

केनरा बैंक Canara Bank

आपका साथ हमारे साथ

A Department of India Unrefracting

सिंडिकेट Syndicate

AWARD OF WORK THROUGH QUOTATION

[RFQ01/2023-24]

FOR

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

Issued By:

CANARA BANK
ATM/HARDWARE SECTION
REGIONAL OFFICE,
HARIDWAR
UTTARAKHAND-249407



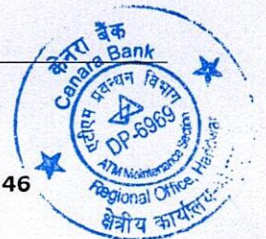
Details in Brief

Sl. No.	Description	Details
1.	RFQ No. and Date	RFQ 01/2023-24 dated 06.03.2024
2.	Location Address for submission of Quotations [Address for Communication]	CANARA BANK REGIONAL OFFICE HARIDWAR Chandwani Market, Arya Nagar, Jwalapur, Haridwar, Uttarakhand PIN - 249407
3.	Date of Issue	06-03-2024
4.	Last Date of Submission of Quotations	18.03.2024 2:00 PM
5.	Date and Time of Opening Quotation	18.03.2024 3:00PM

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.

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 EOI document is not an agreement and is not an offer or invitation by Canara Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as "Bidder" or "Bidders" respectively). The purpose of this 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.





A. Instructions to Bidders

The Bank wishes to procure Annual Maintenance Contract for Computer items & Peripherals from reputed Bidders to its Branches/Offices spread across Chamoli, Pauri Garhwal, Tehri Garhwal, Rudraprayag and Haridwar district through RFQ (Request for Quotation) process.

1.1. **Introduction:** The Bank intends to procure Annual Maintenance Contract for Computer items & Peripherals from reputed Bidders for its Branches/Offices spread across Chamoli, Pauri Garhwal, Tehri Garhwal, Rudraprayag and Haridwar district through (comes under Canara Bank, Regional Office, Haridwar) RFQ (Request for Quotation) process.

2. Scope of Work:

2.1. The Bank intends to procure Annual Maintenance Contract for Computer items & Peripherals from reputed Bidders for its Branches/Offices spread across Chamoli, Pauri Garhwal, Tehri Garhwal, Rudraprayag and Haridwar district through (comes under Canara Bank, Regional Office, Haridwar) RFQ (Request for Quotation) process. The selected lowest bidder will enter into a Contract with Canara Bank Regional Office, Haridwar Centrally at Chandwani Market, Arya Nagar, Jwalapur, Haridwar, Uttarakhand - 249407 for AMC of computer items and peripherals Canara Bank branches / offices in Chamoli, Pauri Garhwal, Tehri Garhwal, Rudraprayag and Haridwar district as per the specifications and Requirements details mentioned in the RFQ.

2.2. The selected bidder will undertake to ensure availability of Hardware Parts & peripherals including sufficient manpower as mentioned elsewhere in the RFQ documents for providing AMC service.

2.3. The selected bidder will provide the latest available models of hardware items, or software to meet the RFQ requirement. In case the proposed hardware or software item is not available at the time of Purchase Order during the validity of the Contract Period, Bidder has to provide the hardware or Software with higher specification or higher version without any additional cost to the Bank.

3. Eligibility Criteria:

0.1. The Bidder should be a registered under LLP Act, 2008/MSME/Indian Partnership Act, 1932 or Private/Public Limited Company under Indian companies Act, 1956 or Indian Companies Act 2013.

0.2. The bidder should have minimum 10 years of experience in computer Maintenance Services and provide copies of contracts/work orders/ documentary evidence (work



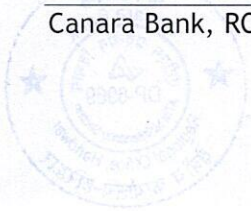


completion certificate or satisfactory services given by Bidder) preferably from PSB/ QUASI Government institution or listed companies in support of past experience of similar services along with names, addresses and contact details of clients shall be provided with bid for verification by the buyer.

- 0.3. The Bidder should be an authorised Service Provider/Partner for one or more OEM- HP, Samsung, Acer, Dell, Epson, Canon, TVS, Lipi etc. with Capable Engineers to support Desktops, Printers, Scanners and other computer peripherals, etc.
- 0.4. The Bidder must have annual turnover of IT Services (Sales part not included) of Rupee Two Crore per year for the last 3 years. Documentary proof is to be submitted.
- 0.5. The Bidder 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 year.
- 0.6. The bidder must have valid GST registration, PAN number, company registration, EPF registration, labor insurance copies, ownership document, class registration certificate etc. All copies to be submitted duly attested by bidders.
- 0.7. The bidder should have their representative office in Haridwar or in nearby district for operational convenience.
- 0.8. The Bidder should not have been **black-listed** by any Public Sector Bank/PSU/Government Department in the past. A self-declaration letter by the Bidder, on the company's letter head should be submitted along with the Quotation. The Bidder should conduct background verification check for the service Engineers deployed to bank and to provide the certificate in this regard.
- 0.9. 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 documents will not be considered for evaluation.

4. Requirement Details

4.1 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 Chamoli, Rudraprayag, Pauri Garhwal, Tehri garhwal and Haridwar comes under Regional Office, HARIDWAR is furnished in following tables:





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

4.2 All the above existing Hardware / Software of Computer & Peripherals in Canara Bank are to be covered under the AMC of 2 Years.

5. Documents required:-

5.1. Suitable Proof establishing the incorporation of the firm.

- Copy of GST Registration Certificate.
- PAN card of the firm/company.
- MSME registration certificate.

5.2. The Bidder should submit Undertaking Letter from OEM (HP, Samsung, Acer, Dell, Canon) certifying that Bidder is an authorised Service Provider/Partner to service/maintain their Products in India.

5.3. Bidder should submit Proof for 3 years experience in Annual Maintenance Contract Services to any of the Public Sector Banks/Private Banks/PSUs/Govt Departments/Govt Institutions, having expertise in maintenance of minimum of 500 Desktops & 100 Printers and 100 Scanners under AMC (as on 31/03/2023). Order in Hand will also consider as proof.

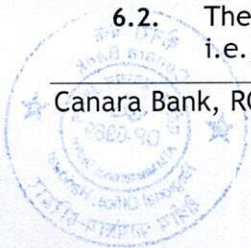
5.4. Bidder has to submit the Copy of Certifications in the computer Hardware of the Engineers that are deployed Offices before joining.

5.5. Bidder should submit self declaration in bidder's letter head for background verification check for the service engineers deployed to bank along with details of Engineers.

6. Participation Methodology:

6.1. In the tender authorized Service Provider/Partner for one or more OEM e.g. HP, Samsung, Acer, Dell, TVS, Canon, Lipi etc. satisfying the stipulated Eligibility Criteria & meeting the requirement of RFQ can Quotation for the item/product in the tender.

6.2. The Bidder 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 Bidder 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:

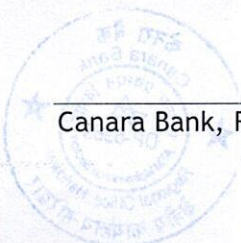
- 7.1. Bidder has to provide Maintenance & Repair Services for the Computers, Peripheral Devices & related System Software Upgrade of branches / offices across district of **Chamoli, Rudraprayag, Pauri Garhwal, Tehri Garhwal and Haridwar** to ensure smooth functioning & working of the Bank's Computers & 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 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.
- 7.4. The Bidder should have sufficient resources, spare parts and capabilities to execute the order.
- 7.5. 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:
 - The Bidder shall rectify any defects, faults and failures in the Equipment and shall repair and replace worn out of defective parts of the Equipment during the Branch's Working hours on Working days of the Bank (other than bank holidays). However in no circumstances making operation of the computer / computer peripherals go beyond 2 Working days after reporting by the Branch / office. In cases where unserviceable parts of the Equipment need replacement, the Bidder shall replace such parts, at no additional cost to the Bank, with brand new parts or those equivalent to new parts in performance provided that if the Bidder is required to replace consumables, being printer ribbons, magnetic tape reels, cartridges, cassettes, exchangeable disc packs print heads the same will incur an additional charge which shall be reimbursed on actuals upon submission of GST Compliant Invoice to the respective Branch/Office.
 - 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 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 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.

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 erstwhile 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 Bidder has to lodge Complaint with the respective Hardware Bidders/ OEM and follow up for resolution of the Calls.
- 7.8. Preventive Maintenance: The Bidder shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the Equipment, and necessary repairing of the Equipment) of all the Contracted Computers and Peripherals within the first 30 days of the commencement of the Contract Period and once in every 6 months during the Contractual Period. The Bidder shall not outsource any activity which comes under the scope of this contract.
- 7.9. The Bidder shall ensure that the Service Engineers shall invariably produce identity card issued by the Bidder while carrying the maintenance activity at the Branch / Office premises. The Bidder's maintenance personnel herein, shall be given access to the Equipment, when necessary, for purposes of performing the repair and maintenance services indicated in this Contract. The Bidder's personnel has to follow the Rules/Regulations of the Bank while performing duties at the Branch/Office location.
- 7.10. Bidder has to maintain Service Call Report for repair/maintenance activity carried out at Branch/Office location by Service Engineer, wherein incident of Equipment malfunction, date and time of commencement and successful completion of repair work and nature of repair work performed on the Equipment together with a description of the malfunction or the cause for work. This Service Call record should be authenticated by the Officials of the Branch and should be submitted along with the claim of AMC Charges half yearly in arrears.
- 7.11. The Bidder's Engineer at Regional Office shall also maintain details of such maintenance and repair log centrally detailing incident of such equipment malfunction for recording the nature of faults and failures observed in the Equipment, the date and time of their occurrence and the date and time of their communication to the Bidder. The above Report has to be submitted on Monthly Basis to the Bank.
- 7.12. 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.
- 7.13. The Bank may shift any Computers, Hardware Items, Peripherals covered under this AMC to new Branch/Office location within Uttarakhand State as per the requirement during the Contract Period. In such a case, the Bidder undertakes to continue to maintain the goods at their new location without any additional cost to the Bank.

- 7.14. 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 Bidder 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 Bidder, modify or delete either any location or all location, either partial items or all items of the contract.

8. 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 the project, As per Non-Disclosure Agreement.

9. Service level Agreements:-

- 9.1. This Agreement is effective for two years 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, Bidder 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 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 three months notice 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.
- 9.4. The Bidder in its 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 :-

- 0.1. 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.



- 0.2. 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 9 x 7 Basis of operation of the device, calculated on a monthly basis.
- 0.3. 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.
- 0.4. The percentage uptime is calculated on monthly basis per device as follows:

$$\frac{(\text{Total contracted hours } 9 \times 7 \text{ basis in a month} - \text{downtime hours within contracted hours})}{\text{Total contracted hours in a month}} * 100$$

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 Bidder 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 Bidder (including AMC payments).
- 11.4. 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.

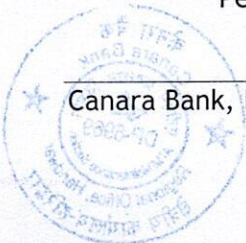
- 11.5. The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the selected Bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from selected Bidder or from any other amount payable to the selected Bidder 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.

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 Bidder 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 Bidder.
- 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 Bidder 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, HARIDWAR.

13. ONSITE RESOURCES & SUPPORT:

- 13.1. The Bidder has to provide one On-Site Engineer at Regional Office, Haridwar having experience in providing Hardware Maintenance Services of Computers and Peripherals, Software Support etc.



- 13.2. The Engineer available at Regional Office Haridwar 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 Engineer to be deployed in support of the same.
- 13.3. The Onsite Resource 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, Bidder has to replace the Engineer with better experienced/qualified Engineer within 7 days of such written intimation by the Bank.
- 13.7. The Bidder has to submit following KYC Documents for Onsite Engineer:
 - 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 Bidder to ensure continuity of the Services.
 - 13.13. The Bidder'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 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 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 AND HARDWARE SECTION
REGIONAL OFFICE HARIDWAR
CHANDWANI MARKET, ARYA NAGAR, JWALAPUR,
HARIDWAR, UTTARAKHAND - 249407
Ph No :+91-9456597321
Email: atmroddn2@canarabank.com**

CLARIFICATION TO RFQ QUERIES :-

1.1 The Bidder should carefully examine and understand the scope and, terms and conditions of RFQ and may seek clarifications, if required through above mail before submitting quotations. No clarifications will be entertained after submission of quotations.

15. Quotation System Offer:

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

- 15.1.1. The Quotations 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, Haridwar” on the top of the envelope.
- 15.1.2. The envelope shall bear the RFQ No., RFQ Details, name & complete postal address of the Bidder 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 Bidder. No over writing, erasures are permitted.

16. Amendment to RFQ terms:

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 Bidder, may modify the RFQ terms by amendment.

- 16.2. Notification of amendments will be made available through e-mail communication only to all Bidders and will be binding on all Bidders and no separate communication will be issued in this regard.
- 16.3. In order to allow reasonable time to prospective Bidders to take the amendment into account in preparing their Quotations, 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 Bidder has to give price of all the items separately, as mentioned in Bill Of Material as per Annexure-19.
- 17.3. The Bidders should alone bear the expenses like transportation, loading/unloading charges etc.
- 17.4. The Bidder has to quote applicable GST as mentioned in the Bill of Material.

18. Opening of Quotations:

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

19. Evaluation Criteria:

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

20. Execution of Agreement :-

The selected bidder shall sign a stamped "Contract Agreement" with the Bank at the time, place and in the format prescribed by the Bank and also Non-Disclosure Agreement (NDA). Failure to execute the Contract Agreement and NDA may result in rejection of the selected Bidder.



The Contract Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and Price, as agreed finally after Bid evaluation and negotiation. The Contract shall be executed in English language in one original, the Bank receiving the duly signed Original and the selected Bidder receiving the photocopy. The contract shall be valid till all contractual obligations are fulfilled.

Bank reserves the right to select the next ranked bidder, if the selected bidder not accepting the Purchase Order or withdraws his proposal after selection or at the time of finalization of the contract or disqualified on detection of wrong or misleading information in the offer.


ATM / HARDWARE SECTION EXECUTIVE

