

केनरा बैंक Canara Bank

सिंडिकेट Syndicate



REQUEST FOR QUOTATION  
[RFQ6971/IT-AMC/2024-25]

FOR

**“ANNUAL MAINTENANCE CONTRACT / ANNUAL TECHNICAL SERVICE FOR  
COMPUTERS & PERIPHERALS IN VARIOUS BRANCHES / OFFICES OF  
CANARA BANK UNDER REGIONAL OFFICE SOUTH DELHI”**

Issued By:

Canara Bank  
ATM Maintenance Section  
Regional Office South Delhi,  
DDA building Vardman Tower, South Delhi 110019  
Phone No: 011- 26173277  
Email Id: [dssrodel@canarabank.com](mailto:dssrodel@canarabank.com)

ATM Maintenance Section, Regional Office South Delhi DDA Building, Vardhman Tower, South Delhi, 110019  
Phone No: 011- 26173277, Email: [dssrodel@canarabank.com](mailto:dssrodel@canarabank.com)



**BID SCHEDULE**

| Sl. No. | Description   | Details  |
|---------|---|--|
| 1.      | RFQ No. and Date  | RFQ 6971/IT-AMC/2024-25 dated 14.03.2024   |
| 2.      | Name of the Section   | ATM Maintenance Section, Regional Office South Delhi   |
| 3.      | Brief Description of the RFQ  | Selection of Service Provider for Providing Comprehensive AMC Services for IT Hardware Items from 01/04/2024 for a period of 1 Year.   |
| 4.      | Bank's Address for Communication  | Assistant General Manager,<br>Canara Bank, ATM Maintenance Section,<br>I FLOOR, DDA BLDG, VARDHMAN TRADE CENTRE,<br>KALKAJI, Delhi 110019  |
|         |   | Manager,<br>Canara Bank, ATM Maintenance Section,<br>Regional Office Delhi, I FLOOR, DDA BLDG, VARDHMAN<br>TRADE CENTRE, KALKAJI, Delhi-110 019<br>Email: <a href="mailto:dssrosdel@canarabank.com">dssrosdel@canarabank.com</a> |
| 5.      | Date of Issue of RFQ  | 14.03.2024   |
| 6.      | Tender Fee (Non - Refundable)   | Mode of submission offline through DD  |
|         |   | Rs. 5900/- (including 18% GST)   |
| 7.      | Last Date, Time and Venue for Submission of Bids  | 21.03.2024 by 3:00 PM<br>Venue: Canara Bank, ATM Maintenance Section,<br>Regional Office South Delhi, I FLOOR, DDA BLDG,<br>VARDHMAN TRADE CENTRE, KALKAJI, Delhi-110 019.   |
| 8.      | Date, Time & Venue for opening of Part A - Technical cum Eligibility Proposal.  | Bid Opening Date/Time 22.03.2024 04:00 PM<br>Venue: Canara Bank, ATM Maintenance Section,<br>Regional Office Delhi, I FLOOR, DDA BLDG, VARDHMAN<br>TRADE CENTRE, KALKAJI, Delhi-110 019.   |
| 9.      | This document can be downloaded from following website ( <a href="https://canarabank.com/tenders.aspx">https://canarabank.com/tenders.aspx</a> )<br>Any Amendments, Modifications, Pre-Bid Replies, Clarifications & any communication etc. will be uploaded in the Bank's website (i.e., <a href="https://canarabank.com/tenders.aspx">https://canarabank.com/tenders.aspx</a> ).<br>No individual communication will be sent to the individual bidders. |  |



**DISCLAIMER**

The information contained in this Request for Quotation ("RFQ") document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Canara Bank (or Bank), is provided to the bidder(s) on the terms and conditions set out in this RFQ document and all other terms and conditions subject to which such information is provided. This RFQ document is not an agreement and is not an offer or invitation by Canara Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as "Bidder" or "Bidders" respectively). The purpose of this RFQ is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFQ. Canara Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFQ. The information contained in the RFQ document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder requires. Canara Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the RFQ document or to correct any inaccuracies therein, which may become apparent.

Canara Bank reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFQ and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank's Website (<https://canarabank.com/tenders.aspx>) and it will become part and parcel of RFQ.

The information provided by the bidders in response to this RFQ Document will become the property of the Bank and will not be returned. This RFQ document prepared by Canara Bank should not be reused or copied or used either partially or fully in any form.

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







- 0.1. The vendor should have 7 years of experience in Computer Maintenance Services. The vendor should provide copies of contracts/work orders/documentary evidence in support of past experience of similar services along with names, addresses and contact details of clients shall be provided with quotation for verification by the buyer.
- 0.2. The vendor should be an authorised Service Provider/Partner for one or more OEM- HP, Samsung, Acer, Dell, Canon with Capable Engineers to support Desktops, Printers, Scanners and other computer peripherals, etc.
- 0.3. The vendor must have annual turnover of IT Services (Sales part not included) of Rupee 1 Crore per year for the last 3 years. Documentary proof is to be submitted.
- 0.4. The vendor should have AMC in hand for at least 500 computers, 100 LaserJet, 100 passbooks and peripherals or more in a single work order in the last three years.
- 0.5. The vendor should not have been black-listed by any Public Sector Bank/PSU/Government Department in the past. A self-declaration letter by the vendor, on the company's letter head should be submitted along with the quotation. The vendor should conduct background verification check for the service Engineers deployed to bank and to provide the certificate in this regard.
- 0.6. Non-compliance to any of Eligibility criteria would result in outright rejection of the Vendor's proposal. The Vendor is expected to provide proof for each of the points for eligibility evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted for Eligibility Criteria Compliance". Any credential detail mentioned in "Eligibility Criteria Compliance" not accompanied by relevant proof documents will not be considered for evaluation.

## 5. Requirement Details

- 5.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', & 'Technical Proposal') for Annual Maintenance Contract through RFQ - offline in Canara Bank as per the Terms & Conditions, Technical Specifications/requirement and Scope of Work described elsewhere in this document. The brief description of computer items and peripherals in Canara Bank branches / offices spread over the district of South Delhi comes under Regional Office, South Delhi is furnished in following tables:

| Sl. No. | Item details   | Quantity           |
|---------|--|--------------------|
| a.      | Annual Maintenance Contract of Computer items i.e. Desktop, Printer, Passbook Printer, Color Printer and Scanner in Canara Bank Branches/offices under Regional Office, South Delhi. | As per Annexure-12 |

- 5.2. All the above existing Hardware / Software of Computer & Peripherals in Canara Bank are to be covered under the AMC of 1 Year commencing from 01/04/2024 to 31/03/2025 subject to annual review (if contracted).





- 5.3. Annual Maintenance Contract in respect of hardware under warranty period will take effect immediately after the expiry of the warranty period.

## 6. Participation Methodology:

- 6.1. In the tender authorized Service Provider/Partner for one or more OEM e.g. HP, Samsung, Acer, Dell, Canon, etc. satisfying the stipulated Eligibility Criteria & meeting the requirement of RFQ can quotation for the item/product in the tender.
- 6.2. The vendor should assume complete responsibility for providing end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFQ at no additional cost to the bank. To this effect Vendor should provide a dealer/distributor certificate.

## 7. Broad Scope of Work for AMC:

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

- 7.1. Vendor has to provide Maintenance & Repair Services for the Computers, Peripheral Devices & related System Software Upgrade of branches / offices across district of South Delhi to ensure smooth functioning & working of the Bank's Computers & Peripheral Devices covered under AMC during the entire AMC period.
- 7.2. 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 actual against submission of GST Compliant Invoice.
- 7.3. The Vendor 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.
- 7.4. The vendor should have sufficient resources, spare parts and capabilities to execute the order.
- 7.5. During the term of the Contract, vendor shall maintain the Equipment in good working order and condition and for this purpose will provide the following repairs and maintenance service:
- The Vendor shall rectify any defects, faults and failures in the Equipment and shall repair and replace worn out of defective parts of the Equipment during the Branch's Working hours on Working days of the Bank (other than bank holidays). However in no circumstances making operation of the computer / computer peripherals go beyond 2 Working days after reporting by the Branch / office. In cases where unserviceable parts of the Equipment need replacement, the vendor shall replace such parts, at no additional cost to the Bank, with brand new parts or those equivalent to new parts in performance provided that if the vendor is required to replace consumables, being printer





ribbons, magnetic tape reels, cartridges, cassettes, exchangeable disc packs 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.

- In case of exigencies/urgent requirement (including Bank Holidays), Vendor has to provide such maintenance services outside the Working hours at no additional cost to the Bank.
- The Vendor 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.
- The Vendor 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 24 hours 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 48 Hrs. in other cases.
- The Vendor 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.
- Escalation matrix should be provided for support as per Annexure-16.
- All engineering changes generally adopted hereinafter by the Vendor for equipment similar to that covered by this Contract, shall be made to the Equipment at no additional cost to the Bank.

**7.6. In addition to the Repair & Maintenance of Hardware, Installation and Updation of Software & Applications include but not limited to the following:**

- Installation and Configuration of Software required for the Bank.
- Customize Settings of Computer, Scanner, Printers (Passbook, Laser, Etc.) etc.
- Installation, Reinstallation of Operating System, Application Software, System Software, Drivers, etc.
- Installation and configuration of Software & Operating System Updates.
- Rectification of any corruption in the Software or media.





- Configuration and maintenance of Custom Browser Settings for Web Applications used by Bank.
  - Custom Java, Network Configuration Settings in Computers & Peripherals.
  - Installation, Re-installation & Support Associated Applications like Oracle, Open Office, MS Office, Adobe Reader, etc.
  - Monitoring of Up to date Updation of Antivirus Definitions.
  - Attending Issues of Operating System, Application Software, System Software, Drivers, etc. of Computers and Peripherals.
  - Necessary Installation/ Re-Installation, Configuration of Software, Network in Computers and Peripherals to enable smooth functioning of Applications extended to Canara Bank and E-Syndicate Bank Branches/Offices.
  - Providing Support to Conduct Video Conferencing as per the requirement of the Bank.
- 7.7. 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.
- 7.8. Preventive Maintenance: The Vendor 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 Vendor shall not outsource any activity which comes under the scope of this contract.
- 7.9. The Vendor shall ensure that the Service Engineers shall invariably produce identity card issued by the Vendor while carrying the maintenance activity at the Branch / Office premises. The Vendor'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 Vendor's personnel have to follow the Rules/Regulations of the Bank while performing duties at the Branch/Office location.
- 7.10. Vendor 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.

- 7.11. The Vendor'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 Vendor. The above Report has to be submitted on Monthly Basis to the Bank.
- 7.12. Any worn out or defective parts withdrawn from the Equipment and replaced by the Vendor shall become the property of the Bank. However, vendor should ensure that Faulty Equipment containing Bank's Data is properly backed up and also data is erased from the faulty part.
- 7.13. The Bank may shift any Computers, Hardware Items, Peripherals covered under this AMC to new Branch/Office location within Delhi State as per the requirement during the Contract Period. In such a case, the vendor undertakes to continue to maintain the goods at their new location without any additional cost to the Bank.
- 7.14. 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.
- 7.15. During AMC period Bank may, by notice of not less than 30 days in writing to the selected vendor, modify or delete either any location or all location, either partial items or all items of the contract.

## 8. Technical / Functional Requirements

The Vendor shall comply with the Technical & Functional Specifications narrated in Annexure 11. The vendor should also maintain confidentiality of information shared with them during the tenure of the project, As per Non-Disclosure Agreement

## 9. Service level Agreements:-

- 9.1. This Agreement is effective for one year **subject to annual review**. The renewal of the agreement will be done on the basis of annual review and renewal will not take place if notice in writing or intention not to renew this Agreement is given by either party to the other at least three calendar months in advance at the address mentioned above by Registered post/Speed Post or by way of E-mail Communication through Corporate Mail IDs.
- 9.2. Services should be provided by the service engineers during Working Hours of Bank on all working days. However, In case of exigencies/urgent requirement, Vendor has to provide such maintenance services outside the Working hours at no additional cost to the Bank.
- 9.3. After the award of the contract, if the selected vendor does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract





executed by another party of its choice by giving three months' notice for the same. In this event, the selected vendor is bound to make good the additional expenditure, which the Bank may have to incur in executing the balance of the contract. Such additional expenditure shall be incurred by the Bank within reasonable limits at comparable price prevailing in the market. This clause is applicable, if for any reason, the contract is cancelled.

- 9.4. The vendor in it's each Service Centre shall keep sufficient quantities of spares of essential kits or parts of the equipment. The spares must be original and as per the standard hardware configuration as approved by the Bank.

**10. Uptime :-**

- 10.2. The selected vendor shall guarantee availability of Service Engineers during Working Hours of the Bank on all Working Days (excluding Bank's Holidays) during the entire AMC period.

- 10.3. The Vendor will accomplish preventive and breakdown maintenance activities to ensure that the entire hardware performs without defect or interruption for at least 90% uptime on 9 x 7 Basis of operation of the device, calculated on a monthly basis.

- 10.4. The "Uptime" is, for calculation purposes, equals to the Total contracted hours (i.e. 9 x 7 basis) in a month less "Downtime". The "Downtime" is the time between the Time of Failure and Time of Restoration of Issue within the contracted hours. "Failure" is the condition that renders the bank unable to perform any of the defined functions on the said Device.

- 10.5. The percentage uptime is calculated on monthly basis per device as follows:

(Total contracted hours 9x7 basis in a month - downtime hours within contracted hours) \* 100

Total contracted hours in a month

**11. Penalties/Liquidated Damages:**

- 11.1. Penalties/Liquidated damages for delay in uptime would be as under:

- 11.2. If the selected vendor fails to maintain the guaranteed uptime AMC period, Penalty for Downtime will be deducted as under:

| Uptime calculated on monthly basis | Penalty amount               |
|------------------------------------|------------------------------|
| Upto95%                            | No Penalty would be deducted |





|               |                      |
|---------------|----------------------|
| 92% to 95%    | Rs.250/- (Plus GST)  |
| 90% to 92%    | Rs.500/- (Plus GST)  |
| Less than 90% | Rs.1000/- (Plus GST) |

- 11.3. If monthly uptime is less than 90%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFQ. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the selected vendor (including AMC payments).
- 11.4. Penalties/Liquidated Damages for non-performance: If the specifications of the RFQ are not met by the selected vendor during various tests, the selected vendor shall rectify the same at their cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves its right to invoke the Bank Guarantee.
- 11.5. The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the selected vendor under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from selected vendor or from any other amount payable to the selected vendor in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.

## 12. Payment Terms:

- 12.1. Payment will be released after execution of stamped "Contract Agreement" and also Non-Disclosure Agreement (NDA) as per the RFQ Terms.
- 12.2. Please note that Originals invoices in duplicate reflecting GSTIN, State Code, HSN Code, State Name, Taxes & Duties, should be submitted while claiming payment.
- 12.3. The selected vendor has to submit Satisfactory Service, Preventive Maintenance & Service Call Log reports duly signed by the respective Branch/offices, while claiming payment.
- 12.4. Payment shall be released within 30 days of submission of relevant documents as per RFQ terms, Order Terms and after signing the contract Agreement.
- 12.5. Bank shall pay amount on half yearly basis in arrears, after receiving the documents as above from the vendor.
- 12.6. The Bank may decide to add or remove certain Computers or peripherals from the AMC at any point of time during the Contract. Payment for any inclusion / deletion





of Computer, Printer, Scanner and other peripherals during the Contract Period will be calculated on pro-rata basis.

- 12.7. The selected vendor has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc. while claiming the payment.
- 12.8. The payments will be released through NEFT / RTGS after deducting LD( Penalty), IT-TDS, GST-TDS & other applicable TDS / Taxes if any, centrally at Regional Office, South Delhi.

### **13. ONSITE RESOURCES & SUPPORT:**

- 13.1. The vendor has to provide 1 On-Site Engineers at Regional Office, South Delhi (For field work vendor has to arrange engineers to branch visit as and when complaint registers)having experience in providing Hardware Maintenance Services of Computers and Peripherals, Software Support etc.
- 13.2. The Engineers available at Regional Office South Delhi should be certified in Computer Hardware. The Certification should be valid till the Contract Period.Vendor has to submit the Copy of Certifications of the Engineers to be deployed in support of the same.
- 13.3. The Onsite Resources shall be providing necessary Support to Branches/Offices in their day to day functioning of Computer Hardware, Software (including Up gradation of OS Version, patches, Anti-Virus, Domain Setting, Biometrics etc) Printers, and other peripherals etc. installed at all the Branches/Offices as per the Scope of Work and Requirement of RFQ.
- 13.4. The resource Timings will be minimum 10 AM to 7 PM on all Bank Working days.
- 13.5. The Onsite Support will be available from Day One of Commencement of AMC Contract Service Period and should be available till the entire AMC Period unless Bank gives written notice for termination of Services of On-Site Support.
- 13.6. If Bank is unsatisfied with the Services rendered by Onsite Engineer/s at any location, vendor has to replace the Engineer with better experienced/qualified Engineer within 7 days of such written intimation by the Bank.
- 13.7. The Vendor has to submit following KYC Documents for Onsite Engineers:
- 13.8. Latest Resume (Candidate Photograph should be part of Resume only) and Print should be coloured only.
- 13.9. Address Proof (Local and Permanent) - Duly Attested photocopy by Candidate and Employer.
- 13.10. Aadhar Card - Duly Attested photocopy by Candidate and Employer.





13.11. Background Police Verification Report - Duly Attested photocopy by Candidate and Employer.

13.12. In case, the Resources go on leave/absence, replacements having equivalent or higher experience has to be arranged by the vendor to ensure continuity of the Services.

13.13. The Vendor's Onsite Engineers has to follow the Rules/Regulations of the Bank while performing duties at the Branch/Office location.

#### 14. Defect liability:

In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the AMC period (if contracted) of the contract, the selected vendor shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFQ terms.

#### 14. Submission of Quotations:

14.1. The quotation should be submitted in sealed cover addressed to the Bank at the following address within the date and time specified in the (Quotation details in Brief) above.

Canara Bank  
ATM Maintenance Section  
Regional Office South Delhi,  
1<sup>st</sup> floor DDA building Vardhman Tower,  
Nehru Place South Delhi 110022  
Phone No: 011- 26173277  
Email Id: [dssrosdel@canarabank.com](mailto:dssrosdel@canarabank.com)

#### 15. QuotationSystemOffer:

15.1. The response to the RFQ will be submitted by way of single stage quotation as detailed below:

15.1.1. The Quotation should be put in a closed envelope and should be super scribed as "Offer for AMC for Computer & Other IT Hardware under Canara Bank Regional Office, South Delhi" on the top of the envelope.

15.1.2. The envelope shall bear the RFQ No., RFQ Details, name & complete postal address of the vendor and authority to whom the Quotation is submitted.

15.1.3. The envelope/s should be properly sealed and submitted.

15.1.4. All documents must be duly signed by the authorized signatory of the vendor. No overwriting, erasures are permitted.





**16. Amendment to Quotation Document:**

- 16.1. At any time prior to deadline for submission of Quotations, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective empanelled vendor, may modify the quotations document, by amendment.
- 16.2. Notification of amendments will be made available through e-mail communication only to all vendors and will be binding on all vendors and no separate communication will be issued in this regard.
- 16.3. In order to allow reasonable time to prospective vendors to take the amendment into account in preparing their quotation, the Bank, at its discretion, may extend the due date for submission of quotation for a reasonable period as decided by the Bank for the submission of Quotations.

**17. Price Composition:**

- 17.1. The price quoted should be only in Indian Rupees.
- 17.2. The vendor has to give price of all the items separately, as mentioned in Bill Of Material as per Annexure-19.
- 17.3. The vendors should alone bear the expenses like transportation, loading/unloading charges etc.
- 17.4. The vendor has to quote applicable GST as mentioned in the Bill of Material.

**18. Opening of Quotation:**

- 18.1. The representative of the vendor can be present for the opening of the Quotation. No separate intimation will be given in this regard to the vendors for deputing their representative. The quotation will be opened in the presence of Vendor's representative and Bank Officials.
- 18.2. Non-attendance at the quotation opening will not be cause for disqualification of a vendor.

**19. Evaluation Criteria:**

- 19.1. After completing the above process, the Bank will declare L1, L2, and L3.... Vendor in order to determine the Lowest evaluated Quotation (L1) and will award the contract to the L1 Vendor. In case of failure or refusal to execute the order, Canara Bank, ATM/Hardware & AMC Section, Regional Office South Delhi shall have the right to dispose the items to L2/L3 vendor on matching the L1 (Lowest) prices.

*(Signature)*

Assistant General Manager

*(Signature)*





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

**ANNEXURE-1**  
**Checklist**

| No   | DESCRIPTION   | Submitted<br>Yes/No |
|--|---|---------------------|
| <b>F. ANNEXURES( To be submitted with Part A-Conformity to Eligibility Criteria)</b> |   |                     |
| 1.   | Check list  |                     |
| 2.   | Quotation 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 3 years     |                     |
| 8.   | Non-Disclosure Agreement                                |                     |
| 9.   | Details of Offices/Branches/Service                     |                     |
| <b>ANNEXURES( To be submitted with Part-B -Technical Proposal)</b>                   |   |                     |
| 10.  | Technical Quotation 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  |  |
| <b>ANNEXURES( To be submitted with Part-C -Commercial Proposal)</b> |  |  |
| 18.   | Covering Letter for Commercial Quotation   |  |
| 19.   | Bill Of Materials  |  |
| <b>Appendix ( Other Formats to be submitted)</b>                    |  |  |
| 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 contract 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 C-Commercial Quotation                           |  |

**Vendors to verify the checkpoints and ensure accuracy of the same before submission of the quotation.**

Date

Signature with Seal :

Name :

Designation :



**ANNEXURE-2**

**Quotation Covering letter format**

Reference No:

Date:

The Assistant General Manager,  
ATM Maintenance Section  
Regional Office South Delhi,  
1<sup>st</sup> Floor DDA Building Vardhaman Tower,  
Nehru Place South Delhi 110019  
Phone No: 011- 26173277

Dear Sir,

**SUB: Annual Maintenance Contract of Computer Hardware and Peripherals in District of South Delhi, branches/offices of Canara Bank.**

**Ref: Your RFQ6971/IT-AMC/2024-25 dated 13/03/2024**

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 Delhi state Branches/Offices Of Canara Bank.

We agree to aquotatione 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 South Delhi coming under Canara Bank, South Delhi Regional Office.**

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 Quotation 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 Vendor 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)<br>Registered Office<br>Corporate Office |         |
| h.      | Telephone No<br>FAX No<br>E-mail Address<br>Website                                   |         |
| i.      | Turnover from IT related business.<br>2020-21<br>2021-22                              |         |
| j.      | Service Net Work (Number of Service Centers in )<br><br>• Delhi                       |         |
| k.      | Our PAN number for Income Tax is _____.<br>GST Registration Number is _____.          |         |



|                                     |  |
|-------------------------------------|--|
| Our Bank Details                    |  |
| Name and Style of Bank Account      |  |
| Name of the Bank and Branch address |  |
| Account Number                      |  |
| RTGS / NEFT Code                    |  |

**Date**

**Signature with Seal :**

**Name :**

**Designation :**



#### Annexure-4

#### Eligibility Criteria Declaration

[Note: These details should be on the letter head of Vendor 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 South Delhi.

Ref: RFQ6971/IT-AMC/2024-25 dated 13/03/2024

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

|              | Sl. No. | Eligibility Criteria   | Documents to be submitted for Eligibility Criteria Compliance   | Vendor's Response and Documents Submitted |
|--------------|---------|--|---|---|
| CONSTITUTION | 1.      | The Vendor 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.<br>(OR)<br>Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company.<br>(OR)<br>Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.<br>(OR)<br>Certification of MSME registration |   |
| OEM/OSD/OSO  | 2.      | The Vendor is An authorized service Provider<br>(OR)<br>Vendor 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 submit to this effect.<br><br>The vendor should certifying with the valid proof of an Authorized Service Provider.   |   |



|                   |    |   |   |  |
|-------------------|----|---|---|--|
| FINANCIALS        | 3. | The Vendor must have average turnover Rs.1.00 Crores in the last two financial years.   | Vendor has to submit copies of audited Balance Sheet for last 2 Years.<br>AND<br>Vendor must produce a certificate from the Company's Chartered Accountant (who has also audited the Balance sheet of the company).<br>The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number. |  |
|                   | 4. | The Vendor should submit 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 Vendor 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.   |  |
| Vendor Experience | 5. | The vendor should not have been currently blacklisted / barred / disqualified by any Public Sector Bank/PSU or Govt Departments in the past.  | A self-declaration in vendor's letter head to this effect must be furnished.  |  |

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 quotation is liable for rejection. All documentary evidence / certificates confirming compliance to Eligibility Criteria should be part of Eligibility quotation.

Date

Signature with Seal :

Name :

Designation :

## Annexure-5

### Service Support Details

[Note: These details should be on the letter head of Vendor 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 South Delhi.

Ref: RFQ6971/IT-AMC/2024-25 dated 13/03/2024

| 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.      | Vendors 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 Quotation Opening on the letter head of Vendor and should be signed by an Authorized Signatory with Name and Seal of the Company)

Ref No:

Date:

The Assistant General Manager,  
Canara Bank,  
Regional Office South Delhi,  
1<sup>st</sup> Floor DDA Building Vardhaman Tower,  
Nehru Place, South Delhi 110019  
Phone No: 011- 26173277

Dear Sir,

**SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of all the Canara Bank branches/offices of district of South Delhi.**

**Ref: Your RFQ6971/IT-AMC/2024-25 dated 13/03/2024**

This has reference to your above RFQ.

Mr./Miss/Mrs. \_\_\_\_\_ is hereby authorized to attend the quotation 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 quotation covers.**

### ANNEXURE-7

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

[Note: These details should be on the letter head of Vendor 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 :



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

WHEREAS, the Vendor 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

The Vendor agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the Vendor 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.

Date      Signature with Seal :

: Name :  
Designation :

## ANNEXURE-9

### Details of Offices/ Branches /Service Centers

[Note: These details should be on the letter head of Vendor 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 - QUOTATION)**  
**ANNEXURE-10**

**Technical Quotation Covering letterFormat**

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

To

The Assistant General Manager,  
Canara Bank,  
Regional Office South Delhi,  
1<sup>st</sup> Floor DDA Building Vardhaman Tower,  
Nehru Place, South Delhi 110019  
Phone No: 011- 26173277

**SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of all the Canara Bank branches/offices of district of South Delhi.**

**Ref: Your RFQ 6971/IT-AMC/2024-25 dated 13/03/2024**

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

| Sl. No. | Particulars  | Details to be furnished by the Vendor |
|---------|--|---------------------------------------|
| a.      | Technical specification as per ANNEXURE-11   |                                       |
| b.      | Name of the Vendor   |                                       |
| c.      | E-mail address of contact persons  |                                       |
| d.      | Details of:<br>Description of business and business background<br>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 vendor during the last three years in India<br><br>(Name of the Bank, time taken for execution of the |                                       |

|    |   |  |
|----|---|--|
|    | assignments and documentary proof from the Bank are to be furnished)  |  |
| g. | List of applicants major customers in last 3 years and details as below may be taken: <ul style="list-style-type: none"> <li>i) Name and complete postal Address of the customer.</li> <li>ii) Name, designation, Telephone , Fax Nos., e-mails and address of the contact person(customer)</li> <li>iii) Whether reference letter enclosed.</li> </ul> |  |
| h. | Details of inputs/requirements required by the vendor 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 quotation 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 vendors.
- 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 & Functional Requirement

[Note: These details should be on the letter head of Vendor 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 South Delhi.

Ref: Your RFQ 6971/IT-AMC/2024-25 dated 13/03/2024

#### NOTE

- If the Vendor feels that certain features offered are superior to what has been specified by the
- 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.  
The Vendor shall provide all other required equipment and/or services, whether or not
  - explicitly mentioned in this RFQ, to ensure the intent of specification, completeness, operability, maintainability and upgradability.  
The selected vendor 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 vendor either at site or in vendor's work site without any extra cost to the Bank.

| S.No | Description   | Vendor's Compliance Yes/No |
|------|---|----------------------------|
| 1.   | Vendor has to provide Maintenance & Repair Services for the Computers, Peripheral Devices & related System Software Upgradations of branches/ offices across Delhi state to ensure smooth functioning & working of the Bank's Computers & Peripheral Devices covered under AMC during the entire AMC period.  |                            |
| 2.   | The Vendor shall rectify any defects, faults and failures in the Equipment and shall repair and replace worn out of defective parts of the Equipment during the Branch's Working hours on Working days of the Bank (other than bank holidays). However in no circumstances making operation of the computer / 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 Updating 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 DMS 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 Vendor 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 South Delhi.

Ref: Your RFQ6971/IT-AMC/2024-25 dated 13/03/2024

| DEVICE                | QTY | WITHIN WARRANTY | IN EXISTING AMC |
|-----------------------|-----|-----------------|-----------------|
| AIO (HP, ACER & Dell) | 391 | 218*            | 173             |
| LASER PRINTER (MONO)  | 114 | 4*              | 110             |
| PASSBOOK PRINTER      | 51  | 27*             | 24              |
| FAST SCANNER          | 50  | 22*             | 28              |

\*Annual Maintenance Contract in respect of hardware under warranty period will take effect immediately after the expiry of the warranty period.

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 South Delhi.**

**Ref: Your RFQ 6971/IT-AMC/2024-25 dated 13/03/2024**

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 Vendor 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 South Delhi.

Ref: Your RFQ6971/IT-AMC/2024-25 dated 13/03/2024

#### DECLARATION

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

| Compliance                  | Description   | Compliance<br>(Yes / No) | Remarks /<br>Deviations |
|-----------------------------|---|--------------------------|-------------------------|
| Terms and<br>Conditions     | We hereby undertake and agree to aquotatione 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 quotations) |                          |                         |
| Technical<br>Specifications | We certify that the systems/ services offered by us for tender confirms to the specifications (as per ANNEXURE-11) stipulated by you except the following deviations.   |                          |                         |
| Scope of Work               | 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 South Delhi.**

**Ref: Your RFQ6971/IT-AMC/2024-25 dated 13/03/2024**

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 quotation queries (if any) and aquotatione by the same. We agree that no counter condition/assumption in response to commercial quotation will be accepted by the bank. Bank has right to reject such quotation. We understand that Bank shall be placing Order to the Selected Vendor 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 Vendor 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 South Delhi.

Ref: Your RFQ6971/IT-AMC/2024-25 dated 13/03/2024

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 Vendor 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 South Delhi.

Ref: Your RFQ6971/IT-AMC/2024-25 dated 13/03/2024

| Sl. No. | Scope of Work  | Vendor's Compliance (Yes/No) |
|---------|--|------------------------------|
| 1.      | Vendor has to provide Maintenance & Repair Services for the Computers, Peripheral Devices & related System Software Upgrade of branches / offices across district of <b>South Delhi</b> 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 <b>Comprehensive Onsite</b> 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 actual against submission of GST Compliant Invoice.   |                              |
| 3.      | The Vendor 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 vendor should have sufficient resources, spare parts and capabilities to execute the order.  |                              |
| 5.      | <p>During the term of the Contract, vendor 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 Vendor shall rectify any defects, faults and failures in the Equipment and shall repair and replace worn out of defective parts of the Equipment during the Branch's Working hours on Working days of the Bank (other than bank holidays). However in no circumstances making operation of the computer / computer peripherals go beyond 2 working days after reporting by the Branch / office. In cases where unserviceable parts of the Equipment need replacement, the vendor shall replace such parts, at no additional cost to the Bank, with brand new parts or those equivalent to new parts in performance provided that if the vendor is required to replace consumables, being printer ribbons, magnetic tape reels, cartridges, cassettes, exchangeable disc</li></ul> |                              |



|    |  |  |
|----|--|--|
|    | <p>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.</p> <ul style="list-style-type: none"> <li>• In case of exigencies/urgent requirement, Vendor has to provide such maintenance services outside the Working hours at no additional cost to the Bank.</li> <li>• The Quotationer 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 Vendor 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 Vendor 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 vendor 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> </ul>   |  |

|     |  |  |
|-----|--|--|
|     | <ul style="list-style-type: none"> <li>• Rectification of any corruption in the Software or media.</li> <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.  | <p>Preventive Maintenance: The Quotationer 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</p> <p>Peripherals within the first 30 days of the commencement of the Contract Period and once in every 6 months during the Contractual Period. The Quotationer shall not outsource any activity which comes under the scope of this contract.</p>   |  |
| 9.  | The Quotationer shall ensure that the Service Engineers shall invariably produce identity card issued by the Quotationer while carrying the maintenance activity at the Branch / Office premises. The Quotationer'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 Quotationer's personnel has to follow the Rules/Regulations of the Bank while performing duties at the Branch/Office location.   |  |
| 10. | Quotationer 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 Vendor'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 Vendor. 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 Vendor shall become the property of the Bank. However, vendor 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 <b>South Delhi</b> as per the requirement during the Contract Period. In such a case, the vendor undertakes to continue to maintain the goods at their new location without any additional cost to the Bank.   |  |
| 14. | 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.   |  |
| 15. | During AMC period Bank may, by notice of not less than 30 days in writing to the selected vendor, 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 Quotation**

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

Reference No:

Date:

To,

**The Deputy General Manager**

Canara Bank

ATM Maintenance Section

Regional Office South Delhi,

1<sup>st</sup> Floor DDA Building, Vardhman Tower

Nehru Place, South Delhi 110019

Phone No: 011- 26173277

**SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of all the Canara Bank branches/offices of district of South Delhi.**

**Ref: Your RFQ6971/IT-AMC/2024-25 dated 13/03/2024**

We thank you for providing us an opportunity to participate in the subject RFQ. Please find our commercial offer as per ANNEXURE-19 Commercial quotation 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 of South Delhi.

Ref: Your RFQ 6971/IT-AMC/2024-25 dated 13/03/2024

Notes

1. These Details should be on the letter head of the Vendor 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-quotation queries (if any) while quoting.
3. Do not change the structure of the format.
4. No counter condition/assumption in response to commercial quotation will be accepted. Bank has a right to reject such quotation.

| S.No | Item Details                           | AMC Cost per Year        |              |                     |                                       |                 |                                       | Total AMC Cost for 1Year |
|------|--|--------------------------|--------------|---------------------|---------------------------------------|-----------------|---------------------------------------|--------------------------|
|      |  | AMC cost per Unit<br>(A) | TAX %<br>(B) | Value of TAX<br>(C) | Total Cost of AMC per Unit<br>(D=A+C) | Quantity<br>(E) | Total Cost of AMC Per year<br>(F=D*E) | G=F*3                    |
| 1    | Desktop (Dell, Acer, HP etc.)          |                          |              |                     |                                       | 391             |                                       |                          |
| 2    | Laser Printer (HP/Samsung/Cannon etc.) |                          |              |                     |                                       | 113             |                                       |                          |
| 3    | Passbook Printer                       |                          |              |                     |                                       | 51              |                                       |                          |
| 4    | Coloured Printer                       |                          |              |                     |                                       | 1               |                                       |                          |

|                                |  |  |  |  |  |          |  |  |
|--------------------------------|--|--|--|--|--|----------|--|--|
| 5                              | Fast Scanner<br>(Epson/Canon & HP<br>etc)              |  |  |  |  | 50       |  |  |
| 7                              | Total cost of Hardware AMC Services                    |  |  |  |  |          |  |  |
| Resident Engineers On the Site |  |  |  |  |  |          |  |  |
| 1                              | In House Engineer at<br>Regional Office<br>South Delhi |  |  |  |  | <u>1</u> |  |  |
| 2                              | Total cost of On The Site Resident engineers           |  |  |  |  |          |  |  |

| S.No. | Details   | Total Cost of Contract<br>(Inclusive of Tax) |
|-------|---|--|
| 1     | Total Cost of AMC services  |  |
| 2     | Total cost of On the Site Resident engineers  |  |
| 3     | Total cost of Contract (Total Cost of AMC services+ Total cost of On the Site Resident engineers) |  |

### Undertaking

- 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-quotation queries (if any) and aquotatione by the same.
- 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 Quotation.
- We agree that no counter condition/assumption in response to commercial quotation will be accepted by the Bank. Bank has a right to reject such quotation.
- We are agreeable to the payment schedule as per "Payment Terms" of the RFQ.

Date :

Signature with Seal :

Name :

Designation :