

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

**ANNEXURE-1**

**Checklist**

No	DESCRIPTION	Submitted
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**ANNEXURE-2**

**Bid Covering letter format**

Reference No:

Date:

The Deputy General Manager,  
Canara Bank,  
Technical management section,  
Circle Office, Delhi,  
38, Ansal Tower, Nehru Place, Delhi-110019

Dear Sir,

**SUB: Annual Maintenance Contract of Computer Hardware and Peripherals in Delhi, Uttar Pradesh (Districts - Noida & Ghaziabad) & Utrakhand state branches/offices of Canara Bank.**

**Ref: Your RFP 2/2020-21 dated 28/12/2020**

Having examined the tender document including all Annexure / Appendices the receipt of which is hereby duly acknowledged, we, the undersigned, offer for Annual Maintenance Contract of Computer Hardware and Peripherals in Delhi, Uttar Pradesh (Districts - Noida & Ghaziabad) & Utrakhand state Branches/Offices Of Canara Bank.

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

This is to confirm that we unconditionally accept Instructions and Terms and Conditions of the subject RFP of vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items present in branches / offices of Canara Bank in Delhi, Uttar Pradesh (Districts - Noida & Ghaziabad) & Utrakhand state coming under Canara Bank, Delhi Circle Office.

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

Date

Signature with Seal :

Name :

Designation :





**ANNEXURE-3**

**Applicant's Profile**

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. 2017-2018 2018-2019	
j.	Service Net Work (Number of Service Centers in )	



	<ul style="list-style-type: none"> <li>• Noida / Ghaziabad</li> <li>• Delhi</li> <li>• Uttarakhand</li> </ul>	
k.	<p>Our PAN number for Income Tax is _____.</p> <p>GST Registration Number is _____.</p> <p>Our Bank Details</p> <p>Name and Style of Bank Account</p> <p>Name of the Bank and Branch address</p> <p>Account Number</p> <p>RTGS / NEFT Code</p>	

Date

Signature with Seal :

Name :

Designation :

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



**Annexure-4**

**Eligibility Criteria Declaration**

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

SUB: RFP for Annual Maintenance Contract for Computer hardware and peripherals of Canara Bank branches/offices of Delhi, Uttar Pradesh (Districts - Noida & Ghaziabad) & Uttarakhand state.

Ref: RFP 02/2020-21 dated 28/12/2020

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

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





FINANCIALS	3.	The Bidder must have average minimum turnover Rs.3.00 Crores in the last two financial years.	Bidder has to submit copies of audited Balance Sheet for last 2 Years. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect.  The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.
	4.	The Bidder should have Positive Net Worth as on 31/03/2018 and 31/03/2019.  The bidder should also provide provisional financial Statement as on 31/03/2020.	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.  The documents certified by Chartered Accountants should mandatorily contain UDIN.
Bidder Experience	5.	The Bidder should have submit proof for 3 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 three years from RFP date.	The Bidder has to provide order copy/reference letter duly confirming the expertise in Maintenance of minimum of 1000 Desktops & 500 Printers and 250 scanners in any of the mentioned entity.
	6.	The bidder shall have Service Centers in Noida, Ghaziabad Delhi and Uttarakhand with minimum of 45 engineers having experience in maintenance of hardware items.	Details of the Service Centre in Noida, Ghaziabad, Delhi and Uttarakhand with documentary proof should be provided. Details of the 45 Qualified Service Engineers( Address, phone no., email id and contact person Name & Mobile no. etc) having experience in maintenance of Hardware Items present in the Major cities of the Delhi, Uttar Pradesh (Districts - Noida & Ghaziabad) & Uttrakhand state should also be provided.



7.	8 In House Engineers required at Regional Offices and Circle Office	Bidder has to depute 1 Resident Engineer at each Regional office in Delhi, Uttarakhand and Regional Offices at Noida and Ghaziabad) and 2 engineers at Circle Office Delhi.	
8.	The bidder should not have been currently blacklisted / barred / disqualified by any Public Sector Bank/PSU or Govt Departments in the past.	A self-declaration in bidder's letter head to this effect must be furnished.	

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

Date

Signature with Seal :

Name :

Designation :





**Annexure-5**

**Service Support Details**

SUB : RFP for Annual Maintenance Contract for Computer hardware and peripherals of Canara Bank branches/offices of Delhi, Uttar Pradesh (Districts - Noida & Ghaziabad) & Uttrakhand state.

Ref: RFP 02/2020-21 dated 28/12/2020

Sl. No.	Location	Postal Address	Contact Details (including Name of In charge and his contact no. email etc)	Service Facilities Available (Describe)	No. of Engineers	Jurisdiction
1.	Bidders Head Office Details					
2.	Service Centre Details					
3.						

Date

Signature with Seal :

Name :

Designation :



**ANNEXURE-6**

**Authorization letter format**

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

Ref No:

Date:

The Deputy General Manager,  
Canara Bank,  
Technical management Section,  
Circle Office, Delhi  
38, Ansal Tower, Nehru Place, Delhi-110019.

Dear Sir,

**SUB: RFP for Annual Maintenance Contract for Computer hardware and peripherals of Canara Bank branches/offices of Delhi, Uttar Pradesh (Districts - Noida & Ghaziabad) & Uttrakhand state.**

**Ref: Your RFP 2/2020-21 dated 28/12/2020**

This has reference to your above RFP.

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

The specimen signature is attested below:

\_\_\_\_\_  
Specimen Signature of Representative

\_\_\_\_\_

Signature of Authorizing Authority

\_\_\_\_\_

Name & Designation of Authorizing Authority

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



**ANNEXURE-7**

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

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 by the customer during last 3 years	Value of Goods supplied in last 3 years	Reference Letter to be Enclosed (or) Purchase Orders to be enclosed
1	2	3	4	5	6

Date

Signature with Seal :

Name :

Designation :





**ANNEXURE-8**

**Non-Disclosure Agreement**

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

WHEREAS, we, \_\_\_\_\_, having Registered Office at \_\_\_\_\_, hereinafter referred to as the Bidder, are agreeable to provide IT Infrastructure services to Canara Bank, having its office at 38, Ansal Tower, Nehru Place, Delhi-110019 hereinafter referred to as the BANK and,

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

WHEREAS, the Bidder understands that in the course of submission of the offer for "Annual Maintenance Contract for Computer hardware and peripherals of Canara Bank branches/offices of Delhi, Uttar Pradesh (Districts - Noida & Ghaziabad) & Utrakhand state" and/or in the aftermath thereof, it may be necessary that the Bidder may perform certain jobs/duties on the Banks properties and/or have access to certain plans, documents, approvals or information of the BANK; NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following conditions, in order to induce the BANK to grant the Bidder specific access to the BANK's property/information. The Bidder will not publish or disclose to others, nor, use in any services that the Bidder performs for others, any confidential or proprietary information belonging to the BANK, unless the Bidder has first obtained the BANK's written authorization to do so.

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

The Bidder shall not, without the BANKs written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the Bidder for the purpose of submitting the offer to the BANK and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Date :

Signature with Seal :



Name :

Designation :

**ANNEXURE-9**

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

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

Date

Signature with Seal :

Name :

Designation :



**PART- B(Technical - BID)**  
**ANNEXURE-10**

**Technical Bid Covering letter Format**

To

The Deputy General Manager

Canara Bank

TM Section, Circle Office,

38, Ansal Tower, Nehru Place, Delhi-110019.

**SUB: RFP for Annual Maintenance Contract for Computer hardware and peripherals of Canara Bank branches/offices of Delhi, Uttar Pradesh (Districts - Noida & Ghaziabad) & Uttrakhand state.**

**Ref: Your RFP 2/2020-21 dated 28/12/2020**

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

Sl. No.	Particulars	Details to be furnished by the Bidder
a.	Technical specification as per ANNEXURE-11	
b.	Name of the Bidder	
c.	E-mail address of contact persons	
d.	Details of: Description of business and business background Service profile & Client profile	
e.	Approach and methodology for the proposed scope of work along with illustrative deliverables.	





f.	<p>Details of similar assignments executed by the bidder during the last three years in India</p> <p>(Name of the Bank, time taken for execution of the assignments and documentary proof from the Bank are to be furnished)</p>	
g.	<p>List of applicants major customers in last 3 years and details as below may be taken:</p> <p>i) Name and complete postal Address of the customer.</p> <p>ii) Name, designation, Telephone , Fax Nos., e-mails and address of the contact person(customer)</p> <p>iii) Whether reference letter enclosed.</p>	
h.	<p>Details of inputs/requirements required by the bidder to execute this assignment.</p>	
i.	<p>Conformity regarding back to back arrangements with third party Hardware/software for providing continuous and un-interrupted support to meet SLA obligations as per RFP Terms.</p>	

**Declaration:**

- We confirm that we will abide by terms and conditions contained in the RFP.
- 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 RFP, in short listing of bidders.
- 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.
- We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Bank will have the right to disqualify us in case of any such deviations.

Date

Signature with Seal :

Name :

Designation :



**ANNEXURE-11**

**Technical & Functional Requirement**

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

SUB : RFP for Annual Maintenance Contract for Computer hardware and peripherals of Canara Bank branches/offices of Delhi, Uttar Pradesh (Districts - Noida & Ghaziabad) & Uttrakhand state.

Ref: Your RFP 2/2020-21 dated 28/12/2020

**NOTE**

- i. If the Bidder 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.
- ii. The Bidder shall provide all other required equipments and/or services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
- iii. The selected bidder shall own the responsibility to demonstrate that the services offered are as per the specification/performance stipulated in this RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

S.No	Description	Bidder's Compliance Yes/No
1.	Bidder has to provide Maintenance & Repair Services for the Computers, Peripheral Devices & related System Software Upgradations of branches/ offices across Delhi, Uttar Pradesh (Districts - Noida & Ghaziabad) & Uttrakhand state to ensure smooth functioning & working of the Bank's Computers & Peripheral Devices covered under AMC during the entire AMC period.	
2.	The Bidder shall rectify any defects, faults and failures in the Equipment and shall repair and replace worn out of defective parts of the Equipment during the Branch's	





	Working hours on Working days of the Bank (other than bank holidays). However in no circumstances making operation of the computer / computer peripherals go beyond 48 hours after reporting by the Branch / office.	
3.	In addition to the Repair & Maintenance of Hardware, Installation and Configuration of Software required for the Bank	
4.	Customize Settings of Computer, Scanner, Printers (Passbook, Laser, Etc.) etc	
5.	Installation, Reinstallation of Operating System, Application Software, System Software, Drivers, etc	
6.	Installation and configuration of Software & Operating System Updates.	
7.	Rectification of any corruption in the Software or media.	
8.	Custom Java, Network Configuration Settings in Computers & Peripherals.	
9.	Installation, Re-installation & Support Associated Applications like Oracle, Open Office, MS Office, Adobe Reader, etc	
10.	Monitoring of Up to date Updation of Antivirus Definitions.	
11.	Attending Issues of Operating System, Application Software, System Software, Drivers, etc. of Computers and Peripherals	
12.	Necessary Installation/ Re-Installation, Configuration of Software, Network in Computers and Peripherals to enable smooth functioning of Applications extended to Canara Bank and E-Syndicate Bank Branches/Offices.	
13.	Co-ordination with DMS for system configuration whenever/wherever required.	

Date

Signature with Seal :

Name :

Designation :





**ANNEXURE-12**

**List of Hardware Items**

SUB: RFP for Annual Maintenance Contract for Computer hardware and peripherals of Canara Bank branches/offices of Delhi, Uttar Pradesh (Districts - Noida & Ghaziabad) & Uttrakhand state.

Ref: Your RFP 2/2020-21 dated 28/12/2020

S.No.	Item Details	Quantity
1.	PC/Desktop	2626
2.	Printer	811
3.	Passbook Printer	472
4.	Scanner	536
5.	Colour Printer	8

Date

Signature with Seal :

Name :

Designation :



**ANNEXURE-13**

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

**SUB: RFP for Annual Maintenance Contract for Computer hardware and peripherals of Canara Bank branches/offices of Delhi, Uttar Pradesh (Districts - Noida & Ghaziabad) & Uttrakhand state.**

**Ref: Your RFP 2/2020-21 dated 28/12/2020**

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

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

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

Date

Signature with Seal :

Name :

Designation :



**ANNEXURE-14**

**COMPLIANCE STATEMENT**

**SUB: RFP for Annual Maintenance Contract for Computer hardware and peripherals of Canara Bank branches/offices of Delhi, Uttar Pradesh (Districts - Noida & Ghaziabad) & Uttrakhand state.**

Ref: Your RFP 2/2020-21 dated 28/12/2020

**DECLARATION**

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

Compliance	Description	Compliance (Yes / No)	Remarks / Deviations
Terms and Conditions	We hereby undertake and agree to abide by terms and conditions including all Annexure, corrigendum(s) etc. stipulated by the Bank in this RFP. (Any deviation may result in disqualification of bids)		
Technical Specifications	We certify that the systems/ services offered by us for tender confirms to the specifications (as per ANNEXURE-10) stipulated by you except the following deviations.		
Scope of Work	As detailed in the RFP		

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

Date

Signature with Seal :

Name :

Designation :











**Annexure-17**

**Compliance to Scope of Work**

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

SUB: RFP for Annual Maintenance Contract for Computer hardware and peripherals of Canara Bank branches/offices of Delhi, Uttar Pradesh (Districts - Noida & Ghaziabad) & Uttrakhand state.

Ref: Your RFP 2/2020-21 dated 28/12/2020

Sl. No.	Scope of Work	Bidder's Compliance (Yes/No)
1.	Bidder has to provide Maintenance & Repair Services for the Computers, Peripheral Devices & related System Software Upgrade of branches / offices across Delhi, Uttar Pradesh (Districts - Noida & Ghaziabad) & Uttrakhand state to ensure smooth functioning & working of the Bank's Computers & Peripheral Devices covered under AMC during the entire AMC period.	
2.	The AMC Services will be on <b>Comprehensive Onsite</b> basis inclusive of all repairs and replacement of Hardware & Spare parts, at no additional cost to the Bank. However, consumable items defined elsewhere in RFP / Contract Agreement shall be payable at actuals against submission of GST Compliant Invoice.	
3.	The Bidder has to provide AMC Services for these Computers and Peripherals on "as and where is" basis. Bank is not liable for any pre-existing problems/non-working condition of the Computers and Peripherals covered under AMC.	
4.	The bidder should have sufficient resources, spare parts and capabilities to execute the order.	
5.	<p>During the term of the Contract, bidder shall maintain the Equipment in good working order and condition and for this purpose will provide the following repairs and maintenance service:</p> <ul style="list-style-type: none"> <li>The Bidder shall rectify any defects, faults and failures in the Equipment and shall repair and replace worn out of defective parts of the Equipment during the Branch's Working hours on Working days of the Bank (other than bank holidays). However in no circumstances making operation of the computer / computer peripherals go beyond 48 hours after reporting by the Branch / office. In cases where unserviceable parts of the Equipment need replacement, the bidder shall replace such parts, at no additional cost to the Bank, with brand new parts or those equivalent to new parts in performance provided that if the bidder is required to replace</li> </ul>	





consumables, being printer ribbons, magnetic tape reels, cartridges, cassettes, exchangeable disc packs print heads the same will incur an additional charge which shall be reimbursed on actuals upon submission of GST Compliant Invoice to the respective Branch/Office.


- In case of exigencies/urgent requirement, Bidder has to provide such maintenance services outside the Working hours at no additional cost to the Bank.
- The Bidder should log all Service Request/Complaint Calls from users at Branches/Offices and provide them with a Reference Number of the same for subsequent Tracking/follow-up if required. The method of booking complaints shall be Telephone / E-mail / Letter Communication.
- The Bidder shall provide repair and maintenance services. The maximum response time for a maintenance complaint (i.e. time required for maintenance engineers to report to the Branch/Office after a request Telephonic call / E-mail is made or letter is written) shall not exceed 24 hours from the receipt of such communication in case the service centre/direct office is situated at the same location where the Equipment is installed and 48 Hrs. in other cases.
- The Bidder shall ensure that faults and failures intimated by Bank as above are set right within 48 hours of diagnosis of the problem if any part is to be replaced.
- Escalation matrix should be provided for support as per Annexure-16.
- All engineering changes generally adopted hereinafter by the Bidder for equipment similar to that covered by this Contract, shall be made to the Equipment at no additional cost to the Bank

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, 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



	<p>media.</p> <ul style="list-style-type: none"> <li>• Configuration and maintenance of Custom Browser Settings for Web Applications used by Bank.</li> <li>• Custom Java, Network Configuration Settings in Computers &amp; Peripherals.</li> <li>• Installation, Re-installation &amp; Support Associated Applications like Oracle, Open Office, MS Office, Adobe Reader, etc.</li> <li>• Monitoring of Up to date Updation of Antivirus Definitions.</li> <li>• Attending Issues of Operating System, Application Software, System Software, Drivers, etc. of Computers and Peripherals on case to case basis notwithstanding the fact that they are under warranty.</li> <li>• Necessary Installation/ Re-Installation, Configuration of Software, Network in Computers and Peripherals to enable smooth functioning of Applications extended to Canara Bank and E-Syndicate Bank Branches/Offices.</li> </ul>	
7.	In respect of Items under Warranty with Bank, the AMC vendor has to lodge Complaint with the respective Hardware Vendors/ OEM and follow up for resolution of the Calls	
8.	<p>Preventive Maintenance: The Bidder shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the Equipment, and necessary repairing of the Equipment) of Contracted Computers and</p> <p>Peripherals within the first 30 days of the commencement of the Contract Period and once in every 6 months during the Contractual Period. The Bidder shall not outsource any activity which comes under the scope of this contract.</p>	
9.	The Bidder shall ensure that the Service Engineers shall invariably produce identity card issued by the Bidder while carrying the maintenance activity at the Branch / Office premises. The Bidder's maintenance personnel shall, subject to clause 1.3 herein, shall be given access to the Equipment when necessary, for purposes of performing the repair and maintenance services indicated in this Contract. The Bidder's personnel has to follow the Rules/Regulations of the Bank while performing duties at the Branch/Office location.	
10.	Bidder has to maintain Service Call Report for repair/maintenance activity carried out at Branch/Office location by Service Engineer, wherein incident of Equipment malfunction, date and time of commencement and successful completion of repair work and nature of	



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

Date :

Signature with Seal :

Name :

Designation :





ANNEXURE-18

(Masked bill of material)

S.No	Item Details	AMC Cost per Year						Total AMC Cost for 3Years G=F*3
		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)	
1	Desktop (Dell, Acer, HP etc.)					2626		
2	Printer (HP/Samsung/Cannon etc.)					811		
3	Passbook Printer					472		
4	Coloured Printer					8		
5	Scanner					536		
7	Total							
<b>Resident Engineers On the Site</b>								
1	In House Engineer at Circle Office					<u>2</u>		
2	In House Engineer at Regional Office					<u>10</u>		
3	Total					12		



**PART - C (COMMERCIAL BID)**

**Annexure-19**

**Covering letter format for Commercial Bid**

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

Reference No :

Date :

To,

The Deputy General Manager

Canara Bank

TM Section, Circle Office,

38, Ansal Tower, Nehru Place, Delhi-110019.

**SUB: RFP for Annual Maintenance Contract for Computer hardware and peripherals of Canara Bank branches/offices of Delhi, Uttar Pradesh (Districts - Noida & Ghaziabad) & Uttrakhand state.**

**Ref: Your RFP 2/2020-21 dated 28/12/2020**

We thank you for providing us an opportunity to participate in the subject RFP. Please find our commercial offer as per ANNEXURE-20 Commercial bid format of the subject RFP along with this covering letter.

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

Date

Signature with Seal :

Name :

Designation :



**Annexure-20**

**Bill of Material**

SUB: RFP for Annual Maintenance Contract for Computer hardware and peripherals of Canara Bank branches/offices of Delhi, Uttar Pradesh (Districts - Noida & Ghaziabad) & Utrakhand state.

Ref: Your RFP 2/2020-21 dated 28/12/2020

S.No.	Item Details	Quantity	1 <sup>st</sup> year	2 <sup>nd</sup> year	3 <sup>rd</sup> year
1.	Desktop (Dell, Acer, HP etc.)	2626			
2.	Printer (HP/Samsung/Cannon etc.)	811			
3.	Passbook Printer	472			
4.	Color Printer	8			
5.	Scanner	536			
<b>Number of In House Engineers Provided</b>					
S.No.	Site For Engineers	No. Of Engineers	1 <sup>st</sup> year	2 <sup>nd</sup> year	3 <sup>rd</sup> year
1.	In House Engineer At Circle Office	<u>2</u>			
2.	In House Engineer At Regional Office	<u>10</u>			

**Undertaking**

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





Appendix -A (FORM PP-A)

**UNDERTAKING FOR APPLICABILITY OF PURCHASE PREFERENCE POLICY**

To,  
The Deputy General Manager,  
Canara Bank,  
Technical management Section,  
Circle Office, Delhi  
38, Ansal Tower, Nehru Place, Delhi-110019.

**Sub: RFP for Annual Maintenance Contract for Computer hardware and peripherals of Canara Bank branches/offices of Delhi, Uttar Pradesh (Districts - Noida & Ghaziabad) & Uttrakhand state.**

**Ref: Your RFP 2/2020-21 dated 28/12/2020**

Dear Sir,

We, M/s \_\_\_\_\_ (Name of the Bidder) Preference here by confirm that the following purchase preference to be considered:

Description	Preference
Purchase preference under Public Procurement Policy MSE, or	
Purchase preference(linked with local content)	

Note:

- Please indicate your preference against only one policy.
- The above preference shall be extended only after submission of requisite documents (as mentioned in the tender documents).
- In case a bidder is eligible to seek benefit under PP-LC policy as well as PPP for MSE 2012, then the bidder should categorically seek benefits against only one of the two policies i.e. either PP-LC or MSE policy.
- In case a MSEs bidder opts for purchase preference based on PP-LC, he shall not be entitled to claim purchase preference benefit available to MSE Bidders under PPP for MSE 2012. However, the exemptions from furnishing Bidding Document fee and Bid security/EMD shall continue to be available to MSE Bidders.

The option once exercised cannot be modified subsequently.

Place:

[Signature of Authorized Signatory of Bidder]

Date: Name:

Designation:

Seal:



Appendix -B (FORM PP-B)

SELF-DECLARATION OF MSEs and STARTUPS

(TO BE PROVIDED ON LETTER HEAD)

TO,  
The Deputy General Manager,  
Canara Bank,  
Technical management Section,  
Circle Office, Delhi  
38, Ansal Tower, Nehru Place, Delhi-110019.

**Sub: RFP for Annual Maintenance Contract for Computer hardware and peripherals of Canara Bank branches/offices of Delhi, Uttar Pradesh (Districts - Noida & Ghaziabad) & Uttrakhand state.**

**Ref: Your RFP 2/2020-21 dated 28/12/2020**

We declare that if we withdraw or modify our bids during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, we note that we will be suspended for the three years from being eligible to submit bids for contracts with Canara Bank.

Place:  
Date: Name:  
Designation:  
Seal:

[Signature of Authorized Signatory of Bidder]









(SIGNATURE & SEAL OF THE BANK)

This Bank guarantee should be confirmed through SFMS by the issuing Bank and the details are as follows

Name of the Bank: Canara Bank

Name of the Branch : Circle Office, Delhi

IFSC Code: CNRB0007400



**Appendix -D**

**Proforma of Bank Guarantee for Contract Performance**

(To be submitted on Non-Judicial stamp paper of appropriate value Purchased in the name of the issuing Bank)

To,  
The Deputy General Manager,  
Canara Bank,  
Technical management Section,  
Circle Office, Delhi  
38, Ansal Tower, Nehru Place, Delhi-110019.

WHEREAS (Name and address of M/s XXXX Ltd (hereinafter referred to as "the CONTRACTOR") has undertaken to supply, transport, insure, deliver, install, maintain and also includes documentation, warranty, annual maintenance, if contracted, and training or demo of your personnel related to ..... (the subject tender) as per the Contract dated \_\_\_\_\_ with you (hereinafter referred to as "the CONTRACT" )

AND WHEREAS in terms of the Conditions as stipulated in the Contract, the CONTRACTOR is required to furnish, a Bank Guarantee by way of Performance Guarantee issued by a Scheduled Bank in India, in your favor as per Clause \_\_\_\_\_ of the CONTRACT to secure due and satisfactory compliance of the obligations by the CONTRACTOR on their part in accordance with the CONTRACT, (which guarantee is hereinafter called as "the PERFORMANCE GUARANTEE")

AND WHEREAS the CONTRACTOR has approached us, (Name of the issuing Bank) for providing the PERFORMANCE GUARANTEE,

AND WHEREAS in consideration of the fact that the CONTRACTOR is our valued constituent and the fact that he has entered into the CONTRACT with you, WE (Name of the Bank) having our Registered Office at, \_\_\_and local office at \_\_\_\_,India have agreed to issue the PERFORMANCE GUARANTEE

THEREFORE WE (Name of the issuing Bank) through our local office at \_\_\_\_\_ India furnish you the PERFORMANCE GUARANTEE in manner hereinafter contained and agree with you as follows:

We (Name of the issuing Bank), undertake to indemnify you and keep you indemnified from time to time to the extent of Rs \_\_\_\_\_ (Rupees \_\_\_\_\_) an amount equivalent to .... (% specified in the tender) of the Contract Price against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the CONTRACTOR of any of the terms and conditions contained in the Contract and in the event of the CONTRACTOR default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the CONTRACT or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs \_\_\_\_\_ (Rupees \_\_\_\_\_) may be claimed by you on account of breach on the part of the CONTRACTOR of their obligations in terms of the CONTRACT.

Notwithstanding anything to the contrary we agree that your decision as to whether the CONTRACTOR has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Performance Guarantee but will pay the same forthwith on your demand without any protest or demur.





This Performance Guarantee shall continue and hold good until it is released by you on the application by the CONTRACTOR after expiry of the relative guarantee period of the Contract and after the CONTRACTOR had discharged all his obligations under the Contract and produced a certificate of due completion of the work under the Contract and submitted a "No Demand Certificate" provided always that the guarantee shall in no event remain in force after the day of \_\_\_\_\_ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of three months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

Should it be necessary to extend Performance Guarantee on account of any reason whatsoever, we undertake to extend the period of Performance Guarantee on your request under intimation to the CONTRACTOR till such time as may be required by you. Your decision in this respect shall be final and binding on us

You will have the fullest liberty without affecting Performance Guarantee from time to time to vary any of the terms and conditions of the Contract or extend the time of performance of the Contract or to postpone any time or from time to time any of your rights or powers against the CONTRACTOR and either to enforce or forbear to enforce any of the terms and conditions of the Contract and we shall not be released from our liability under Performance Guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the CONTRACTOR or any other forbearance, act, or omission on your part or any indulgence by you to the CONTRACTOR or by any variation or modification of the Contract or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs \_\_\_\_\_ (Rupees \_\_\_\_\_) as aforesaid or extend the period of the guarantee beyond the said day of \_\_\_\_\_ unless expressly agreed to by us in writing.

The Performance Guarantee shall not in any way be affected by your taking or giving up any securities from the CONTRACTOR or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the CONTRACTOR.

In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the CONTRACTOR hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Performance Guarantee.

Subject to the maximum limit of our liability as aforesaid, Performance Guarantee will cover all your claim or claims against the CONTRACTOR from time to time arising out of or in relation to the Contract and in respect of which your claim in writing is lodged on us before expiry of three months from the date of expiry of Performance Guarantee.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post it shall be deemed to have been given when the same has been posted.

The Performance Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore











**Appendix-G**

**Instruction to be noted while submitting Part C-Commercial Bid**

Annexures should be submitted in Bidder's Letter Head only with seal and signature (not initials) of the authorized signatory.

- 1) Commercial Bid Covering letter Annexure-19.
- 2) Bill of Material as per Annexure-20.



