



REQUEST FOR QUOTATION

[RFQ 02/AMC/2024-25]

FOR

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

Issued By:

CANARA BANK,
ATM MAINTENANCE SECTION,
REGIONAL OFFICE,
NOIDA

BID SCHEDULE

Sl. No.	Description	Details
1.	RFQ No. and Date	RFQ 02/AMC/2024-25 dated 06/04/2024
2.	Name of the Section	ATM Maintenance Section, Regional Office, Noida
3.	Brief Description of the RFQ	Selection of Service Provider for Providing Comprehensive AMC Services for IT Hardware Items from 01/04/2024 for a period of 2 Years.
4.	Bank's Address for Communication	Assistant General Manager, Canara Bank, Regional Office, Noida C-3, 2nd Floor, Sector 1, Noida - 201301 Email: dssronoida@canarabank.com
5.	Date of Issue of RFQ	06.04.2024
6.	Tender Fee (Non - Refundable)	Rs. 5900/- (including 18% GST)
7.	Last Date, Time and Venue for Submission of Bids	12.04.2024 by 4:00 PM Venue: Canara Bank, Regional Office, Noida C-3, 2nd Floor, Sector 1, Noida - 201301 Email: dssronoida@canarabank.com
8.	Date, Time & Venue for opening of Technical Bidding.	Bid Opening Date/Time 13.04.2024 / 11:00 AM Venue: Canara Bank, Regional Office, Noida C-3, 2nd Floor, Sector 1, Noida - 201301 Email: dssronoida@canarabank.com
9.	Date, Time & Venue for opening of Financial/Commercial Bid	Will be intimated at a later date.
10.	This document can be downloaded from following website https://canarabank.com/tenders.aspx)0 Any Amendments, Modifications, Pre-Bid Replies, Clarifications & any communication etc. will be uploaded in the Bank's website (i.e., https://canarabank.com/tenders.aspx). No individual communication will be sent to the individual bidders.	

Abbreviations used in this Document:

1.	BOM	Bill of Material
2.	DD	Demand Draft
3.	GST	Goods and Service Tax
4.	RO	Regional Office
5.	AIO	All in One
6.	OS	Operating System
7.	LD	Liquidated Damage
8.	MSE	Micro and Small Enterprises
9.	MSME	Micro Small & Medium Enterprises
10.	NEFT	National Electronic Funds Transfer
11.	NI Act	Negotiable Instruments Act
12.	RFQ	Request For Quotation
13.	RTGS	Real Time Gross Settlement

ATM MAINTENANCE SECTION
 REGIONAL OFFICE NOIDA

C-3, 2nd Floor, Sector 1,
 Noida - 201301

दूरभाष/TEL NO. 9319966131
 ई मेल/ EMAIL ID dssnronoida@canarabank.com
 वेबसाइट/Website: www.canarabank.com

26/9/20

DISCLAIMER

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

Canara Bank reserves the right of discretion to change, modify, add to or 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://canarabank.com/tenders.aspx>) and it will become part and parcel of RFQ.

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

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

1 Introduction:

Regional Office Noida intends to procure Annual Maintenance Contract for Computer items & Peripherals and Annual Technical Support from reputed vendors for its Branches/Offices of Canara Bank under Regional Office Noida through RFQ (Request for Quotation) process.

1.1 Instructions to Vendors

The Bank wishes to procure Annual Maintenance Contract for Computer items & Peripherals & Annual Technical Service from reputed vendors to its Branches/Offices of Canara Bank under Regional Office Noida through RFQ (Request for Quotation) process.

2 Scope of Work:

Canara Bank Regional Office Noida intends to procure Annual Maintenance Contract for Computer items & Peripherals & Annual Technical Service from reputed vendors for its Branches/Offices under Regional Office Noida through RFQ (Request for Quotation) process.

The selected Quotation Vendor will enter into a Contract with Canara Bank Regional Office Noida, C - 3, 2ND FLOOR, SECTOR 1, NOIDA - 201301 for AMC of computer items and peripherals & Annual Technical Service of Canara Bank branches / offices under Regional Office Noida as per the specifications and Requirements details mentioned in the RFQ.

- 2.1 The selected Vendor will undertake to ensure availability of Hardware Parts & peripherals including sufficient manpower as mentioned elsewhere in this RFQ documents for providing AMC service.
- 2.2 The selected Vendor 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, Vendor has to provide the hardware or Software with higher specification or higher version without any additional cost to the Bank.

3 Eligible Criteria

- 3.1 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.
- 3.2 The Vendor should have minimum 7 years of experience in Computer Maintenance Services. The Vendor should provide copies of contracts/work orders/documentary evidence in support of past experience of similar services along with names, addresses and contact details of clients shall be provided with Quotation for verification by the buyer.
- 3.3 The Vendor should be an authorised Service Provider/Partner for one or more OEM- HP, Samsung, Acer, Dell, Canon with Capable Engineers to support All in One, LaserJet Printers, Passbook Printers, and Scanners and other computer peripherals, etc. or the Vendor should undertake for the availability of support for all All in One, LaserJet Printers, Passbook Printers, and Scanners and other computer peripherals, etc. of the Bank under Noida Regional Office.
- 3.4 The Vendor must have Annual Turnover of Rupees Fifty lacs per year for the last 3 years. Documentary proof is to be submitted.
- 3.5 The Vendor should have AMC in hand for at least 400 computers, 200 LaserJet, 100 passbook printer, 100 Scanners and peripherals or more in a single work order in the last three year.
- 3.6 The Vendor should not have been black-listed by any Public Sector Bank/PSU/Government Department in the past, nor there should have been any controversial issue regarding the service of the Vendor in any Public Sector Bank/PSU/Government Department. A self-declaration letter by the Vendor, on the company's letter head should be submitted along with the Quotation. The Vendor should conduct background verification check for the service Engineers deployed to bank and to provide the certificate in this regard.
- 3.7 Non-compliance to any of Eligibility criteria would result in outright rejection of the Vendor's proposal. The Vendor is expected to provide proof for each of the points for eligibility evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted for Eligibility Criteria Compliance". Any credential detail Mentioned in "Eligibility Criteria Compliance" not accompanied by relevant proof documents will not be considered for evaluation.
- 3.8 Vendor should have registered office in Delhi from last three years.

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 comes under Regional Office, North Delhi is furnished in following tables:

Sl. No.	Item details	Quantity
a.	Annual Maintenance Contract of Computer items i.e. Desktop, All in One, Laser jet Printer, High Speed Scanner, and Passbook Printer in Canara Bank Branches/offices under Regional Office Noida.	As per Annexure-12

- 4.2 All the above existing Hardware/ Software of Computer & Peripherals of Branches/Offices under Regional Noida Canara Bank are to be covered under the AMC of 2 Years subject to annual review.

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, and Canon) certifying that Bidder is an authorised Service Provider/Partner to service/maintain their Products in India or the Bidder should submit the Undertaking for availability of parts within timeline.
- 5.3. Bidder should submit Proof for minimum 7years 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 400 Desktops/All in One, 200 LaserJet Printers, 100 Passbook printers and 100 Scanners under AMC (as on 31/03/2024). 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, Canon etc. satisfying the stipulated Eligibility Criteria & meeting the requirement of RFQ for the item/product in the tender.
- 6.2. The Vendor should assume complete responsibility for providing end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFQ at no additional cost to the bank. To this effect Vendor should provide a dealer/distributor certificate.

7. Broad Scope of Work for AMC:

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

- 7.1. Vendor has to provide Maintenance & Repair Services for the Computers, Peripheral Devices & related System Software Upgrade of branches / offices under Regional Office Noida to ensure smooth functioning & working of the Bank's Computers & Peripheral Devices covered under AMC during the entire AMC period.
- 7.2. The AMC Services will be on Comprehensive Onsite basis inclusive of all repairs and replacement of Hardware & Spare parts, at no additional cost to the Bank. However, consumable items defined elsewhere in RFQ / Contract Agreement shall be payable at actual against submission of GST Compliant Invoice.
- 7.3. The Vendor has to provide AMC Services for these Computers and Peripherals on "as and where is" basis. Bank is not liable for any pre-existing problems/non-working condition of the Computers and Peripherals covered under AMC.
- 7.4. The Vendor should have sufficient resources, spare parts and capabilities to execute the order.



7.5. During the term of the Contract, Vendor shall maintain the Equipment in good working order and condition and for this purpose will provide the following repairs and maintenance service:

- The Vendor shall rectify any defects, faults and failures in the Equipment and shall repair and replace worn out of defective parts of the Equipment during the Branch's Working hours on Working days of the Bank (other than bank holidays). However in no circumstances making operation of the computer / computer peripherals goes beyond 2 Working days after reporting by the Branch / office. In cases where unserviceable parts of the Equipment need replacement, the Vendor shall replace such parts, at no additional cost to the Bank, with brand new parts or those equivalent to new parts in performance. Provided that if the Vendor is required to replace consumables, being printer ribbons, magnetic tape reels, cartridges, cassettes, exchangeable disc packs print heads the same will incur an additional charge which shall be reimbursed on actual upon submission of GST Compliant Invoice to the respective Branch/Office.
- In case of exigencies/urgent requirement (including Bank Holidays), Vendor has to provide such maintenance services outside the Working hours at no additional cost to the Bank.
- The Vendor should log all Service Request/Complaint Calls from users at Branches/Offices and provide them with a Reference Number of the same for subsequent Tracking/follow-up if required. The method of booking complaints shall be Telephone / E-mail / Letter Communication.
- The Vendor shall provide repair and maintenance services. The maximum response time for a maintenance complaint (i.e. time required for maintenance engineers to report to the Branch/Office after a request Telephonic call / E-mail is made or letter is written) shall not exceed 24 hours from the receipt of such communication.
- The Vendor shall ensure that faults and failures intimated by Bank as above are set right within 2 Working days of diagnosis of the problem if any part is to be replaced.
- Escalation matrix should be provided for support as per Annexure-16.
- All engineering changes generally adopted hereinafter by the Vendor for equipment similar to that covered by this Contract, shall be made to the Equipment at no additional cost to the Bank.

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

- Installation and Configuration of Software required for the Bank.
- Customize Settings of Computer, Scanner, Printers (Passbook, Laser, Etc.) etc.
- Installation, Reinstallation of Operating System, Application Software, System Software, Drivers, etc.
- Installation and configuration of Software & Operating System Updates.
- Rectification of any corruption in the Software or media.
- Configuration and maintenance of Custom Browser Settings for Web Applications used by Bank.
- Custom Java, Network Configuration Settings in Computers & Peripherals.
- Installation, Re-installation & Support Associated Applications like Oracle, Open Office, MS Office, Adobe Reader, etc.
- Monitoring of Up to date Updation of Antivirus Definitions.
- Attending Issues of Operating System, Application Software, System Software, Drivers, etc. of Computers and Peripherals.
- Necessary Installation/ Re-Installation, Configuration of Software, Network in Computers and Peripherals to enable smooth functioning of Applications extended to Canara Bank and Branches/Offices under Regional Office Noida.
- Providing Support to Conduct Video Conferencing/Google Meet as per the requirement of the Bank.
- Any other software/technical assistance to the branches/offices under Regional Office Noida as when & where required.

7.7. In respect of Items under Warranty with Bank, the AMC vendor has to lodge Complaint with the respective Hardware Vendors/ OEM and follow up for resolution of the Calls.

7.8. **PREVENTIVE MAINTENANCE:** The Vendor shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the Equipment, and necessary repairing of the Equipment) of all the Contracted Computers and Peripherals within the first 30 days of the commencement of the Contract Period and once in every three (3) months during the Contractual Period.

The Vendor shall not outsource any activity which comes under the scope of this contract.

- 7.9. The Vendor shall ensure that the Service Engineers shall invariably produce identity card issued by the Vendor while carrying the maintenance activity at the Branch / Office premises. The Vendor's maintenance personnel herein, shall be given access to the Equipment, when necessary, for purposes of performing the repair and maintenance services indicated in this Contract. The Vendor's personnel have to follow the Rules/Regulations of the Bank while performing duties at the Branch/Office location.
- 7.10. Vendor has to maintain Service Call Report for repair/maintenance activity carried out at Branch/Office location by Service Engineer, wherein incident of Equipment malfunction, date and time of commencement and successful completion of repair work and nature of repair work performed on the Equipment together with a description of the malfunction or the cause for work. This Service Call record should be authenticated by the Officials of the Branch and should be submitted along with the claim of AMC Charges Quarterly in arrears. In any case no advance payment can be done.
- 7.11. The Vendor's Engineer at Regional Office shall also maintain details of such maintenance and repair log centrally detailing incident of such equipment malfunction for recording the nature of faults and failures observed in the Equipment, the date and time of their occurrence and the date and time of their communication to the Vendor. The above Report has to be submitted on Monthly Basis to the Bank.
- 7.12. Any worn out or defective parts withdrawn from the Equipment and replaced by the Vendor shall become the property of the Bank. However, Vendor should ensure that Faulty Equipment containing Bank's Data is properly backed up and also data is erased from the faulty part.
- 7.13. The Bank may shift any Computers, Hardware Items, Peripherals covered under this AMC to new Branch/Office location within RO as per the requirement during the Contract Period. In such a case, the Vendor undertakes to continue to maintain the goods at their new location without any additional cost to the Bank.
- 7.14. The Successful Vendor should invariably maintain the Standards, and to follow the stipulations with regard to Bank's Data and Information as undertaken by the Vendor in the Non-Disclosure Agreement.
- 7.15. During AMC period Bank may, by notice of not less than 30 days in writing to the selected Vendor, modify or delete either any location or all location, either partial items or all items of the contract.

8. Technical / Functional Requirements

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

9. Service level Agreements:-

- 9.1. This Agreement is effective for three 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, Vendor has to provide such maintenance services outside the Working hours at no additional cost to the Bank.
- 9.3. After the award of the contract, if the selected Vendor does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving three months notice for the same. In this event, the selected Vendor is bound to make good the additional expenditure, which the Bank may have to incur in executing the balance of the contract. Such additional expenditure shall be incurred by the Bank within reasonable limits at comparable price prevailing in the market. This clause is applicable, if for any reason, the contract is cancelled.
- 9.4. The Vendor in 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 :-

- 10.1. The selected Vendor shall guarantee availability of Service Engineers during Working Hours of the Bank on all Working Days (excluding Bank's Holidays) during the entire AMC period.
- 10.2. The Vendor will accomplish preventive and breakdown maintenance activities to ensure that the entire hardware performs without defect or interruption for at least 90% uptime on 9 x 7 Basis of operation of the device, calculated on a monthly basis.
- 10.3. 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.

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

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

Total contracted hours in a month

11. Penalties/Liquidated Damages:

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

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

Uptime calculated on monthly basis	Penalty amount
Upto 95%	No Penalty would be deducted
92% to 95%	Rs.1000/- (Plus GST)
90% to 92%	Rs.2000/- (Plus GST)
Less than 90%	Rs.3000/- (Plus GST)

11.3. If monthly uptime is less than 90%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFQ. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the selected Vendor (including AMC payments).

11.4. Penalties/Liquidated Damages for non-performance: If the specifications of the RFQ are not met by the selected Vendor during various tests, the selected Vendor shall rectify the same at their cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves its right to invoke the Bank Guarantee.

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

- 11.6 Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.

12. Payment Terms:

- 12.1. Payment will be released after execution of stamped "Contract Agreement" and also Non-Disclosure Agreement (NDA) as per the RFQ Terms.
- 12.2. Please note that Originals invoices in duplicate reflecting GSTIN, State Code, HSN Code, State Name, Taxes & Duties, should be submitted while claiming payment.
- 12.3. The selected Vendor has to submit Satisfactory Service, Preventive Maintenance & Service Call Log reports duly signed by the respective Branch/offices, while claiming payment.
- 12.4. Payment shall be released within 30 days of submission of relevant documents as per RFQ terms, Order Terms and after signing the contract Agreement.
- 12.5. Bank will release the payment on completion of each quarter and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, satisfactory Service Report and Preventive Maintenance Quarterly Report. Penalty if any and applicable TDS will be deducted and net amount will be released to 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 Vendor has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc. while claiming the payment.
- 12.8. The payments will be released through NEFT / RTGS after deducting LD (Penalty), IT-TDS, GST-TDS & other applicable TDS / Taxes if any, centrally at Regional Office, North Delhi on Quarterly basis after getting the satisfactory service report submitted by branches/offices.
- 12.9. Bank will not pay any amount in Advance.

13. ONSITE RESOURCES & SUPPORT:

- 13.1. The Vendor has to provide one On-Site Engineer in Regional Office Engineer & one Engineer in the Field for Branches and other units under Regional Office, Noida having experience in providing Hardware Maintenance Services of Computers and Peripherals, Software Support etc.
- 13.2. The Engineer available at Regional Office Noida should be certified in Computer Hardware. The Certification should be valid till the Contract Period. Vendor has to submit the Copy of Certifications of the 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 09:30AM to 6:30 PM on all Bank Working days, However in case of emergency engineer has to provide services outside the working hours of the bank at no additional cost.
- 13.5. The Onsite Support will be available from Day One of Commencement of AMC Contract Service Period and should be available till the entire AMC Period unless Bank gives written notice for termination of Services of On-Site Support.
- 13.6. If Bank is unsatisfied with the Services rendered by Onsite Engineer/s at any location, Vendor has to replace the Engineer with better experienced/qualified Engineer within 3 days of such written intimation by the Bank.
- 13.7. The Vendor 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 Vendor to ensure continuity of the Services.



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

14. Defect liability:

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

15. Submission of Quotations:

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

CANARA BANK
ATM MAINTENANCE SECTION
REGIONAL OFFICE NOIDA
C-3, 2nd Floor, Sector 1, Noida - 201301

Ph no:9319966131

Email: dssronoida@canarabank.com

CLARIFICATION TO RFQ QUERIES:-

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

16. Quotation System Offer:

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

16.1.1. The Quotations should be put in a closed envelope and should be superscribed as "Offer for AMC for Computer & Other IT Hardware under Canara Bank Regional Office, NOIDA" on the top of the envelope.

- 16.1.2. The envelope shall bear the RFQ No., RFQ Details, name & complete postal address of the Vendor and authority to whom the Quotation is submitted.
- 16.1.3. The envelope/s should be properly sealed and submitted.
- 16.1.4. All documents must be duly signed by the authorized signatory of Vendor. No over writing, erasures are permitted.

17. Amendment to RFQ terms:

- 17.1. At any time prior to deadline for submission of Quotations, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective empanelled Vendor, may modify the RFQ terms by amendment.
- 17.2. Notification of amendments will be made available through e-mail communication only to all Vendors and will be binding on all Vendors and no separate communication will be issued in this regard.
- 17.3. In order to allow reasonable time to prospective Vendors 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.

18. Price Composition:

- 18.1. The price quoted should be only in Indian Rupees.
- 18.2. The Vendor has to give price of all the items separately, as mentioned in Bill of Material as per Annexure-19.
- 18.3. The Vendors should alone bear the expenses like transportation, loading/unloading charges etc.
- 18.4. The Vendor has to quote applicable GST as mentioned in the Bill of Material.

19. Opening of Quotations:

- 19.1. The representative of the Vendor can be present for the opening of the Quotation. No separate intimation will be given in this regard to the Vendors for deputing their representative. The Quotation will be opened in the presence of

Vendor's representative and Bank Officials.

19.2. Non-attendance at the Quotation opening will not be cause for disqualification of a Vendor.

20 Tender Fee:

20.1. The Tender Fees along with Applicable GST has to be remitted by the Bidders participating in the Tender/RFP by way of DD favoring Canara Bank, Regional Office, Noida payable at Noida.

20.2. Tender Fees is non-refundable for both Qualified and Non-Qualified Bidders.

20.3. The following amount shall be payable towards Application money:

'Application fees for RFQ Rs.5900/- By way of DD favoring "Canara Bank Regional Office Noida payable at Noida (Non-Refundable).

20.4. Failure to produce the documents as necessary proof along with the Application fee while submission of RFP proposal shall render the applicant ineligible for tender.

20.5. In case, tender/RFP is cancelled by the Bank for Bank's internal reasons/Administrative Exigencies, the Tender Fee shall be returned to the Bidders.

21. Evaluation Criteria:

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

22. 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 RFQ 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.



Assistant General Manager



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

ANNEXURE-1

Checklist

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

16.	Escalation Matrix	
17.	Compliance to Scope of work	
ANNEXURES(To be submitted with Part-C -Commercial Proposal)		
18.	Covering Letter for Commercial Quotation	
19.	Bill Of Materials	

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

(Signature of Authorized Signatory)

Date

Signature with Seal :

Name :

Designation :

ATM MAINTENANCE SECTION
 REGIONAL OFFICE NOIDA

C-3, 2nd Floor, Sector 1,
 Noida - 201301

दूरभाष/TEL NO. 9319966131
 ई मेल/ EMAIL ID dssnronoida@canarabank.com
 वेबसाइट/Website: www.canarabank.com

ANNEXURE-2

Quotation Covering letter format

Reference No:

Date:

The Assistant General Manager,
Canara Bank,
ATM Maintenance Section,
Regional Office, Noida,
C-3, 2nd Floor, Sector 1, Noida - 201301

Dear Sir,

SUB: Annual Maintenance Contract of Computer Hardware and Peripherals of all branches under Canara Bank Regional Office Noida.

Ref: Your RFQ 02/AMC/2024-25 dated 06/04/2024

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

We agree to abide by and fulfill all the terms and conditions and scope of work as defined in RFQ and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in RFQ.

This is to confirm that we unconditionally accept all the Instructions and Terms and Conditions of the subject RFQ of vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items present in branches / offices of Canara Bank Regional Office Noida.

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our Quotation is liable to be rejected.

(Signature of Authorized Signatory)

Date

Signature with Seal:

Name :

Designation :

ATM MAINTENANCE SECTION
REGIONAL OFFICE NOIDA

C-3, 2nd Floor, Sector 1,
Noida - 201301

ದೂರವಾಣಿ/TEL NO. 9319966131

ई मेल/ EMAIL ID dssnronoida@canarabank.com

वेबसाइट/Website: www.canarabank.com

ANNEXURE-3

Applicant's Profile

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

Sl. No.	Particulars	Details
a.	Name of the Suppliers/Firm/Company	
b.	Constitution	
c.	Date of Establishment/Incorporation	
d.	Whether in technical collaboration with Foreign Company? If so give details	
e.	Number of Years in the Business	
f.	Number of years in WAN Service Provisioning over Fiber/Copper/RF/Wireless	
g.	Address (Order to be placed on which Office) 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.	<u>Details of Service Net Work</u> • Delhi National Capital Region: Delhi	

k.	Our PAN number for Income Tax is _____ GST Registration Number is _____ Our Bank Details Name and Style of Bank Account Name of the Bank and Branch address Account Number RTGS / NEFT Code	
----	---	--

(Signature of Authorized Signatory)

Date

Signature with Seal :

Name :

Designation :

Annexure-4

Eligibility Criteria Declaration

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

SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of all the Canara Bank branches/offices under Regional Office Noida

Ref: RFQ 02/AMC/2024-25 dated 06/04/2024

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

	Sl. No.	Eligibility Criteria	Documents to be submitted for Eligibility Criteria Compliance	Vendor's Response and Documents Submitted
CONSTITUTION	1.	The Vendor should be a partnership firm registered under LLP Act, 2008/MSME/Indian Partnership Act, 1932 or Private/Public Limited Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013.	Copy of Certificate of LLP registration. (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.	<p>The Vendor is An authorized Service Provider (OR)</p> <p>Vendor should be the partner for one or more OEM(HP, Samsung, Acer, Dell, Canon)</p> <p>(OR)</p> <p>Vendor should undertake for availability of OEM parts within timeline.</p>	<p>If the applicant is a Partner of any OEM, an Undertaking Letter has to submit to this effect.</p> <p>The Vendor should certify with the valid proof of an Authorized Service Provider.</p>	
	3.	<p>The Vendor must have average turnover Rs.50 Lakhs in the last three financial years.</p>	<p>Vendor has to submit copies of audited Balance Sheet for last 3 Years.</p> <p>AND</p> <p>Vendor must produce a certificate from the Company's Chartered Accountant (who has also audited the Balance sheet of the company).</p> <p>The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>	
FINANCIALS	4.	<p>Minimum Compliance. wages</p>	<p>The Bidder has to comply with the minimum wages act of State Govt. EPF and ESIC challan of deputed staff shall be submitted to the Bank every quarter with the Invoice of AMC.</p> <p>The bidder should have a minimum of 15 staff in EPF & ESIC at present.</p>	

5.	Bidder should have valid ISO 9001:2015, ISO/IEC 20000-1:2018, ISO/IEC 27001:2013	Copy of the certificate to be submitted.	
6.	The firm/company should have its registered office in Delhi-NCR for last 3 years.	Bidder to upload supporting documents of office address with the bid documents.	
7.	The Bidder shall have Service Centre in locations as per Annexure-9 with minimum of 15 engineers having experience in maintenance of Hardware/ Software items. Firm must submit ESIC and EPFO details of these engineers.	Details of the Service Centre in support locations with documentary proof should be provided as per Annexure-9. Details of the minimum 15 Qualified Service Engineers having experience in maintenance of Hardware/ Software Items present in locations as per Annexure-9 should also be provided. Firm must submit ESIC and EPFO details of these Engineers.	

Vendor Experience	8.	The Vendor should have Submitted proof for minimum 07 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 Seven years from RFQ date.	The Vendor has to provide order copy/reference letter duly confirming the expertise in Maintenance of minimum of 400 Computers, 200 Laser jet Printers, 100 Passbook printer and 100 scanners in any of the mentioned entity.	
	9.	The Vendor should not have been currently blacklisted / barred / disqualified by any Public Sector Bank/PSU or Govt Departments in the past. (OR) There should not have been any controversial issues with any Public Sector Bank/PSU or Govt Departments in the past.	A self-declaration in Vendor's letter head to this effect must be furnished.	

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

Date

(Signature of Authorized Signatory)

Signature with Seal :

Name :

Designation :

Annexure-5

Service Support Details

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

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

Ref: RFQ 02/AMC/2024-25 dated 06/04/2024

Sl. No.	Location	Postal Address	Contact Details (including Name of In charge and his contact no. email etc)	Service Facilities Available (Describe)	No. of Engineers	Jurisdiction
1.	Vendors Head Office Details					
2.	Service Centre Details					

(Signature of the authorized Signatory)

Date

Signature with Seal :

Name :

Designation :

ANNEXURE-6

Authorization letter format

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

Ref No:

Date:

The Assistant General Manager,
Canara Bank,
ATM Maintenance Section,
Regional Office Noida,
C-3, 2nd Floor, Sector 1,
Noida - 201301

Dear Sir,

SUB: RFQ for Annual Maintenance Contract for Computer hardware and peripherals of all the Canara Bank branches/offices under Regional Office Noida

Ref: Your RFQ 02/AMC/2024-25 dated 06/04/2024

This has reference to your above RFQ.

Mr. /Miss/Mrs. _____ is hereby authorized to attend the Quotation opening of the above RFQ on _____ on behalf of our organization.

The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

Name & Designation of Authorizing Authority

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

ANNEXURE-7**List of Applicant's Major Customers in Last 3 years**

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

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

Date

(Signature of Authorized Signatory)

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 Vendor, are agreeable to provide IT Infrastructure services to Canara Bank, having its office at Regional Office, Noida, C-3, 2nd Floor, Sector 1, Noida - 201301 and all Branches and other Units under Regional Office, Noida.

WHEREAS, the Vendor understands that the information regarding the Bank's IT Infrastructure shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and

WHEREAS, the Vendor 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 under Regional Office Noida" and/or in the aftermath thereof, it may be necessary that the Vendor 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 Vendor agrees to all of the following conditions, in order to induce the BANK to grant the Vendor specific access to the BANK's property/information. The Vendor will not publish or disclose to others, nor, use in any services that the Vendor performs for others, any confidential or proprietary information belonging to the BANK, unless the Vendor has first obtained the BANK's written authorization to do so.

The Vendor agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the Vendor for the purpose of submitting the offer to the BANK for the said solution, will not be disclosed to during or subsequent to submission of the offer to the BANK, to anyone outside the BANK.

The Vendor shall not, without the BANK's written consent, disclose the contents of this Request for Proposal (Quotation) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the Vendor 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.

(Signature of Authorized Signatory)

Date Signature with Seal :

Name :

Designation :

ANNEXURE-9

Details of Offices/ Branches /Service Centers

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

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

Date (Signature of Authorized Signatory)

Signature with Seal :

Name :

Designation :

PART- B (Technical - QUOTATION)

ANNEXURE-10

Technical Quotation Covering letterFormat

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

To

The Assistant General Manager
Canara Bank
ATM Maintenance Section,
Regional Office Noida,
C-3, 2nd Floor, Sector 1, Noida - 201301

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

Ref: Your RFQ 02/AMC/2024-25 dated 06/04/2024

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

Sl. No.	Particulars	Details to be furnished by the Vendor
a.	Technical specification as per ANNEXURE-11	
b.	Name of the Vendor	
c.	E-mail address of contact persons	
d.	Details of: 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 Vendor during the last three years in India (Name of the Bank, time taken for execution of the assignments and documentary proof from the Bank are to be furnished)	

g.	List of applicants major customers in last 3 years and details as below may be taken: i) Name and complete postal Address of the customer. ii) Name, designation, Telephone , Fax Nos., e-mails and address of the contact person(customer) iii) Whether reference letter enclosed.	
h.	Details of inputs/requirements required by the Vendor to execute this assignment.	
i.	Conformity regarding back to back arrangements with third party Hardware/software for providing continuous and un-interrupted support to meet SLA obligations as per RFQ Terms.	

Declaration:

- a. We confirm that we will 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 Vendors.
- c. All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process.
- d. We confirm that we have noted the contents of the RFQ and have ensured that there is no deviation in filing our response to the RFQ and that the Bank will have the right to disqualify us in case of any such deviations.

(Signature of Authorized Signatory)

Date

Signature with Seal :

Name :

Designation :

ANNEXURE-11

Technical & Functional Requirement

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

SUB:RFQ for Annual Maintenance Contract for Computer hardware and peripherals of all the Canara Bank branches/offices under Regional Office Noida

Ref: Your RFQ 02/AMC/2024-25 dated 06/04/2024

NOTE

If the Vendor feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to adopt the modifications / superior features suggested/offered.

The Vendor shall provide all other required equipments and/or services, whether or not explicitly mentioned in this RFQ, to ensure the intent of specification, completeness, operability, maintainability and upgradability.

The selected Vendor shall own the responsibility to demonstrate that the services offered are as per the specification/performance stipulated in this RFQ and as committed by the Vendor either at site or in Vendor's work site without any extra cost to the Bank.

S.No	Description	Vendor's Compliance Yes/No
1.	Vendor has to provide Maintenance & Repair Services for the Computers, Peripheral Devices & related System Software Upgradations of branches/ offices of Canara Bank Regional Office Noida to ensure smooth functioning & working of the Bank's Computers & Peripheral Devices covered under AMC during the entire AMC period.	
2.	The Vendor shall rectify any defects, faults and failures in the Equipment and shall repair and replace worn out of defective parts of the Equipment during the Branch's Working hours on Working days of the Bank (other than bank holidays). However in no circumstances making operation of the computer / computer peripherals go beyond 48 hours after reporting by the Branch /	

	office.	
3.	In addition to the Repair & Maintenance of Hardware, Installation and Configuration of Software required for the Bank	
4.	Customize Settings of Computer, Scanner, LaserJet Printers (Passbook, Laser, Etc.) etc	
5.	Installation, Reinstallation of Operating System, Application Software, System Software, Drivers, etc	
6.	Installation and configuration of Software & Operating System Updates.	
7.	Rectification of any corruption in the Software or media.	
8.	Custom Java, Network Configuration Settings in Computers & Peripherals.	
9.	Installation, Re-installation & Support Associated Applications like Oracle, Open Office, MS Office, Adobe Reader, etc	
10.	Monitoring of Up to date Update of Antivirus Definitions.	
11.	Attending Issues of Operating System, Application Software, System Software, Drivers, etc. of Computers and Peripherals	
12.	Necessary Installation/ Re-Installation, Configuration of Software, Network in Computers and Peripherals to enable smooth functioning of Applications extended to Canara Bank Branches/Offices.	
13.	Co-ordination with DMS for system configuration wherever/wherever required.	

Date

(Signature of Authorized Signatory)

Signature with Seal :

Name :

Designation :

ANNEXURE-12

List of Hardware Items

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

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

Ref: Your RFQ 02/AMC/2024-25 dated 06/04/2024

S.No.	Item Details	Quantity*
1.	PC/Desktop (AIO)	362
2.	Laser Printer	62
3.	Passbook Printer	49
4.	High Speed Scanner	44
5.	Flatbed Scanner	44
6.	Coloured Printer	2
7.	Laptop	7

*This can be increase/decrease and amount payable according to it

(Signature of Authorized Signatory)

Date

Signature with Seal :

Name :

Designation :

ANNEXURE-13

Undertaking of Authenticity of Hardware and Peripherals.

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

Ref: Your RFQ 02/AMC/2024-25 dated 06/04/2024

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.

(Signature of Authorized Signatory)

Date

Signature with Seal :

Name :

Designation :

ANNEXURE-14

COMPLIANCE STATEMENT

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

SUB: RFQ for Annual Maintenance Contract for Computer Hardware and peripherals of all the Canara Bank branches/offices under Regional Office Noida.

Ref: Your RFQ 02/AMC/2024-25 dated 06/04/2024

DECLARATION

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

Compliance	Description	Compliance (Yes / No)	Remarks / Deviations
Terms and Conditions	We hereby undertake and agree to a Quotation by all the terms and conditions including all Annexure, corrigendum(s) etc. stipulated by the Bank in this RFQ. (Any deviation may result in disqualification of Quotations)		
Technical 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)

(Signature of Authorized Signatory)

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 under Regional Office Noida.

Ref: Your RFQ 02/AMC/2024-25 dated 06/04/2024

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

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

(Signature of Authorized Signatory)

Date :

Signature with Seal :

Name :

Designation :

ANNEXURE-16**ESCALATION MATRIX**

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

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

Ref: Your RFQ 02/AMC/2024-25 dated 06/04/2024

Name of the Company:

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

Date

(Signature of Authorized Signatory)

Signature with Seal:

Name :

Designation :

Annexure-17

Compliance to Scope of Work

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

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

Ref: Your RFQ 02/AMC/2024-25 dated 06/04/2024

Sl. No.	Scope of Work	Vendor's Compliance (Yes/No)
1.	Vendor has to provide Maintenance & Repair Services for the Computers, Peripheral Devices & related System Software Upgrade of branches / offices of Regional Office Noida 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 Vendor has to provide AMC Services for these Computers and Peripherals on "as and where is" basis. Bank is not liable for any pre-existing problems/non-working condition of the Computers and Peripherals covered under AMC.	
4.	The Vendor should have sufficient resources, spare parts and capabilities to execute the order.	
5.	<p>During the term of the Contract, Vendor shall maintain the Equipments in good working order and condition and for this purpose will provide the following repairs and maintenance service:</p> <p>The Vendor shall rectify any defects, faults and failures in the Equipment and shall repair and replace worn out of defective parts of the Equipment during the Branch's Working hours on Working days of the Bank (other than bank holidays). However in no circumstances making operation of the computer / computer peripherals goes beyond 2 working days after reporting by the Branch / office. In cases where unserviceable parts of the Equipment need replacement, the Vendor shall replace such parts, at no additional cost to the Bank, with brand new parts or those equivalent to new parts in performance provided that if the Vendor is required to replace consumables, being printer ribbons, magnetic tape reels, cartridges, cassettes, exchangeable disc packs print heads the</p>	

same will incur an additional charge which shall be reimbursed on actual upon submission of GST Compliant Invoice to the respective Branch/Office.

- In case of exigencies/urgent requirement, Vendor has to provide such maintenance services outside the Working hours at no additional cost to the Bank.
- The Vendor should log all Service Request/Complaint Calls from users at Branches/Offices and provide them with a Reference Number of the same for subsequent Tracking/follow-up if required. The method of booking complaints shall be Telephone / E-mail / Letter Communication.
- The Vendor shall provide repair and maintenance services. The maximum response time for a maintenance complaint (i.e. time required for maintenance engineers to report to the Branch/Office after a request Telephonic call / E-mail is made or letter is written) shall not exceed 1 Working day(24 hour) from the receipt of such communication
- The Vendor shall ensure that faults and failures intimated by Bank as above are set right within 2 Working days of diagnosis of the problem if any part is to be replaced.
- Escalation matrix should be provided for support as per Annexure-16.
- All engineering changes generally adopted hereinafter by the Vendor for equipment similar to that covered by this Contract, shall be made to the Equipment at no additional cost to the Bank

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, CTS scanner 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.

6.

	<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 Vendor shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the Equipment, and necessary repairing of the Equipment) of all the Contracted Computers and Peripherals within the first 30 days of the commencement of the Contract Period and once in every 3 months during the Contractual Period. The Vendor shall not outsource any activity which comes under the scope of this contract.	
9.	The Vendor shall ensure that the Service Engineers shall invariably produce identity card issued by the Vendor while carrying the maintenance activity at the Branch / Office premises. The Vendor's maintenance personnel herein, shall be given access to the Equipment when necessary, for purposes of performing the repair and maintenance services indicated in this Contract. The Vendor's personnel have to follow the Rules/Regulations of the Bank while performing duties at the Branch/Office location.	

10.	Vendor has to maintain Service Call Report for repair/maintenance activity carried out at Branch/Office location by Service Engineer, wherein incident of Equipment malfunction, date and time of commencement and successful completion of repair work and nature of repair work performed on the Equipment together with a description of the malfunction or the cause for work. This Service Call record should be authenticated by the Officials of the Branch and should be submitted along with the claim of AMC Charges Quarterly in arrears.	
11.	The Vendor's Engineer at Regional Office shall also maintain details of such maintenance and repair log centrally detailing incident of such equipment malfunction for recording the nature of faults and failures observed in the Equipment, the date and time of their occurrence and the date and time of their communication to the Vendor. The above Report has to be submitted on Monthly Basis to the Bank.	
12.	Any worn out or defective parts withdrawn from the Equipment and replaced by the Vendor shall become the property of the Bank. However, Vendor should ensure that Faulty Equipment containing Bank's Data is properly backed up and also data is erased from the faulty part.	
13.	The Bank may shift any Computers, Hardware Items, Peripherals covered under this AMC to new Branch under Regional Office Noida as per the requirement during the Contract Period. In such a case, the Vendor undertakes to continue to maintain the goods at their new location without any additional cost to the Bank.	
14.	The Successful Vendor should invariably maintain the Standards, and to follow the stipulations with regard to Bank's Data and Information as undertaken by the Vendor in the Non-Disclosure Agreement.	
15.	During AMC period Bank may, by notice of not less than 30 days in writing to the selected Vendor, modify or delete either any location or all location, either partial items or all items of the contract	

(Signature of Authorized Signatory)

Signature with Seal :

Date :

Name :

Designation :

Annexure-18

Covering letter format for Commercial Quotation

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

Reference No:Date:

To,

The Assistant General Manager
Canara Bank
ATM Maintenance Section,
Regional Office Noida
C-3, 2nd Floor, Sector 1,
Noida - 201301

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

Ref: Your RFQ 02/AMC/2024-25 dated 06/04/2024

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

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

Date

(Signature of Authorized Signatory)

Signature with Seal :

Name :

Designation :

Annexure-19

Bill of Material

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

Ref: Your RFQ 02/AMC/2024-25 dated 06/04/2024

Notes

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

S.No	Item Details	AMC Cost per Year						Total AMC Cost for 3Years
		AMC cost per Unit (A)	TAX % (B)	Value of TAX (C)	Total Cost of AMC per Unit (D=A+C)	Quantity (E)	Total Cost of AMC Per year (F=D*E)	G=F*3
1	Desktop/All in One (Dell, Acer, HP etc.)					362		
2	Laser Printer (HP/Samsung/Cannon/Kyocera etc.)					62		
3	Passbook Printer					49		
4	High Speed Scanner					44		
5	Flatbed Scanner					44		

6	Coloured Printer					2		
7	Laptop					7		
5	Total cost of Hardware AMC Services							
	Engineers On the Site							
1	Engineer at Regional Office					1		
2	Engineer at Field					1		
3	Total cost of engineer							

S.No	Details	Total Cost of Contract (Inclusive of Tax)
1	Total Cost of AMC services	
2	Total cost of engineer	
3	Total cost of Contract (Total Cost of AMC services+ Total cost of engineer)	

Undertaking

- Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- We confirm that we have gone through RFQ clauses, subsequent amendments and replies to pre-Quotation queries (if any).
- We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Quotation.
- We agree that no counter condition/assumption in response to commercial Quotation will be accepted by the Bank. Bank has a right to reject such Quotation.
- We are agreeable to the payment schedule as per "Payment Terms" of the RFQ.

(Signature of Authorized Signatory)

Date: Signature with Seal:

Name :

Designation :

ATM MAINTENANCE SECTION
REGIONAL OFFICE NOIDA
C-3, 2nd Floor, Sector I,
Noida - 201301

दूरभाष/TEL NO. 9319966131
ई मेल/ EMAIL ID gssnronoida@canarabank.com
वेबसाइट/Website: www.canarabank.com

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 Vendor, are agreeable to provide IT Infrastructure services to Canara Bank, having its office at Regional Office, Noida, C-3, 2nd Floor, Sector 1, Noida - 201301 and all Branches and other Units under Regional Office, Noida.

WHEREAS, the Vendor understands that the information regarding the Bank's IT Infrastructure shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and

WHEREAS, the Vendor 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 under Regional Office Noida" and/or in the aftermath thereof, it may be necessary that the Vendor 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 Vendor agrees to all of the following conditions, in order to induce the BANK to grant the Vendor specific access to the BANK's property/information. The Vendor will not publish or disclose to others, nor, use in any services that the Vendor performs for others, any confidential or proprietary information belonging to the BANK, unless the Vendor has first obtained the BANK's written authorization to do so.

The Vendor agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the Vendor for the purpose of submitting the offer to the BANK for the said solution, will not be disclosed to during or subsequent to submission of the offer to the BANK, to anyone outside the BANK.

The Vendor shall not, without the BANK's written consent, disclose the contents of this Request for Proposal (Quotation) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the Vendor 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.

(Signature of Authorized Signatory)

Date Signature with Seal :

Name :

Designation :

ANNEXURE-9

Details of Offices/ Branches /Service Centers

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

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

Date (Signature of Authorized Signatory)

Signature with Seal :

Name :

Designation :

PART- B (Technical - QUOTATION)

ANNEXURE-10

Technical Quotation Covering letterFormat

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

To

The Assistant General Manager
Canara Bank
ATM Maintenance Section,
Regional Office Noida,
C-3, 2nd Floor, Sector 1, Noida - 201301

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

Ref: Your RFQ 02/AMC/2024-25 dated 06/04/2024

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

Sl. No.	Particulars	Details to be furnished by the Vendor
a.	Technical specification as per ANNEXURE-11	
b.	Name of the Vendor	
c.	E-mail address of contact persons	
d.	Details of: 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 Vendor during the last three years in India (Name of the Bank, time taken for execution of the assignments and documentary proof from the Bank are to be furnished)	

g.	List of applicants major customers in last 3 years and details as below may be taken: i) Name and complete postal Address of the customer. ii) Name, designation, Telephone , Fax Nos., e-mails and address of the contact person(customer) iii) Whether reference letter enclosed.	
h.	Details of inputs/requirements required by the Vendor to execute this assignment.	
i.	Conformity regarding back to back arrangements with third party Hardware/software for providing continuous and un-interrupted support to meet SLA obligations as per RFQ Terms.	

Declaration:

- a. We confirm that we will 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 Vendors.
- c. All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process.
- d. We confirm that we have noted the contents of the RFQ and have ensured that there is no deviation in filing our response to the RFQ and that the Bank will have the right to disqualify us in case of any such deviations.

(Signature of Authorized Signatory)

Date

Signature with Seal :

Name :

Designation :

ANNEXURE-11

Technical & Functional Requirement

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

SUB:RFQ for Annual Maintenance Contract for Computer hardware and peripherals of all the Canara Bank branches/offices under Regional Office Noida

Ref: Your RFQ 02/AMC/2024-25 dated 06/04/2024

NOTE

If the Vendor feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to adopt the modifications / superior features suggested/offered.

The Vendor shall provide all other required equipments and/or services, whether or not explicitly mentioned in this RFQ, to ensure the intent of specification, completeness, operability, maintainability and upgradability.

The selected Vendor shall own the responsibility to demonstrate that the services offered are as per the specification/performance stipulated in this RFQ and as committed by the Vendor either at site or in Vendor's work site without any extra cost to the Bank.

S.No	Description	Vendor's Compliance Yes/No
1.	Vendor has to provide Maintenance & Repair Services for the Computers, Peripheral Devices & related System Software Upgradations of branches/ offices of Canara Bank Regional Office Noida to ensure smooth functioning & working of the Bank's Computers & Peripheral Devices covered under AMC during the entire AMC period.	
2.	The Vendor shall rectify any defects, faults and failures in the Equipment and shall repair and replace worn out of defective parts of the Equipment during the Branch's Working hours on Working days of the Bank (other than bank holidays). However in no circumstances making operation of the computer / computer peripherals go beyond 48 hours after reporting by the Branch /	

	office.	
3.	In addition to the Repair & Maintenance of Hardware, Installation and Configuration of Software required for the Bank	
4.	Customize Settings of Computer, Scanner, LaserJet Printers (Passbook, Laser, Etc.) etc	
5.	Installation, Reinstallation of Operating System, Application Software, System Software, Drivers, etc	
6.	Installation and configuration of Software & Operating System Updates.	
7.	Rectification of any corruption in the Software or media.	
8.	Custom Java, Network Configuration Settings in Computers & Peripherals.	
9.	Installation, Re-Installation & Support Associated Applications like Oracle, Open Office, MS Office, Adobe Reader, etc	
10.	Monitoring of Up to date Updation of Antivirus Definitions.	
11.	Attending Issues of Operating System, Application Software, System Software, Drivers, etc. of Computers and Peripherals	
12.	Necessary Installation/ Re-Installation, Configuration of Software, Network in Computers and Peripherals to enable smooth functioning of Applications extended to Canara Bank Branches/Offices.	
13.	Co-ordination with DMS for system configuration wherever/wherever required.	

Date

(Signature of Authorized Signatory)

Signature with Seal :

Name :

Designation :

ANNEXURE-12

List of Hardware Items

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

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

Ref: Your RFQ 02/AMC/2024-25 dated 06/04/2024

S.No.	Item Details	Quantity*
1.	PC/Desktop (AIO)	362
2.	Laser Printer	62
3.	Passbook Printer	49
4.	High Speed Scanner	44
5.	Flatbed Scanner	44
6.	Coloured Printer	2
7.	Laptop	7

*This can be increase/decrease and amount payable according to it

(Signature of Authorized Signatory)

Date

Signature with Seal :

Name :

Designation :

ANNEXURE-13

Undertaking of Authenticity of Hardware and Peripherals.

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

Ref: Your RFQ 02/AMC/2024-25 dated 06/04/2024

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.

(Signature of Authorized Signatory)

Date

Signature with Seal :

Name :

Designation :

ANNEXURE-14**COMPLIANCE STATEMENT**

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

SUB: RFQ for Annual Maintenance Contract for Computer Hardware and peripherals of all the Canara Bank branches/offices under Regional Office Noida.

Ref: Your RFQ 02/AMC/2024-25 dated 06/04/2024

DECLARATION

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

Compliance	Description	Compliance (Yes / No)	Remarks / Deviations
Terms and Conditions	We hereby undertake and agree to a Quotation by all the terms and conditions including all Annexure, corrigendum(s) etc. stipulated by the Bank in this RFQ. (Any deviation may result in disqualification of Quotations)		
Technical 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)

(Signature of Authorized Signatory)

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 under Regional Office Noida.

Ref: Your RFQ 02/AMC/2024-25 dated 06/04/2024

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

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

(Signature of Authorized Signatory)

Date :

Signature with Seal :

Name :

Designation :

ANNEXURE-16

ESCALATION MATRIX

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

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

Ref: Your RFQ 02/AMC/2024-25 dated 06/04/2024

Name of the Company:

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

Date

(Signature of Authorized Signatory)

Signature with Seal:

Name :

Designation :

Annexure-17

Compliance to Scope of Work

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

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

Ref: Your RFQ 02/AMC/2024-25 dated 06/04/2024

Sl. No.	Scope of Work	Vendor's Compliance (Yes/No)
1.	Vendor has to provide Maintenance & Repair Services for the Computers, Peripheral Devices & related System Software Upgrade of branches / offices of Regional Office Noida 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 Vendor has to provide AMC Services for these Computers and Peripherals on "as and where is" basis. Bank is not liable for any pre-existing problems/non-working condition of the Computers and Peripherals covered under AMC.	
4.	The Vendor should have sufficient resources, spare parts and capabilities to execute the order.	
5.	<p>During the term of the Contract, Vendor shall maintain the Equipments in good working order and condition and for this purpose will provide the following repairs and maintenance service:</p> <p>The Vendor shall rectify any defects, faults and failures in the Equipment and shall repair and replace worn out of defective parts of the Equipment during the Branch's Working hours on Working days of the Bank (other than bank holidays). However in no circumstances making operation of the computer / computer peripherals goes beyond 2 working days after reporting by the Branch / office. In cases where unserviceable parts of the Equipment need replacement, the Vendor shall replace such parts, at no additional cost to the Bank, with brand new parts or those equivalent to new parts in performance provided that if the Vendor is required to replace consumables, being printer ribbons, magnetic tape reels, cartridges, cassettes, exchangeable disc packs print heads the</p>	

same will incur an additional charge which shall be reimbursed on actual upon submission of GST Compliant Invoice to the respective Branch/Office.

- In case of exigencies/urgent requirement, Vendor has to provide such maintenance services outside the Working hours at no additional cost to the Bank.
- The Vendor should log all Service Request/Complaint Calls from users at Branches/Offices and provide them with a Reference Number of the same for subsequent Tracking/follow-up if required. The method of booking complaints shall be Telephone / E-mail / Letter Communication.
- The Vendor shall provide repair and maintenance services. The maximum response time for a maintenance complaint (i.e. time required for maintenance engineers to report to the Branch/Office after a request Telephonic call / E-mail is made or letter is written) shall not exceed 1 Working day(24 hour) from the receipt of such communication
- The Vendor shall ensure that faults and failures intimated by Bank as above are set right within 2 Working days of diagnosis of the problem if any part is to be replaced.
- Escalation matrix should be provided for support as per Annexure-16.
- All engineering changes generally adopted hereinafter by the Vendor for equipment similar to that covered by this Contract, shall be made to the Equipment at no additional cost to the Bank

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

6.

- Installation and Configuration of Software required for the Bank.
- Customize Settings of Computer, Scanner, Printers (Passbook, Laser, CTS scanner 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.

	<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 Vendor shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the Equipment, and necessary repairing of the Equipment) of all the Contracted Computers and Peripherals within the first 30 days of the commencement of the Contract Period and once in every 3 months during the Contractual Period. The Vendor shall not outsource any activity which comes under the scope of this contract.	
9.	The Vendor shall ensure that the Service Engineers shall invariably produce identity card issued by the Vendor while carrying the maintenance activity at the Branch / Office premises. The Vendor's maintenance personnel herein, shall be given access to the Equipment when necessary, for purposes of performing the repair and maintenance services indicated in this Contract. The Vendor's personnel have to follow the Rules/Regulations of the Bank while performing duties at the Branch/Office location.	

10.	Vendor has to maintain Service Call Report for repair/maintenance activity carried out at Branch/Office location by Service Engineer, wherein incident of Equipment malfunction, date and time of commencement and successful completion of repair work and nature of repair work performed on the Equipment together with a description of the malfunction or the cause for work. This Service Call record should be authenticated by the Officials of the Branch and should be submitted along with the claim of AMC Charges Quarterly in arrears.	
11.	The Vendor's Engineer at Regional Office shall also maintain details of such maintenance and repair log centrally detailing incident of such equipment malfunction for recording the nature of faults and failures observed in the Equipment, the date and time of their occurrence and the date and time of their communication to the Vendor. The above Report has to be submitted on Monthly Basis to the Bank.	
12.	Any worn out or defective parts withdrawn from the Equipment and replaced by the Vendor shall become the property of the Bank. However, Vendor should ensure that Faulty Equipment containing Bank's Data is properly backed up and also data is erased from the faulty part.	
13.	The Bank may shift any Computers, Hardware Items, Peripherals covered under this AMC to new Branch under Regional Office Noida as per the requirement during the Contract Period. In such a case, the Vendor undertakes to continue to maintain the goods at their new location without any additional cost to the Bank.	
14.	The Successful Vendor should invariably maintain the Standards, and to follow the stipulations with regard to Bank's Data and Information as undertaken by the Vendor in the Non-Disclosure Agreement.	
15.	During AMC period Bank may, by notice of not less than 30 days in writing to the selected Vendor, modify or delete either any location or all location, either partial items or all items of the contract	

(Signature of Authorized Signatory)

Signature with Seal :

Date :

Name :

Designation :

Annexure-18

Covering letter format for Commercial Quotation

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

Reference No:Date:

To,

The Assistant General Manager
Canara Bank
ATM Maintenance Section,
Regional Office Noida
C-3, 2nd Floor, Sector 1,
Noida - 201301

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

Ref: Your RFQ 02/AMC/2024-25 dated 06/04/2024

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

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

Date

(Signature of Authorized Signatory)

Signature with Seal :

Name :

Designation :

Annexure-19

Bill of Material

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

Ref: Your RFQ 02/AMC/2024-25 dated 06/04/2024

Notes

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

S.No	Item Details	AMC Cost per Year						Total AMC Cost for 3Years
		AMC cost per Unit (A)	TAX % (B)	Value of TAX (C)	Total Cost of AMC per Unit (D=A+C)	Quantity (E)	Total Cost of AMC Per year (F=D*E)	G=F*3
1	Desktop/All in One (Dell, Acer, HP etc.)					362		
2	Laser Printer (HP/Samsung/Cannon/Kyocera etc.)					62		
3	Passbook Printer					49		
4	High Speed Scanner					44		
5	Flatbed Scanner					44		



6	Coloured Printer					2		
7	Laptop					7		
5	Total cost of Hardware AMC Services							
	Engineers On the Site							
1	Engineer at Regional Office					1		
2	Engineer at Field					1		
3	Total cost of engineer							

S.No	Details	Total Cost of Contract (Inclusive of Tax)
1	Total Cost of AMC services	
2	Total cost of engineer	
3	Total cost of Contract (Total Cost of AMC services+ Total cost of engineer)	

Undertaking

- Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- We confirm that we have gone through RFQ clauses, subsequent amendments and replies to pre-Quotation queries (if any).
- We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Quotation.
- We agree that no counter condition/assumption in response to commercial Quotation will be accepted by the Bank. Bank has a right to reject such Quotation.
- We are agreeable to the payment schedule as per "Payment Terms" of the RFQ.

(Signature of Authorized Signatory)

Date: Signature with Seal:

Name :

Designation :