submitted .

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence / certificates confirming compliance to Eligibility Criteria should be part of Eligibility bid.

Date

Signature with Seal  
 Name  
 Designation

Annexure-5

Service Support Details

[Note: These details should be on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company]

SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of all the Canara Bank branches/offices of district of Muzaffamagar, Saharanpur & Shamli  
Ref: RFQ 01/2024-25 dated 01/03/2024

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.	Service Centre Details					
3.						

Date

Signature with Seal :  
Name  
Designation



**ANNEXURE-6**

**Authorization letter format**

(To be presented by the authorized person at the time of Technical / Commercial Bid Opening on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company)

Ref No:

Date:

The Assistant General Manager,  
Canara Bank,  
ATM Monitoring & Hardware AMC Section,  
Regional Office,  
Muzaffarnagar - 251001

Dear Sir,

**SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of all the Canara Bank branches/offices of district of Muzaffarnagar, Saharanpur & Shamli.**

**Ref: Your RFQ 01/2024-25 dated 01/03/2024**

This has reference to your above RFQ.

Mr./Miss/Mrs. \_\_\_\_\_ is hereby authorized to attend the bid opening of the above RFQ on \_\_\_\_\_ on behalf of our organization.

The specimen signature is attested below:

\_\_\_\_\_

Specimen Signature of Representative

\_\_\_\_\_

Signature of Authorizing Authority

\_\_\_\_\_

Name & Designation of Authorizing Authority

**NOTE: This Authorization letter is to be carried in person and shall not be placed inside any of the bid covers.**

ANNEXURE-7

**List of Applicant's Major Customers in Last 3 years**

**[Note: These details should be on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company]**

Sl No.	Name and complete Postal Address of the Customer (Purchaser)	Name, Designation, Telephone, Fax, Telex Nos., e-mail address of the contact person (customer)	Nature and Description, Quantity of Goods supplied/Services provided by the customer during last 3 years	Value of contract in last 3 years	Reference Letter to be Enclosed (or) Purchase Orders to be enclosed
1	2	3	4	5	6

**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 a reeable to provide IT Infrastructure services to Canara Bank, having its office at Vishnu Vihar, Jansath Road, Muzaffarnagar - 251001, 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 "**Annual Maintenance Contract for Computer hardware and peripherals of all the Canara Bank branches/offices of District of Muzaffarnagar, Saharanpur & Shamli**" 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 to 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**

**Details of Offices/ Branches /Service Centers**

[Note: These details should be on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company]

SL No	Place	Postal Address	Contact Details (including Name of In charge and his contact no. email etc)	Service Facilities Available (Describe)	No. of Engineers	Jurisdiction
1						
2						
3						
4						
5						
6						
7						
...						
...						
...						

**Date**

**Signature with Seal :**

Name

Designation

PART- B(Technical - BID)  
ANNEXURE-10

Technical Bid Covering letter Format

**[Note: These details should be on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company]**

To

**The Assistant General Manager**  
Canara Bank  
ATM Monitoring & Hardware AMC Section,  
Regional Office, Muzaffarnagar - 251001

**SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of all the Canara Bank branches/offices of district of Muzaffarnagar, Saharanpur & Shamli.**

**Ref: Your RFQ 01/2024-25 dated \_\_\_\_\_**

We have carefully gone through the contents of the above referred RFQ and furnish the following information relating to Technical Bid/Specification.

Sl. No.	Particulars	Details to be furnished by the Bidder
a.	Technical specification as per ANNEXURE-11	
b.	Name of the Bidder	
c.	E-mail address of contact persons	
d.	Details of: Description of business and business background Service profile & Client profile	
e.	Approach and methodology for the proposed scope of work along with illustrative deliverables.	
f.	Details of similar assignments executed by the bidder during the last three years in India (Name of the Bank, time taken for execution of the assignments and documentary proof from the Bank are to be furnished	

g	List of applicant's major customers in last 5 years and details as below may be taken:  i) Name and complete postal Address of the customer.  ii) Name, designation, Telephone, Fax Nos., e-mails and address of the contact person(customer)  iii) Whether reference letter enclosed.	
h	Details of inputs/requirements required by the bidder to execute this assignment	
i.	Conformity regarding back to back arrangements with third party Hardware/software for providing continuous and un-interrupted support to meet SLA obligations as per RFQ Terms.	

Declaration:

- a. We confirm that we will abide by all the terms and conditions contained in the RFQ
- b. We hereby unconditionally accept that Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFQ, in short listing of bidders.
- c. 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.
- d. We confirm that we have noted the contents of the RFQ and have ensured that there is no deviation in filing our response to the RFQ and that the Bank will have the right to disqualify us in case of any such deviations.

Date

Signature with Seal :

Name

Designation

ANNEXURE-11

Technical 8: Functional Requirement

**[Note: These details should be on the letter head of Bidder and should be signed by an Authorized Signatory]**

**SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of all the Canara Bank branches/offices of district of Muzaffarnagar, Saharanpur & Shamli.**

**Ref: Your RFQ 01/2024-25 dated 01/03/2024**

**NOTE**

If the Bidder feels that certain features offered are superior to what has been specified by the

- i. Bank, it shall be highlighted separately. Information regarding any modification required in the proposed solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to adopt the modifications / superior features suggested/offered.
- ii. The Bidder shall provide all other required equipments and/or services, whether or not explicitly mentioned in this RFQ, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
- iii. The selected bidder shall own the responsibility to demonstrate that the services offered are as per the specification/performance stipulated in this RFQ and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

S.No	Description	Bidder's Compliance Yes/No
1.	Bidder has to provide Maintenance & Repair Services for the Computers, Peripheral Devices & related System Software Upgradations of branches/offices across all districts covered under Regional Office, Muzaffarnagar to ensure smooth functioning & working of the Bank's Computers & Peripheral Devices covered under AMC during the entire AMC period.	
2.	The Bidder shall rectify any defects, faults and failures in the Equipment and shall repair and replace worn out of defective parts of the Equipment during the Branch's Working hours on Working days of the Bank (other than bank holidays). However, in no circumstances making operation of the computer / computer peripherals go beyond 48 hours after reporting by the Branch / office.	
3.	In addition to the Repair & Maintenance of Hardware, Installation and Configuration of Software required for the Bank.	
4.	Customize Settings of Computer, Scanner, Printers (Passbook, Laser, Etc.) etc	
5.	Installation, Reinstallation of Operating System, Application Software, System Software, Drivers, etc	

6.	Installation and configuration of Software & Operating System Updates.	
7.	Rectification of any corruption in the Software or media.	
8.	Custom Java, Network Configuration Settings in Computers & Peripherals.	
9.	Installation, Re-installation & Support Associated Applications like Oracle, Open Office, MS Office, Adobe Reader, etc	
10.	Monitoring of Up to date Updation of Antivirus Definitions.	
11.	Attending Issues of Operating System, Application Software, System Software, Drivers, etc. of Computers and Peripherals	
12.	Necessary Installation/ Re-Installation, Configuration of Software, Network in Computers and Peripherals to enable smooth functioning of Applications extended to Canara Bank Branches/ Offices.	
13.	Co-ordination with OMS for system configuration wherever/ wherever required.	

Date

**Signature with Seal:**

**Name**

**Designation**



**ANNEXURE-12**

**List of Hardware Items**

[Note: These details should be on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company)

SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of all the Canara Bank branches/offices of district of Muzaffarnagar, Saharanpur & Shamli

Ref. Your RFQ 01/2024-25 dated 01/03/2024

S.No	Item Details	Covered Under Warranty (To be covered under ATS)	To be covered under AMC
1.	PC/Desktop	118	169
2.	Laser Printer	13	69
3.	Passbook Printer	45	11
4.	High Speed Scanner	47	0
5.	Colour Printer	0	1
6.	CTS Scanner	18	3

Date

Signature with Seal:

Name

Designation

**ANNEXURE-13**

**Undertaking of Authenticity of Hardware and Peripherals.**

**SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of all the Canara Bank branches/offices of district of Muzaffarnagar, Saharanpur & Shamli.**

**Ref: Your RFQ 01/2024-25 dated 01/03/2024.**

We hereby undertake that all the components/parts/assembly/software used in the Computer Hardware and peripherals under the above shall be original new components /parts/assembly/software only from respective OEMs of the products and that no refurbished/duplicate/second hand components/parts/assembly/software are being used or shall be used.

We also undertake that in respect of licensed software if any utilized under this project, the same shall be supplied along with the authorized license certificate and also that it shall be sourced from the authorized source.

We also take full responsibility of Spare parts and services as per the content even if there is any defect by our authorized service centre/Reseller/SI etc.

**Date**

**Signature with Seal:**

**Name**

**Designation**

**ANNEXURE-14**

**COMPLIANCE STATEMENT**

[Note: These details should be on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company]

SUB: RFQ for Annual Maintenance Contract for Computer Hardware and peripherals of all the Canara Bank branches/offices of district of Muzaffarnagar, Saharanpur & Shamli.

Ref: Your RFQ 01/2024-25 dated 01/03/2024

**DECLARATION**

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 RFQ.

Compliance	Description	Compliance (Yes/ No)	Remarks/ Deviations
<b>Terms and Conditions</b>	We hereby undertake and agree to abide by all the terms and conditions including all Annexure, corrigendum(s) etc. stipulated by the Bank in this RFQ. (Any deviation may result in disqualification of bids)		
<b>Technical Specifications</b>	We certify that the systems/ services offered by us for tender confirms to the specifications (as per <b>ANNEXURE-11</b> ) stipulated by you except the following deviations.		
<b>Scope of Work</b>	As detailed in the RFQ		

(If left blank it will be construed that there is no deviation from the specifications given above)

Date

Signature with Seal:

Name

Designation

**ANNEXURE-15**

**Undertaking Letter Format**

SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of all the Canara Bank branches/offices of district of Muzaffarnagar, Saharanpur & Shamli

Ref: Your RFQ 01/2024-25 dated 01/03/2024

Bill of material is submitted on the letter head and is signed by an authorized signatory with Name and Seal of the company. We confirm that we have gone through RFQ clauses, subsequent amendments and replies to pre bid queries (if any) and abide by the same. We agree that no counter condition/assumption in response to commercial bid will be accepted by the bank. Bank has right to reject such bid. We understand that Bank shall be placing Order to the Selected Bidder exclusive of taxes only and that all applicable Taxes will be paid at actual to the maximum of taxes indicated in this Bill of Material against production of invoice / bills.

We are agreeable to the payment schedule as per "Payment Terms" of the RFQ.

**Date:**

**Signature with Seal:**

**Name**

**Designation**

**ANNEXURE-16**  
**ESCALATION MATRIX**

[Note: These details should be on the letter head of Bidder and should be signed by an Authorized Signatory]

SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of all the Canara Bank branches/offices of district of Muzaffarnagar, Saharanpur & Shamli.

Ref: Your RFQ 01/2024-25 dated 01/03/2024

Name of the Company:

Sl No	Name	Designation	Full Office Address	Phone No.	Mobile No.	Fax	Email address
		First Level Contact					
		Second level contact (If response not received in 4 Hours)					
		Regional/Zonal Head (If response not recd in 24 Hours)					
		Country Head (If response not recd in 48 Hours)					

Date

Signature with Seal  
Name  
Designation

Annexure-17

Compliance to Scope of Work

[Note: These details should be on the letter head of Bidder and should be signed by an Authorized Signatory]

SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of all the Canara Bank branches/offices of district of Muzaffarnagar, Saharanpur & Shamli.

Ref: Your RFQ 01/2024-25 dated 01/03/2024

SI. No.	Scope of Work	Bidder's Compliance (Yes/No)
1.	Bidder has to provide Maintenance & Repair Services for the Computers, Peripheral Devices & related System Software Upgrade of branches / offices across district of Muzaffarnagar, Saharanpur & Shamli to ensure smooth functioning & working of the Bank's Computers & Peripheral Devices covered under AMC during the entire AMC period.	
2.	The AMC Services will be on Comprehensive Onsite basis inclusive of all repairs and replacement of Hardware & Spare parts, at no additional cost to the Bank. However, consumable items defined elsewhere in RFQ / Contract Agreement shall be payable at actuals against submission of GST Compliant Invoice.	
3.	The Bidder has to provide AMC Services for these Computers and Peripherals on "as and where is" basis. Bank is not liable for any pre-existing problems/non-working condition of the Computers and Peripherals covered under AMC.	
4.	The bidder should have sufficient resources, spare parts and capabilities to execute the order.	
5.	<p>During the term of the Contract, bidder shall maintain the Equipment in good working order and condition and for this purpose will provide the following repairs and maintenance service:</p> <ul style="list-style-type: none"> <li>• The Bidder shall rectify any defects, faults and failures in the Equipment and shall repair and replace worn out of defective parts of the Equipment during the Branch's Working hours on Working days of the Bank (other than bank holidays). However, in no circumstances making operation of the computer / computer peripherals go beyond 2 working days after reporting by the Branch / office. In cases where unserviceable parts of the Equipment need replacement, the bidder shall replace such parts, at no additional cost to the Bank, with brand new parts or those equivalent to new parts in performance provided that if the bidder is required to replace consumables, being printer ribbons, magnetic tape reels, cartridges, cassettes, exchangeable disc packs, print heads the same will incur an additional charge which shall be reimbursed on actuals upon submission of GST Compliant Invoice to the respective Branch/Office.</li> </ul>	

	<ul style="list-style-type: none"> <li>• In case of exigencies/urgent requirement, Bidder has to provide such maintenance services outside the Working hours at no additional cost to the Bank.</li> <li>• The Bidder should log all Service Request/Complaint Calls from users at Branches/Offices and provide them with a Reference Number of the same for subsequent Tracking/follow-up if required. The method of booking complaints shall be Telephone / E-mail / Letter Communication.</li> <li>• The Bidder shall provide repair and maintenance services. The maximum response time for a maintenance complaint (i.e. time required for maintenance engineers to report to the Branch/Office after a request Telephonic call / E-mail is made or letter is written) shall not exceed 1 Working day (24 hour) from the receipt of such communication in case the service centre/direct office is situated at the same location where the Equipment is installed and 2 Working days in other cases.</li> <li>• The Bidder shall ensure that faults and failures intimated by Bank as above are set right within 2 Working days of diagnosis of the problem if any part is to be replaced.</li> <li>• Escalation matrix should be provided for support as per Annexure-16.</li> <li>• All engineering changes generally adopted hereinafter by the Bidder for equipment similar to that covered by this Contract, shall be made to the Equipment at no additional cost to the Bank</li> </ul>	
6.	<p>In addition to the Repair &amp; Maintenance of Hardware, Installation and Updation of Software &amp; Applications include but not limited to the following:</p> <ul style="list-style-type: none"> <li>• Installation and Configuration of Software required for the Bank.</li> <li>• Customize Settings of Computer, Scanner, Printers (Passbook, Laser, Etc.) etc.</li> <li>• Installation, Reinstallation of Operating System, Application Software, System Software, Drivers, etc.</li> <li>• Installation and configuration of Software &amp; Operating System Updates.</li> <li>• Rectification of any corruption in the Software or media.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Configuration and maintenance of Custom Browser Settings for Web Applications used by Bank.</li> <li>• Custom Java, Network Configuration Settings in Computers &amp; Peripherals.</li> <li>• Installation, Re-installation &amp; Support Associated Applications like Oracle, Open Office, MS Office, Adobe Reader, etc.</li> <li>• Monitoring of Up to date Updation of Antivirus Definitions.</li> <li>• Attending Issues of Operating System, Application Software, System Software, Drivers, etc. of Computers and Peripherals.</li> <li>• Necessary Installation/ Re-Installation, Configuration of Software, Network in Computers and Peripherals to enable smooth functioning of Applications extended to Canara Bank Branches/ Offices.</li> </ul>	
7.	In respect of Items under Warranty with Bank, the AMC vendor has to lodge Complaint with the respective Hardware Vendors/ OEM and follow up for resolution of the Calls	
8.	Preventive Maintenance: The Bidder shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the Equipment, and necessary repairing of the Equipment) of all the Contracted Computers and Peripherals within the first 30 days of the commencement of the Contract Period and once in every 6 months during the Contractual Period. The Bidder shall not outsource any activity which comes under the scope of this contract.	
9.	The Bidder shall ensure that the Service Engineers shall invariably produce identity card issued by the Bidder while carrying the maintenance activity at the Branch / Office premises. The Bidder's maintenance personnel herein, shall be given access to the Equipment when necessary, for purposes of performing the repair and maintenance services indicated in this Contract. The Bidder's personnel has to follow the Rules/Regulations of the Bank while performing duties at the Branch/Office location	
10.	Bidder has to maintain Service Call Report for repair/maintenance activity carried out at Branch/Office location by Service Engineer, wherein incident of Equipment malfunction, date and time of commencement and successful completion of repair work and nature of repair work performed on the Equipment together with a description of the malfunction or the cause for work. This Service Call record should be authenticated by the Officials of the Branch and should be submitted along with the claim of AMC Charges half yearly in arrears.	



11.	The Bidder's Engineer at Regional Office shall also maintain details of such maintenance and repair log centrally detailing incident of such equipment malfunction for recording the nature of faults and failures observed in the Equipment, the date and time of their occurrence and the date and time of their communication to the Bidder. The above Report has to be submitted on Monthly Basis to the Bank.	
12.	Any worn out or defective parts withdrawn from the Equipment and replaced by the Bidder shall become the property of the Bank. However, bidder should ensure that Faulty Equipment containing Bank's Data is properly backed up and also data is erased from the faulty part.	
13.	The Bank may shift any Computers, Hardware Items, Peripherals covered under this AMC to new Branch/Office location within district of Muzaffarnagar, Saharanpur & Shamli as per the requirement during the Contract Period. In such a case, the bidder undertakes to continue to maintain the goods at their new location without any additional cost to the Bank.	
14.	The Successful bidder 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.	
15.	During AMC period Bank may, by notice of not less than 30 days in writing to the selected bidder, modify or delete either any location or all location, either partial items or all-items of the contract	

**Date:**

**Signature with Seal  
Name  
Designation**

Annexure-18

Covering letter format for Commercial Bid

[Note: This Covering letter should be on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company]

Reference No :

Date:

To,

The Assistant General Manager  
Canara Bank  
ATM Monitoring & Hardware AMC Section  
Regional Office, Muzaffarnagar - 251001.

SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of all the Canara Bank branches/offices of district of Muzaffarnagar, Saharanpur & Shamli.

Ref: Your RFQ 01/2024-25 dated 01/03/2024

We thank you for providing us an opportunity to participate in the subject RFQ. Please find our commercial offer as per **ANNEXURE-19** Commercial bid format of the subject RFQ along with this covering letter.

We also confirm that we are agreeable to the payment schedule mentioned in the subject RFQ

Date

Signature with Seal :

Name

Designation



Annexure-19

Bill of Material

SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of all the Canara Bank branches/offices of district Muzaffarnagar, Saharanpur & Shamli.

Ref: Your RFQ 01/2024-25 dated 01/03/2024

**Notes**

1. These Details should be on the letter head of the Bidder and each & every page should be signed by an authorized Signatory with name and Seal of the company.
2. Please be guided by RFQ terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format.
4. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

Canara Bank, RO, MUZAFFARNAGAR - RFQ 01/2024-25



AMC Cost per Year					
S. No.	Details of Items	Number of Items covered under Warranty / To be covered under ATS (A)	Number of Items to be covered under AMC (B)	AMC Amount (Excl. of GST) Per Item (C)	Total AMC Item Wise (Excl. of GST) D=B*C
1	PC/ Desktop (HP, Dell, Acer etc.)	118	169		
2	Printer (HP/Cannon etc )	13	69		
3	Passbook Printer (Epson/ TVS)	45	11		
4	Colored Printer (HP)	0	1		
5	High Speed Scanner (Epson / HP)	47	0		
6	CTS Scanners	18	3		

S. No.	Details	Total Cost of Contract (Inclusive of Tax)
1	Total Cost of AMC services	

**Undertaking**

- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through RFQ clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the RFQ.
- vi. We understand that the Bank is not bound to accept the tender either in part or in full and that the bank has right to reject the officer in full or in part without assigning any reason whatsoever.
- vii. We understand that if any existing hardware is replaced with new one, the number of hardware covered under AMC will be reduced and if warranty of any hardware is expired, that hardware will be covered under AMC and amount of AMC shall be proportionally reduced or enhanced from subsequent month.
- viii. We will provide one resident engineer at Regional Office, Muzaffaragar at no additional cost to Canara Bank.

**Date:**

Signature with Seal  
Name  
Designation