



**REQUEST FOR PROPOSAL [RFP]
FOR**

**AMC SERVICES FOR COMPUTER HARDWARE ITEMS AT
BRANCHES/OFFICES UNDER CHIKKAMAGALURU, HASSAN,
MADIKERI, MANGALURU, PUTTUR REGIONS IN KARNATAKA
STATE UNDER CANARA BANK, CIRCLE OFFICE MANGALURU.**

**Issued By:
Canara Bank
T M Section
Circle Office
Mangaluru**

**Address: CANARA BANK, CIRCLE OFFICE, BALMATTAROAD,
MANGALURU, KARNATAKA-575001**

Phone No: 0824-2863441

Email : tmscomlr@canarabank.com

तकनीकी प्रबंधन अनुभाग
केनरा बैंक अंचल कार्यालय
लाइट हाउस हिल, बलमत्ता रोड
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Technology Management Section
Canara Bank Circle Office
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Details in Brief

Sl. No.	Description	Details
1.	RFP No. and Date	RFP 1/2021-22 dated 04/06/2021
2.	Location Address for submission of Bid/s [Address for Communication]	The Senior Manager Canara Bank, T M Section, Circle Office, Balmatta Road Mangaluru-575001 Tel -0824-2863441 Email:tmscomlr@canarabank.com
3.	Date of Issue	04-Jun-2021
4.	Last Date of Submission of Queries for Pre Bid Meeting	The Pre Bid Queries on the RFP may be sent through email or in writing at the address specified above, on or before 11-06-2021 03:00PM.
5.	Date of Pre Bid Meeting	11-06-2021 04:00PM
6.	Last Date of Submission of Bids	18-06-2021 03:00PM
7.	Date and Time of Opening Bid	18-06-2021 04:00PM
8.	Date and Time opening of Commercial Bid.	19-06-2021 03:00PM
This document can be downloaded from Bank's website https://www.canarabank.com/tenders.aspx		



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Disclaimer

The information contained in this Request for Proposal ("RFP") 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 RFP document and all other terms and conditions subject to which such information is provided. This RFP 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 RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder require. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. 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 RFP. The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder require. Canara Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

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

It may be noted that corrigendum, addendum, amendments, time-extensions, clarifications, response to bidder's queries, if any to RFP will not be published through any advertisement in newspapers or any other media. Prospective bidders shall regularly visit Bank's website for any change/development in relation to this RFP.

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

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

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parties shall be construed as violation of Social Media Policy.

A. Instructions to Bidders

AMC Services for Computer Hardware Items at Branches/Offices under Chikkamagaluru, Hassan, Madikeri, Mangaluru, Puttur Regions in Karnataka State under Canara Bank Circle Office Mangaluru.

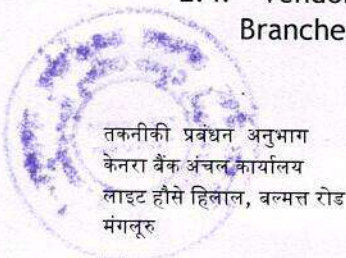
1. Introduction:

Canara Bank, a body Corporate and a premier Public Sector Bank established in the Year 1906 and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Head office at 112, J C Road Bengaluru-560002. The Bank is a forerunner in implementation of IT related products and services and continuously makes efforts to provide the state of art technology products to its customers. Among other offices and branches across the country, the Bank has Technology Management Section at Circle Office, Mangaluru.

Canara Bank, Mangaluru Circle, invites sealed quotations from the reputed bidders for AMC Services for Computer Hardware Items at Branches/Offices under Chikkamagaluru, Hassan, Madikeri, Mangaluru, Puttur Regions in Karnataka State for the period from 01.07.2021 to 31.03.2022.

2. Scope of Work:

- 2.1. Annual Maintenance Contract of Computer Hardware Items and related system software upgrade at various branches/Offices under Chikkamagaluru, Hassan, Madikeri, Mangaluru, Puttur Regions in Karnataka State for the period from 01.07.2021 to 31.03.2022.
- 2.2. The service provider should collect the asset details of all the hardware items present in branches and offices coming under Canara Bank Circle Office Mangaluru in the format shared by the bank and confirm the working condition within 15 days from the date of acceptance of the contract. The Bank will not be liable for any pending pre-existing problems reported subsequently and the same should be rectified/ resolved without any additional cost.
- 2.3. In case of termination of the contract, it is the responsibility of the service provider to hand over all the items to the Bank in good working condition. Bank, if required, may seek the help of third parties to assess the working condition of the asset. In case any item is not in good working condition, the actual cost for rectifying the issue/replacing the asset should be borne by the AMC vendor.
- 2.4. Vendor should log all service request/complaint calls from users at Branches/Offices and provide them a reference number of the same for



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subsequent tracking/follow-up if required.

- 2.5. Vendor should attend all Service calls within 4 working hours and resolve the issues within a maximum period of 2 working days. If the fault cannot be rectified within the stipulated time, standby device of equivalent/higher capacity to be provided before start of the second working day of reporting the complaint.
- 2.6. Vendor should provide call monitoring system to all the controlling offices of Canara Bank under Mangaluru Circle, i.e. Regional Offices & Circle Office.
- 2.7. In addition to the repair and maintenance of hardware, the installation and updating of Software & Applications include, but not limited to the following
- Installation and configuration of any software required by the bank.
 - Custom setting of Scanner, Passbook Printer, Laser Printer, Deposit printer, etc.
 - Installation & Re installation of any Operating system and backing up (copying to new/replaced PCs) of data any number of times, if insisted by the bank.
 - Configuring & maintaining Custom Browser settings for web applications used by Bank.
 - Custom Java Settings.
 - Installation, reinstallation & support for associated applications such as CBS, Open Office, MS Office, Adobe Reader etc.
 - Monitoring of up-to-date updating of Antivirus definitions.
 - Attending any driver related issues with Desktops, Printers, Scanners, etc.
 - Attending all calls related to PC/network printer isolation irrespective of the cause.
 - Installing required drivers for any peripherals connected to PCs covered under AMC regardless of whether the peripheral is under AMC or not.
 - Any software/driver installations insisted by the bank from time to time.
- 2.8. In respect of items under warranty, branches will lodge complaint with AMC vendor only. The AMC vendor has to attend and resolve software issues if any, which include reinstallation/upgrading of OS and/or any other software/driver. Moreover, AMC Vendor has to lodge complaint with the respective OEM for hardware issues and follow up for resolution.
- 2.9. Quarterly preventive maintenance to be carried out and branch/office wise report to be submitted for releasing payment of the previous quarter.
- 2.10. All assets should be serviced using appropriate method for failure free operation. Sufficient spares such as power/VGA, USB cables, optical mouse, keyboard, SMPS, motherboard, printer head, etc. shall be carried by service personnel to provide immediate replacement for faulty items.
- 2.11. Complaints should be lodged for all hardware items under AMC which are found

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to be not in working condition during Preventive Maintenance visit without the need for any call to be raised from the bank's end. Vendor should make sure such calls are closed within timelines mentioned in condition 2.5.

- 2.12. Onsite engineers to be posted in Circle Office and each Regional Offices for handling hardware related issues of such offices. Onsite engineers will have the additional responsibility of handling all activities mentioned in condition 2.7, by using remote access, for all branches/offices coming under respective RO/CO.

3. Eligibility Criteria

Bidders meeting the following Eligibility Criteria may respond to this RFP:

SL NO	Eligibility Criteria	Documents to be submitted along with the RFP
1	The bidder should be a registered Partnership firm/LLP or Private/Public Limited Company and in existence.	a. Suitable proof establishing the incorporation of the firm/company like Partnership Deed/ Certificate of Registration/Incorporation/ Commencement of Business as per Indian Companies Act, 1956 or Indian Companies Act, 2013 etc.
		b. Copy of Registration regarding GST.
		c. PAN Card of firm/company
2	The Turnover from AMC business of the Bidder should be minimum Rs. 40 Lakhs each during last two financial years (i.e. 2019-20, 2020-21).	a. Audited balance Sheet for last 2 Years (i.e. 2019-20, 2020-21).
		b. Certificate from Company's Chartered Accountant specifying the Turnover from AMC Business for last 2 years.
3	The Bidder should have positive Net Worth as on 30/09/2020 or 31/03/2021 (latest).	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.



4	The bidder shall have Service Centre in Chikkamagaluru, Hassan, Madikeri, Mangaluru and Puttur with minimum of 10 engineers having experience in maintenance of hardware items.	Details of the Service Centre in Chikkamagaluru, Hassan, Madikeri, Mangaluru and Puttur with documentary proof should be provided as per Annexure-2. Details of the minimum 10 Qualified Service Engineers having experience in maintenance of Hardware Items present in Chikkamagaluru, Hassan, Madikeri, Mangaluru and Puttur should also be provided. In case, service centre/engineer is not available as per the eligibility criteria, an undertaking shall be submitted duly mentioning that all the criteria will be met on getting qualified in the bidding process.
5	The vendor should have centralized system for call logging through telephone and /or e-mail.	Details to be submitted.
6	An onsite engineer to be posted in each Regional Office and Circle Office for handling the software issues remotely.	Details of the engineer proposed for posting have to be shared.

4. Terms & Conditions:

- 4.1. The bid is non-transferable.
- 4.2. Incomplete and unsigned price quotations are liable to be rejected.
- 4.3. The vendors shall bear all the cost associated with the preparation and submission of the bid, and Canara Bank in no case will be responsible or liable for this cost, regardless of conduct or outcome of bidding process.
- 4.4. The Bank reserves the right to accept or reject any price quotation or cancel the tender process and reject all quotations at any time, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the Bank's action. The vendors may on their own interest contact the Bank on the status of the tender after opening of the bids.
- 4.5. Any bid received by the Bank after the cut off time for submission of bid prescribed by the Bank will be rejected and/ or returned unopened to the bidder, which the bidder has to collect from the Bank.
- 4.6. **AMC period: 01.07.2021 to 31.03.2022.** Canara Bank reserves the right to renew

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contract for further periods based on satisfactory performance review.

- 4.7. Unit wise annual rate should be quoted for each item (All in One PC, Desktop, Laser Jet Printer, Passbook printer, etc.) in commercial bid. Item wise count which will be the base for calculating L1 bidder is provided in Annexure 4. Actual count of assets may vary with a margin of $\pm 20\%$ on verification by the successful bidder. Asset data submitted by the bidder will be considered as final.
- 4.8. If any of the parts are not covered under AMC, list of such parts (consumables) should be mentioned while submitting the bid.
- 4.9. No penalty will be charged if the complaint is settled either by repair or by providing standby equipment within the stipulated time (condition 2.5). If the complaint remains unsettled after this allowed downtime, Rs.200/- per day per item will be charged for the hardware, from the date of reporting of the call up to the rectification of the call or up to 30 days whichever is earlier. If standby equipment is provided, then the original equipment in working condition has to be brought back within a maximum period of one month.
- 4.10. Stamped AMC agreement to be executed between the vendor and Canara Bank.
- 4.11. The vendor should submit Performance Guarantee at Canara Bank equal to amount of 10% of the AMC amount at the time of execution of AMC agreement. The guarantee shall remain in full force and effect up to the Annual Maintenance Contract period with a claim period of three months.
- 4.12. Payment will be made on quarterly basis in arrears with applicable taxes prevailing from time to time. Any statutory deductions applicable will be deducted while making payment.
- 4.13. Bank will provide updated list of hardware assets periodically on account of movement of hardware items from Warranty to AMC, procurement of new hardware items, disposal of old hardware items etc. in such cases, prorated based variations will be effected in the AMC charges payable.
- 4.14. Bank reserves the right to remove any item or type of items at any point of time, without assigning any reason, from the scope of the AMC contract. No AMC charges will be paid for such equipment from the date of such removal.
- 4.15. There should be a centralized call management system and a Single Point of Contact for each RO for coordinating calls from branches/ offices.
- 4.16. The vendor should provide one resident engineer each at all our 5 Regional Offices and one engineer at our Circle Office to attend the breakdown calls expeditiously. The resident engineer should be available from 9.30 AM to 6.00 PM on all bank working days.
- 4.17. The AMC is subject to quarterly review and Bank reserves the right to terminate the contract at any point of time prior to the expiry of the contract subject to the performance of the vendor with or without any prior intimation.



4.18. If a hardware item which is already included in the AMC is replaced/upgraded with a new/similar item, the said item will be covered under AMC by default. AMC vendor will be liable to comply all the clauses mentioned in condition 2.7 (scope includes fresh installation also).

5. Submission of Bids:

5.1. The sealed envelope containing the response to RFP along with the required documents shall be super scribed on the top of the envelope "AMC Services for Computer Hardware Items at Branches/Offices under Chikkamagaluru, Hassan, Madikeri, Mangaluru, Puttur Regions in Karnataka State under Canara Bank Circle Office Mangaluru, in response to RFP 01/2021-22 dt 04/06/2021". The Name and address of the bidder should also be specifically mentioned on the top of the sealed envelope.

Last Date of Submission of Bid	Day	Time	Venue
18/06/2021	Friday	Up To 3.00 PM	TM Section, Canara Bank, Circle Office, Balmatta Road, Mangaluru-575001.

5.2. If the last day of submission of bids is declared as a holiday under NI Act by the Government subsequent to issuance of RFP, the next working day will be deemed to be the last day for submission of the RFP. The Bid/s which is/are deposited after the said date and time shall not be considered.

5.3. If envelope containing bid documents is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid's misplacement or premature opening.

5.4. The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.

First Official	Alternate Official
Ms. Shridevi C A Senior Manager Canara Bank TM Section, Circle Office Mangaluru-575001 Tel- 0824-2863441	Mr. Nikhil Thomas Officer, Canara Bank TM Section, Circle Office Mangaluru-575001 Tel- 0824-2863442

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- 5.5. The bidder shall bear all the cost associated with the preparation and submission of the bid. The Bank will not be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

6. Bid System Offer:

- 6.1. The response to the RFP has to be submitted by way of two stage bidding process comprising of Technical & Commercial Bid as detailed below:

Technical Bid: Indicating their compliance to eligibility criteria and submission of valid documents.

Commercial Bid: Furnishing all relevant information as required as per Annexure-3.

The two bids as stated above should be placed in two separate envelopes super scribed with 'Technical Bid' and 'Commercial Bid' respectively and properly closed/sealed. Thereafter, both envelops shall be placed inside another envelope and properly closed/sealed. The final envelope should be super scribed as "AMC Services for Computer Hardware Items at Branches/Offices under Chikkamagaluru, Hassan, Madikeri, Mangaluru, Puttur Regions in Karnataka State under Canara Bank Circle Office Mangaluru, in response to RFP 01/2021-22 dated 04/06/2021".

- 6.2. The Bid shall be typed or written in English language.
- 6.3. The bid should be properly indexed. All the pages of Bid including Brochures should be made in an organized, structured, and neat manner. The Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bid should be paginated with Name, Seal and Signature of the Authorized Signatory. Bids with erasing / overwriting without authentication will be liable for rejection.
- 6.4. Wherever bid documents are signed by any person other than the Authorized signatory, an authorization letter to that effect, duly signed by Company's Authorized signatory should be submitted.
- 6.5. The envelopes should bear the name, contact details and complete postal address of the Bidder.

7. Amendment to Bidding Document:

- 7.1. At any time prior to deadline for submission of Bids, the Bank, for any reason,

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whether, at its own initiative or in response to a clarification requested by prospective bidder, may modify the bidding document, by amendment.

7.2. Notification of amendments will be made available on the Bank's website ([https:// www.canarabank.com](https://www.canarabank.com)) and will be binding on all bidders and no separate communication will be issued in this regard.

7.3. In order to allow reasonable time to prospective bidders to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the due date for submission of bid for a reasonable period as decided by the Bank for the submission of Bids.

8. Bid Validity Period:

8.1. The offer submitted and the prices quoted therein should be valid for minimum 30 days from the date of opening of Commercial Bid. Bid valid for any shorter period may be rejected by the Bank.

9. Price Composition:

9.1. The price quoted should be only in Indian Rupees.

9.2. Unit wise annual rate should be quoted for each item. The AMC amount payable for the contract period shall be arrived on pro rata based on the commencement of contract.

9.3. The bidder has to quote applicable tax separately.

10. Opening of Bids:

10.1. Technical and Commercial bids will be opened in our office as per date/ time mentioned in the Bid details in Brief.

10.2. The representative of the bidder can be present (duly carrying authorization letter) at the time of opening the Bid. No separate intimation will be given in this regard to the bidders.

10.3. Non-attendance at the bid opening will not be a cause for disqualification of a bidder.

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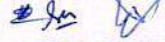


11. Evaluation Criteria:

- 11.1. The Bids which are qualified in Eligibility/Technical Criteria would be considered for Commercial Evaluation.
- 11.2. For Commercial evaluation, Total Bid Price i.e. Total Cost of all the units for the AMC period will be the basis of comparison amongst the eligible bidders to rank them.
- 11.3. If more than one L1 bidder emerges during bid opening, bank may consider reverse auction which will be intimated by the bank in due course.

Bue

B Yogish Acharya
General Manager



बी. योगीश आचार्य

B. Yogish Acharya

महा प्रबंधक / General Manager

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ANNEXURE-1

Eligibility Criteria Declaration

(Eligibility Criteria Declaration has to be submitted in Company's letter head)

Sub: AMC Services for Computer Hardware Items at Branches/Offices under Chikkamagaluru, Hassan, Madikeri, Mangaluru, Puttur Regions in Karnataka State under Canara Bank Circle Office Mangaluru.

Ref: RFP 01/2021-22 Dated 04/06/2021.

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

SL NO	Eligibility Criteria	Documents to be submitted along with the RFP	Bidders responses and Documents submitted
1	The bidder should be a registered Partnership firm/LLP or Private/Public Limited Company and in existence.	<p>a. Suitable proof establishing the incorporation of the firm/company like Partnership Deed/ Certificate of Registration/Incorporation/ Commencement of Business as per Indian Companies Act, 1956 or Indian Companies Act, 2013 etc.</p> <p>b. Copy of Registration regarding GST.</p> <p>c. PAN Card of firm/company</p>	
2	The Turnover from AMC business of the Bidder should be minimum Rs. 40 Lakhs each during last two financial years (i.e. 2019-20, 2020-21).	<p>a. Audited balance Sheet for last 2 Years (i.e.2019-20, 2020-21).</p> <p>b. Certificate from Company's Chartered Accountant specifying the Turnover from AMC Business for last 2 years.</p>	
3	The Bidder should have positive Net Worth as on 30/09/2020 or 31/03/2021 (latest).	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.	

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4	The bidder shall have Service Centre in Chikkamagaluru, Hassan, Madikeri, Mangaluru and Puttur with minimum of 10 engineers having experience in maintenance of hardware items.	Details of the Service Centre in Chikkamagaluru, Hassan, Madikeri, Mangaluru and Puttur with documentary proof should be provided as per Annexure-2. Details of the minimum 10 Qualified Service Engineers having experience in maintenance of Hardware Items present in Chikkamagaluru, Hassan, Madikeri, Mangaluru and Puttur should also be provided. In case, service centre/engineer is not available as per the eligibility criteria, an undertaking shall be submitted duly mentioning that all the criteria will be met on getting qualified in the bidding process.	
5	The vendor should have centralized system for call logging through telephone and /or e-mail.	Details to be submitted.	
6	An onsite engineer to be posted in each Regional Office and Circle Office for handling the software issues remotely.	Details of the engineer proposed for posting have to be shared.	

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.

Date:
Place:

Signature with Seal
Name:
Designation:

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ANNEXURE-2**Service Support Details**

SUB: RFP for AMC for Computer Hardware Items at Branches/Offices under Chikkamagaluru, Hassan, Madikeri, Mangaluru, Puttur Regions in Karnataka State under Canara Bank Circle Office Mangaluru

Ref: Your RFP 01/2021-22 dated 04/06/2021.

Sl.No	Location	Postal Address	Contact Details (including Name of In charge and contact no. email, etc.)	Service facilities available (Describe)	No. of Engineers	Jurisdiction
1	Bidders Head Office					
2	Chikkamagaluru					
3	Hassan					
4	Madikeri					
5	Mangaluru					
6	Puttur					
7	Others					

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मंगलूरु

Technology Management Section
Canara Bank Circle Office
Light House Hill, Balmatta Road
Mangalore-575001

T-0824-2863442
E-tmscomlr@canarabank.com



DETAILS OF ONSITE ENGINEERS				
Sl.No	Location	Name	Contact Number	Email
1	CO Mangaluru			
2	RO Chikkamagaluru			
3	RO Hassan			
4	RO Madikeri			
5	RO Mangaluru			
6	RO Puttur			

Date:
Place:

Signature with Seal
Name:
Designation:

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Commercial Bid Format - Annexure 3**DETAILS OF QUOTES SUBMITTED FOR AMC SERVICES FOR COMPUTER HARDWARE ITEMS AT BRANCHES/OFFICES UNDER CHIKKAMAGALURU, HASSAN, MADIKERI, MANGALURU, PUTTUR REGIONS IN KARNATAKA STATE UNDER CANARA BANK, CIRCLE OFFICE MANGALURU**

FROM

TO

THE GENERAL MANAGER
CANARA BANK
TECHNOLOGY MANAGEMENT SECTION
CIRCLE OFFICE, MANGALURU

SI No	Asset Type	AMC ANNUAL RATE (PER UNIT)	GST	TOTAL
1	DESKTOP			
2	ALL IN ONE PC			
3	DOT MATRIX/INJET PRINTER			
4	LASER PRINTER			
5	PASSBOOK PRINTER			
6	SOFTWARE SUPPORT (for AIO PCs under warranty)			
7	ALL PRINTERS UNDER WARRANTY (software & installation support)			

**The bidder has to quote for each item.

***Rates should be annualized (12 months)

- We understand that the Bank is not bound to accept the tender either in part or in full and that the Bank has right to reject the offer in full or in part without assigning any reasons whatsoever.

Place:

Date: _____

Seal & Signature of Authorized signatory of the Bidder

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ANNEXURE 4**Item wise count which will be the base for calculating L1 bidder**

SI No	Asset Type	NO OF UNITS
1	DESKTOP	1263
2	ALL IN ONE PC	424
3	DOT MATRIX/INKJET PRINTER	144
4	LASER PRINTER	474
5	PASSBOOK PRINTER	187
6	SOFTWARE SUPPORT (for AIO PCs under warranty)	960
7	ALL PRINTERS UNDER WARRANTY (software & installation support)	190

