

REQUEST FOR QUOTATION [RFQ]

[RFQ 01/2024-25]

FOR

“AMC (ANNUAL MAINTENANCE CONTRACT)/ (ATS) ANNUAL
TECHNICAL SERVICE FOR COMPUTERS & PERIPHERALS IN
REGIONAL OFFICE-II, AGRA (OTHER UNITS/BRANCHES COMES
UNDER REGIONAL OFFICE-II AGRA)”

Issued by: Canara Bank,
ATM/ HARDWARE AMC SECTION,
CANARA BANK REGIONAL OFFICE -2 ,AGRA
PADAM BUSINESS PARK
SECTOR-12 A,
AVAS VIKAS SIKANDRA YOJNA AGRA - 282007 (U. P.)
Email: atmroagra2@canarabank.com
Phone No: 0562-2600481



Details in Brief

Sl. No.	Description	Details
1.	RFQ No. and Date	RFQ 01/2024-25/LT-303/ATMHWSEC/2024 dated 22/03/2024
2.	Location Address for submission of Bid/s [Address of Communication]	ATM/ HARDWARE AMC SECTION, CANARA BANK REGIONAL OFFICE -2 ,AGRA PADAM BUSINESS PARK SECTOR-12 A, AVAS VIKAS SIKANDRA YOJNA AGRA – 282007 (U. P.)
3.	Date of Issue	26.03.2024
4.	Last Date of Submission	02.04.2024 UPTO 04.00 PM
5.	Tender Fee (Non Refundable)	NA (Bidder has to submit declaration as per Annexure-4)
6.	Earnest Money Deposit (Refundable)	NA (Bidder has to submit declaration as per Annexure-4)
7.	Date of Opening of Bid	03.04.2024
<p style="text-align: center;">This document can be downloaded from following websites https://www.canarabank.com/ Any amendments, modifications, Prebid replies and any communication etc., will be uploaded in the Bank's website only (i.e., https://www.canarabank.com/. No individual communication will be sent to the bidders.</p>		

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 document and all other terms and conditions subject to which such information is provided. This RFQ document is not an agreement and is not an offer or invitation by Canara Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as "Bidder" or "Bidders" respectively). The purpose of this RFQ is to provide the Bidders with information to assist the formulation of their proposals. This RFQ does not claim to contain all the information each Bidder require. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this 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 require. 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 alters 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://www.canarabank.com/> and it will become part and parcel of RFQ.

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 the quotations / 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.

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

RFQ-01/2024-25/LT-303/ATMHWSEC/2024



1. Instructions to Bidders

The Bank wishes to procure Annual Maintenance Contract for computer items & peripherals from reputed vendors to Regional Office-II,, Agra (other units/Branches comes directly under Regional Office-II, Agra) through RFQ (Request for Quote) process. The indicative list of various IT hardware/ software items to be covered under AMC/ ATS are:

- AIO PCs
- Desktops
- Laser Printers
- Passbook Printers
- Colour Printers
- High Speed Scanners
- CTS Machines
- Laptops
- Any other IT Hardware/ Software items

2. Objective

- 2.1. Canara Bank invites application from reputed bidders to submit their "QUOTATION" who fulfills the eligibility criteria as given below for providing Comprehensive Onsite AMC/ ATS services for computer hardware/ software items at Canara bank.
- 2.2. The bidders satisfying the eligibility criteria as per the RFQ and having experience in providing Onsite AMC/ ATS Services for Computer Hardware/ Software items may respond. The bidders should have experience in providing Onsite AMC/ ATS Services for IT related Hardware/ Software items like Desktops, Laptops, Printers, and Scanners etc.
- 2.3. The Bank is looking for comprehensive AMC/ ATS services (onsite maintenance, repairs, replacement of spare parts and other related works for ensuring un-interrupted working of Bank's Computer Hardware/ Software Items) from bidders who have sufficient experience, resources and established facilities for providing the AMC/ ATS services.

3. Eligibility Criteria

- 3.1. The bidder should have minimum 5 years of experience in Computer Maintenance Services and provide copies of contracts/work orders/ documentary evidence (work completion certificate or satisfactory services given by vendor) preferably from PSB/ QUASI Government institution or listed companies in support of past experience of similar services along with names, addresses and contact details of clients shall be provided with bid for verification by the buyer.
- 3.2. The bidder should be an authorized service provider/ partner for one or more OEM like HP, Acer, and Dell etc with capable engineers to support Desktop, Printers, Scanners and other peripherals. Documents in this regard need to be submitting for verification purposes.



RFQ-01/2024-25/LT-303/ATMHWSEC/2024



- 3.3. The bidder should have AMC in hand for at least 500 Desktops, 100 Laser Printers and Passbook Printers and other peripherals or more in a single work order in the last three years ending 31.03.2024.
- 3.4. The bidder should have minimum annual turnover of Rs. 2 Crores during the last three (3) financial years. This must be the individual company turnover and not of any group of companies.
- 3.5. The bidder must not have been blacklisted by any public sector bank/PSU/Government Department in the past. A self-declaration letter by the bidder on the company's letterhead should be submitted along with the bid. The bidder should conduct background verification check for the service engineers deployed to bank and to provide the certificate in this regard.
- 3.6. Non-compliance to any of eligibility criteria would result in outright rejection of the bidder's proposal. The bidder 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 of documents will not be considered for evaluation.
- 3.7. 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 bidders.
- 3.8. The bidder should have their representative office in Agra or in nearby district for operational convenience.
- 3.9. The firm order on successful vendor will have among others the following terms and conditions:
- Order to be accepted within Seven (7) Working days of receiving the order.
 - AMC/ ATS Agreement to be executed within 15 days of acceptance of the order.
 - However, AMC/ ATS to be commenced from the date of order (or) from the date mutually agreed by Bank and successful vendor.
 - AMC/ ATS Payment will be released quarterly in arrears after deducting TDS and LD/Penalties if any.
 - The guidelines issued by various regulatory authorities on Minimum Wages Act, applicable labor laws, from time to time are to be strictly followed by the empaneled vendors for the resources deployed to the Bank.

4. **Requirement Details:**

- 4.1. Bank invites sealed offers ("Conformity to eligibility criteria and technical proposal") for annual maintenance contract through RFQ- offline in Canara bank as per the terms and conditions, technical specifications/ requirement and scope of work described elsewhere in this document. The brief description of computer items and peripherals in Canara bank Regional Office-II,, Agra (other units/offices comes under Regional Office-II, Agra) is furnished in following table.

RFQ-01/2024-25/LT-303/ATMHWSEC/2024



Sr.	Item Details	Quantity
1.	AIO PC/ Desktop	Subjected to latest inventory
2.	Laser Printer	Subjected to latest inventory
3.	Passbook Printer	Subjected to latest inventory
4.	High Speed Scanner	Subjected to latest inventory
5.	Color Printer	Subjected to latest inventory
6.	CTS Machine	Subjected to latest inventory
7.	Laptops	Subjected to latest inventory

4.2. All the above existing hardware/ software of computer and peripherals in Canara bank are to be covered under the AMC of one year commencing from 01.04.2024 to 31.03.2025.

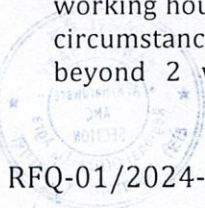
5. **Participation Methodology:**

- 5.1. Authorized service provider/ partners for one or more OEM (i.e. HP, Acer, Dell Etc.) satisfying the stipulated eligibility criteria and meeting the requirement of RFQ can bid.
- 5.2. The bidder should assume complete responsibility for providing end to end solution i.e. Technology, personal, financial and any other infrastructure that would be required to meet intent of this RFQ at no additional cost to the bank.

6. **Broad Scope of Work for AMC/ ATS:**

The broad scope of work for providing comprehensive AMC/ ATS services is as follows:

- 6.1. The bidder has to provide maintenance and repair services for computers, peripheral devices and related system software upgrade of Regional Office-II,, Agra (Units/ offices comes directly under Regional Office-II,, Agra) to ensure a smooth functioning and working of the banks IT related hardware covered under AMC during the financial year.
- 6.2. RFQ contract would be for vendors for providing Comprehensive Onsite AMC/ ATS services for computer hardware/ software items at Canara bank. However, consumable items defined elsewhere in RFQ contract agreement shall be payable at actual against submission of GST compliant Invoice.
- 6.3. 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.
- 6.4. The bidder should have sufficient resources, spare parts and capabilities to execute the order.
- 6.5. During the term of contract, bidder shall maintain the equipment in good working condition and for this purpose, will provide the following repairs and maintenance service:
 - The bidder shall rectify any defects, faults and failures in the equipment and shall repair and replace worn out or defective parts of the equipment during the Branch/Office's working hours on working days of the bank (other than bank holidays). However, in no circumstances repair or replacement of defective parts of computer / peripherals go beyond 2 working days after reporting by the branch/ Office. In cases where



RFQ-01/2024-25/LT-303/ATMHWSEC/2024



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 bidders required to replace consumables, being printer ribbons, cartridges, cassettes, printer 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), bidder has to provide such maintenance services outside the working hours at no additional cost to the bank.
 - 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.
 - 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 telephonic call/ Email written) shall not exceed 24 hours from the receipt of such communication in case the service center/ direct office is situated at the same location where the equipment is installed and 48 Hrs. in other cases.
 - 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.
 - Escalation matrix should be provided for support as per Annexure-16.
 - 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.
- 6.6. In addition to the repair & maintenance of hardware, installation and updation of software and 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 printer etc.)
 - Installation, re-installation 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 MS office, adobe reader, digital signature applications etc.

RFQ-01/2024-25/LT-303/ATMHWSEC/2024



- Monitoring of 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.
- 6.7. 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.
- 6.8. 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) 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.
- 6.9. The bidder shall ensure that service engineer 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 have to follow the rules/ regulations of the Bank while performing duties at the Branch/ Office location.
- 6.10. Bidder has to maintain service call report for repair/maintenance activity carried out at Branch/Offices 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/ Offices and should be submitted along with the claim of AMC charges half-yearly in arrears.
- 6.11. The Bidder's engineer at Regional Office-II, 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.
- 6.12. 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.
- 6.13. The Bank may shift any computers, hardware items, peripherals covered under this AMC to new Branch/ Office location within the mentioned offices at Agra as per the requirement during the contract period. In such case, the bidder undertakes to continue to maintain the goods at their new location without any additional cost to the bank.



6.14. The successful bidder should invariably maintain the standards and follow the stipulations with regard to Bank's Data and Information as undertaken by the vendor in the non-disclosure agreement.

6.15. 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.

7. Technical/ Functional Requirements

The bidder shall comply with the technical & functional specifications narrated in Annexure 11. The bidder should also maintain confidentiality of information shared with them during the tenure of project, as per non-disclosure agreement.

8. Service Level Agreements

8.1. This agreement is effective for the entire period of AMC.

8.2. Services should be provided by the service engineers during working hours of bank on all working days. However, in case of exigencies/ urgent requirement, bidder has to provide such maintenance services outside the working hours at no additional cost to the bank.

8.3. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the bank reserves the right to get the balance contract executed by another party of its choice by giving one month (30 Days) notice period for the same. In this event, the selected bidder 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.

8.4. The bidder in its each service center 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.

9. Up Time

9.1. The selected bidder 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.

9.2. The bidder will accomplish preventive and breakdown maintenance activities to ensure that the entire hardware performs without defect or interruption for at least 90% uptime on 9X7 basis of operation of the device, calculated on a monthly basis.

9.3. 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.

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

RFQ-01/2024-25/LT-303/ATMHWSEC/2024



(Total contracted hours 9 X 7 basis in a month – downtime hours within contracted hours) *100

Total contracted hours in a month

10. Penalties/Liquidated Damages:

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

10.2. If the selected bidder fails to maintain the guaranteed uptime AMC period, Penalty for downtime will be deducted as under:

Uptime calculated on monthly basis	Penalty Amount
Up to 95%	No Penalty would be deducted
92% to 95%	Rs. 250/- + GST
90% to 92%	Rs. 500/- + GST
Less than 90%	Rs. 1000/- + GST

10.3. 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 bidder (including AMC payments).

10.4. Penalties/Liquidated Damages for non-performance: If the specifications of the RFQ are not met by the selected bidder during various tests, the selected bidder 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.

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

11. Payment Terms:

11.1. Payment will be released after execution of stamped "Contract Agreement" and also Non-Disclosure Agreement (NDA) as per the RFQ Terms.

11.2. Please note that original invoices in duplicate reflecting GSTIN, State Code, HSN Code, State Name, Taxes & Duties, should be submitted while claiming payment.

11.3. The selected bidder has to submit satisfactory service, preventive maintenance & service call log reports duly signed by the respective units/Offices, while claiming payment.

11.4. Payment shall be released within 30 days of submission of relevant documents as per RFQ Terms, order Terms and after signing the contract agreement.

11.5. Bank shall pay amount on quarterly basis in arrears, after receiving the documents as above from the bidder.

RFQ-01/2024-25/LT-303/ATMHWSEC/2024



- 11.6. 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.
- 11.7. The selected bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc. while claiming the payment.
- 11.8. 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-II,, Agra.

12. Onsite resources & support:

- 12.1. The bidder has to provide one On-site engineer at Regional Office-II,, Agra having experience in providing Hardware Maintenance Services of Computers and Peripherals, Software Support etc.
- 12.2. The engineer available at Regional Office-II,, Agra should be certified in Computer Hardware. The certification should be valid till the contract period. Bidder has to submit the copy of certifications of the engineers to be deployed in support of the same.
- 12.3. The onsite resource shall be providing necessary support to Units/ Offices in their day to day functioning of computer hardware, software (Including upgradation of OS Version, patches, antivirus, 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.
- 12.4. The resource timings will be minimum 9:45 AM to 6:45 PM on all Bank working days.
- 12.5. The onsite support will be available from day one of the 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.
- 12.6. If Bank is not satisfied with the services rendered by onsite engineer's at any location, bidder has to replace the engineer with better experienced/ qualified engineer within 7 days of such written intimation by the Bank.
- 12.7. The bidder has to submit following KYC Documents for onsite engineer:
- Latest resume (Candidate Photograph should be part of resume only) and print should be coloured only.
 - Address proof (Local and permanent) – Duly attested photocopy by candidate and employer.
 - Aadhar Card – Duly Attested photocopy by candidate and employer.
 - Background police verification report – Duly Attested photocopy by candidate and employer.
 - In case, the resources go on leave/absence, replacements having equivalent or higher experience has to be arranged by the bidder to ensure continuity of the services.



- The bidder's onsite engineer has to follow the Rules/ Regulations of the Bank While performing duties at the Branch/Office location

13. 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 requirement, and/or do not achieve the guaranteed performance as specified herein, within the AMC period (if contracted) of the contract, the selected bidder 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 Bids:

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

Canara Bank
ATM/ HARDWARE AMC SECTION,
PADAM BUSINESS PARK SECTOR-12 A,
AVAS VIKAS SIKANDRA YOJNA AGRA - 282007 (U. P.)
Email : atmroagra2@canarabank.com
Phone No: 0562-2600481

- 14.2. The bids 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-II," on the top of the envelope.
- 14.3. The envelope shall bear the RFQ No., RFQ Details, Name & Complete Postal address of the bidder and authority to whom the bid is submitted.
- 14.4. All documents must be duly signed by the authorized signatory of the bidder. No overwriting, erasures are permitted.
- 14.5. If envelope containing bid documents is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid's misplacement or premature opening.
- 14.6. The bidder shall bear all costs associated with the preparation of and submission of the bid including cost of preparation/presentation etc. The Bank will not be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
- 14.7. If the last day of submission of bids is declared as a holiday under NI Act by the government subsequent to issuance of RFQ, the next working day will be deemed to be the last day for submission of the RFQ. The Bid/s which is/are deposited after the said date and time shall not be considered.

15. Amendment to bidding Document:

RFQ-01/2024-25/LT-303/ATMHWSEC/2024



- 15.1. At any time prior to deadline for submission of bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective empaneled bidder, may modify the bidding document by amendment.
- 15.2. Notification of amendments will be made available through e-mail communication only to bidder requested for clarification and will be binding on all bidders and no separate communication will be issued in this regard.
- 15.3. In order to allow reasonable time to prospective bidders to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the due date for submission of bid for a reasonable period as decided by the Bank for the submission of Bids.

16. Price Composition:

- 16.1. The price quoted should be only in Indian Rupees.
- 16.2. The bidder has to give price of all the items separately, as mentioned in Bill of material as per Annexure-19.
- 16.3. The bidder should alone bear the expenses like transportation, loading/unloading charges etc.
- 16.4. The bidder has to quote applicable GST as mentioned in the Bill of Material.

17. Opening of Bids:

- 17.1. The representative of bidder can be present for the opening of the Bid. No separate intimation will be given in this regard to the bidders for deputing their representative. If any of the bidders or all bidders who submitted the tender are not present during the specified date, time and venue of opening, it will be deemed that such bidder is not interested to participate in the opening of the Bid/s and the bank at its discretion will proceed further with opening of the bids in their absence. The bid will be opened in the presence of bidder's representative and Bank Officials.
- 17.2. Non-attendance at the bid opening will not be a cause for disqualification of a bidder.

18. Evaluation Criteria:

- 18.1. The Bank will evaluate the bid/s submitted by the bidder/s under this RFQ by the officers of the bank. The Bank may engage an external agency for evaluation of the bid. It is Bank's discretion to decide at the point of time.
- 18.2. The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of RFQ, whether the documents have been properly signed and whether items are offered as per RFQ requirements, whether technical documentation as required to evaluate the offer has been submitted. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the bid which does not constitute a material deviation. Bank's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.



- 18.3. After completing the above process, the bank will declare L1, L2 and L3 bidder in order to determine the lowest evaluated bid (L1) and will award the contract to the L1 bidder. In case of failure or refusal to execute the order, Canara Bank TM Section, Regional Office-II,, Agra shall have the right to assign the contract to L2/ L3 bidder on matching the L1 (lowest) prices.
- 18.4. Vendor/s satisfying the eligibility criteria will be short listed after due scrutiny of documents submitted by the bidder. The Bank reserves the right to accept / reject any or all RFQ received in response to this advertisement without assigning any reasons, whatsoever.
- 18.5. During contract period, the bank reserves the right to de-empanel/remove any vendor on the basis on non-satisfactory services/other genuine reason. The Bank's decision will be final in this regard and no representation or correspondence shall be entertained.
- 18.6. The Bank reserves the right to cancel RFQ process at any time, without thereby incurring any liabilities to the affected bidder[s]. Reasons for cancellation, as determined by the Bank in sole discretion include but are not limited to, the following:
- Services contemplated are no longer required.
 - Change in the scope of work or due to unforeseen circumstances and/or factors and or/or new developments.
 - The project is not the in the best interest of the Bank.
 - Any other reason.
- 18.7. The Bank also reserves the right to modify/cancel/re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.
- 18.8. The following officials will facilitate in RFQ related queries and make arrangements for deposit of RFQ documents.

First Official	Alternate Official
MS. ARCHANA YADAV OFFICER ATM/ HARDWARE AMC SECTION, REGIONAL OFFICE-II, AGRA PADAM BUSINESS PARK, SECTOR 12 A, AVAS VIKAS COLONY SIKANDRA YOJNA AGRA ,282007 MOBILE NUMBER- 9719624808	MR. ANKESH SHARMA DIVISIONAL MANAGER ATM/ HARDWARE AMC SECTION, REGIONAL OFFICE-II, AGRA PADAM BUSINESS PARK, SECTOR 12 A, AVAS VIKAS COLONY SIKANDRA YOJNA AGRA ,282007 MOBILE NUMBER- 9389514480

कृते केनरा बैंक/CANARA BANK

मण्डल प्रबन्धक/Divisional Manager
क्षेत्रीय कार्यालय- II, अग्रा/Regional Office-II, Agra



RFQ-01/2024-25/LT-303/ATMHWSEC/2024

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
F.ANNEXURES (To be submitted with Part A-Conformity to Eligibility Criteria)		
1.	Checklist	
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	
ANNEXURES (To be submitted with Part-B-Technical Proposal)		
10.	Technical Bid Covering letter format	
11.	Technical & Function 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	

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:

ReferenceNo:

The Assistant General Manager,
CanaraBank,
ATM Monitoring & Hardware
AMC Section, Regional Office,
Agra-2
AGRA – 282007
Dear Sir,

SUB: Annual Maintenance Contract of Computer Hardware and Peripherals in branches/offices of
CanaraBank Regional Office-2 Agra.

Ref: Your RFQ-01/2024-25/LT-303/ATMHWSEC/2024 dated 22.03.2024

Having examined that 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 Agra 2, 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 presenting branches / offices of Canara Bank in district of Agra coming under Canara Bank, Regional Office Agra-2.

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: ThesedetailsshouldbeontheletterheadofBidderandshouldbesignedbyan AuthorizedSignatorywithNameandSealoftheCompany]

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) • AGRA	
k.	Our PAN number for Income Tax is _____ GST Registration Number is _____	

	Our BankDetails Name and Style of Bank Account Name of the Bank and Branch address AccountNumber RTGS/ NEFT Code	
--	--	--

Date

**Signature withSeal:
Name
Designation**

Annexure-

4Eligibility 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 Regional office-2 Agra.

Ref: RFQ-01/2024-25/LT-303/ATMHWSEC/2024 dated 22.03.2024

We have carefully gone through the contents of the above referred RFQ and Reply to Prebid 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 turn over Rs.200.00 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.	
BIDDER EXPERIENCE	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 &100Printers and 100 scanners in any of the mentioned entity.	
	5.	The bidder should not have been currently blacklisted / barred /disqualified by any Public Sector Bank/PSU or Gov. 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 bybidder.	Documentary proof of GST certificate, Pan Card and other relevant documents to besubmitted.	

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 Eligibilitybid.

Date

Signature withSeal:

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:RFQforAnnualMaintenanceContractforComputerhardwareandperipheralsforall the Canara Bank branches/offices of Regional office-2 Agra.

Ref: RFQ-01/2024-25/LT-303/ATMHWSEC/2024 dated 22.03.2024

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 letterhead 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, Agra 2
Agra - 282007

Dear Sir,

SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of all the Canara Bank branches/offices of Regional Office-2 Agra.

Ref: Your RFQ-01/2024-25/LT-303/ATMHWSEC/2024 dated 22.03.2024

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 5 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 5 years	Value of contract in last 5 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, area able to provide IT Infrastructure services to Canara Bank, having its office at **PADAM BUSINESS PARK SECTOR-12 A, AVAS VIKAS SIKANDRA YOJNA AGRA – 282007 (U. P.)**, 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 Regional office-2 Agra**" 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, memorandum 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, with out 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 there with, 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: ThesedetailsshouldbeontheletterheadofBidderandshouldbesignedbyan Authorized Signatory with Name and Seal of theCompany]

SLNo	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-2
Agra - 282007

SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of all the Canara Bank branches/offices of Regional Office-2 Agra.

Ref: Your RFQ-01/2024-25/LT-303/ATMHWSEC/2024 dated 22.03.2024

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

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 And 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 Regional office-2 Agra.

Ref: Your RFQ-01/2024-25/LT-303/ATMHWSEC/2024 dated 22.03.2024

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.
The Bidder shall provide all other required equipments and/or services, whether or not
 - ii. Explicitly mentioned in this RFQ, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
These selected bidders shall own the responsibility to demonstrate that the services offered are as
 - iii. Per the specification/performance stipulated in this RFQ and as committed by the bidder either at site or in bidder's worksite 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 Up gradations of branches/offices across all districts covered under Regional Office, Agra 1 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, MSOffice, Adobe Reader, etc	
10.	Monitoring of Upto 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: ThesedetailsshouldbeontheletterheadofBidderandshouldbesignedbyan Authorized Signatory with Name and Seal of theCompany)

SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripheralsof all the Canara Bank branches/offices of Regional office-2 Agra.

Ref: Your RFQ-01/2024-25/LT-303/ATMHWSEC/2024 dated 22.03.2024

Sr. No.	Item Details	Covered Under Warranty (TobecoveredunderATS)	To be covered under AMC
1.	PC/Desktop	SUBJECT TO LATEST INVENTORY	SUBJECT TO LATEST INVENTORY
2.	Laser Printer	SUBJECT TO LATEST INVENTORY	SUBJECT TO LATEST INVENTORY
3.	Passbook Printer	SUBJECT TO LATEST INVENTORY	SUBJECT TO LATEST INVENTORY
4.	High Speed Scanner	SUBJECT TO LATEST INVENTORY	SUBJECT TO LATEST INVENTORY
5.	Color Printer	SUBJECT TO LATEST INVENTORY	SUBJECT TO LATEST INVENTORY
6.	CTS Scanner	SUBJECT TO LATEST INVENTORY	SUBJECT TO LATEST INVENTORY

Date

Signature withSeal:

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 Regional office-2 Agra.

Ref: Your RFQ-01/2024-25/LT-303/ATMHWSEC/2024 dated 22.03.2024.

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 Regional office-2 Agra.

Ref: Your RFQ-01/2024-25/LT-303/ATMHWSEC/2024 dated 22.03.2024

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
Terms and Conditions	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)		
Technical 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 Regional office-2 Agra.

Ref: Your **RFQ-01/2024-25/LT-303/ATMHWSEC/2024** dated **22.03.2024**

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 agree able to the payment schedule as per "Payment Terms" of the RFQ.

Date:

Signature with Seal:

Name

Designation

ANNEXURE16
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 Regional office Agra 2 .

Ref: Your **RFQ-01/2024-25/LT-303/ATMHWSEC/2024** dated **22.03.2024**

Name of the Company:

SI No	Name	Designation	Full Office Address	Phone No.	Mobile No.	Fax	Email address
		First Level Contact					
		Secondlevel 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 CanaraBank branches/offices of Regional office-2 Agra.

Ref: Your RFQ-01/2024-25/LT-303/ATMHWSEC/2024 dated 22.03.2024

Sl. 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 Agra 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 actual 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"> • 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 actual upon submission of GST Compliant Invoice to the respective Branch/Office. 	

	<ul style="list-style-type: none"> • In case of exigencies/urgent requirement, Bidder has to provide such maintenance services outside the Working hours at no additional cost to theBank. • 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 / LetterCommunication. • 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 ofsuch communication in case the service centre/direct office is situated at the same location where the Equipment is installed and2Workingdaysin othercases. • 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 bereplaced. • Escalation matrix should be provided for support as per Annexure-16. • 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 theBank 	
6.	<p>In addition to the Repair& Maintenance of Hardware, Installation and Updation of Software & Applications include but not limited to the following:</p> <ul style="list-style-type: none"> • Installation and Configuration of Software required for theBank. • 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 ormedia. 	

	<ul style="list-style-type: none"> • 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 Branches/Offices. 	
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 with in 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 here in, 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 Official 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 theBank.	
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 erased from the faulty part.	
13.	TheBankmayshiftanyComputers,HardwareItems,Peripheralscovered under this AMC to new Branch/Office location within district of Agra 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 theBank.	
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.	DuringAMCperiodBankmay,bynoticeofnotlessthan30daysinwritingto the selected bidder, modify or delete either any location or all location, either partial items or all-items of thecontract	

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]

ReferenceNo:

Date:

To,

The Assistant General Manager
CanaraBank
ATM Monitoring & Hardware AMC Section
Regional Office, Agra 2
AGRA - 282007.

SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of all the Canara Bank branches/offices of Regional office-2 Agra.

Ref: Your **RFQ-01/2024-25/LT-303/ATMHWSEC/2024 dated 22.03.2024**

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 ofMaterial

**SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of Canara Bank,
Regional Office,Agra II (Other Units/Branches directly Comes Under Regional Office,Agra II)**

Ref: Your RFQ 01/2024-25 dated 22/03/2024

Notes

1. These Details should be on the letter head of the Bidder and each & every page should be signed by an authorized Signatory withName 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.

Undertaking

SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of Canara Bank,
Regional Office,Agra II (Other Units/Branches directly Comes Under Regional Office,Agra II).

- 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 neither 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 and two field engineer at Regional Office,Agra II at no additional cost to Canara Bank.

Date:

Signature with Seal:

Name

Designation

/

Quote for AMC

[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]

S no.	Details of Items	AMC Cost Per Unit	Quantity	Total AMC Cost (Excl. Of GST) Per Year
1	PC/Desktop/laptop (HP, Dell, Acer etc)		250*	
2	Printer(HP/cannon etc)		35*	
3	Passbook Printer(Epson/TVS)		5*	
4	Colored Printer(HP/Epson/Brothers)		5*	
5	High Speed Canner (Epson/HP)		20*	
6	Flatbed Scanners /Any other hardware items		25*	
Total Cost of Hardware AMC Services				

***The list of IT hardware items are not exhaustive, addition or omissions to be made will be informed to you from time to time and the same should be incorporated in the AMC on quarterly basis .The vendor is required to maintain proper inventory of all IT hardware.**

Coverage of AMC—

1. All Parts (except consumables) of the IT Hardware should be covered under Comprehensive AMC. If any part needs to be replaced to resolve complaints, the same should be replaced with equivalent or superior part which is compatible.
2. Cost of labor charges should be borne by the vendor under AMC.
3. Vendor should ensure to apply latest bug fixes/ patches or other OS level changes required by the bank on the list of inventories covered under AMC.
4. **Total cost of AMC services should include charges payable to 1 Resident engineer at Regional Office, Agra II and other Field/Service engineers.**

Date:

Signature with Seal:

**Name
Designation**

