

**CHECKLIST**

The bidder shall confirm whether following are submitted in their EOI/ bid. The bidder shall indicate the page no. where the details are furnished; otherwise, bid is liable for rejection.

Sl No	Details	Reference/ Clause Nos	Complied & Submitted (Yes/No)	Page No. at which details are enclosed
1.	Covering Letter.	ANNEXURE-2		
2.	Bidder's Profile.	ANNEXURE-4		
3.	A Demand Draft of Rs.2,000/- (Non-Refundable) favouring Canara Bank payable at Bengaluru towards Application Fee.	Clause No.6		
4.	EMD for Rs.50,000/- by Demand Draft favouring Canara Bank payable at Bengaluru/Bank Guarantee as per ANNEXURE-7 is enclosed.	Clause No.6		
5.	Audited balance Sheet for last Year (2019-20)	Clause No.5		
6.	The documents in support of Eligibility Criteria, wherever required as mentioned in this EOI.	Clause No.5		
7.	Copy of Power of Attorney or Authorization letter from the Company designating the authorized representative of the company for signing the bid document should be furnished along with the bid document.	Clause No. 15.2		
8.	List of major clients and the quantum of orders with approximate value executed to various Public sector Banks / Private Banks for the last 3 years.	ANNEXURE-6		
9.	Compliance Statement	ANNEXURE-9		
10.	Authorization letter format for Bid Opening (to be carried by the person who is authorized to attend the Bid opening).	ANNEXURE-5		

**Note:** Failure to produce the necessary proof may render the applicant in-eligible for empanelment.

Date:

Signature with seal

Name :

Designation :





No.	Annexure-1: Other Clauses	Vendor Response [Yes/No]	Page No. at which details are enclosed
1	Whether Cost of the Tender document (Demand Draft payable at Bengaluru) is submitted? If exemption is sought under MSEs, relevant certificate enclosed.		
2	Whether EMD / Bank guarantee in lieu of EMD Submitted? If exemption is sought under MSEs, relevant certificate enclosed.		
3	Whether the Bid is authenticated by authorized person? Copy of Power of Attorney or Authorization letter from the company authorizing the person to sign the bid document to be submitted in Conformity to Eligibility Criteria?		
4	Whether all pages are authenticated with signature and seal (Full signature to be affixed and not initials). Erasures / Overwriting / Cutting / Corrections authenticated Certification / Undertaking is authenticated?		
5	Whether address of Office on which communication / order has to be placed is indicated in ANNEXURE-4.		
6	Whether ensured that the offer is in sealed envelope and superscribed as Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items at Canara Bank, Circle Office Bengaluru, Regional Offices, branches and other units located in Bengaluru and surrounding districts coming under our circle. The EOI No., Name of the Bidder and Due date of the EOI is specified on the top of the envelope.		
7	Whether ensured Indexing of all Documents submitted with page numbers?		

Vendors to verify the above checklist and ensure accuracy of the same before submission of the bid.

Checked for accuracy

Date

Signature with seal

Name :

Designation :

The Authorization letter as per format ANNEXURE-5 is to be carried in person and shall not be placed inside any of the bid covers.

Ensure





Covering Letter Format

(Covering Letter has to be submitted in company's letter head)

Offer Reference No:

Date:

To  
The Senior Manager  
Canara Bank  
Technology Management Section  
Bengaluru Circle Office  
No 86, M G Road  
Bengaluru - 560 001, Karnataka

Dear Sir,

**Sub: Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items present in Canara Bank, Circle Office Bengaluru, Regional Offices, branches and other units located in Bengaluru and surrounding districts coming under our circle.**

**Ref: EOI 01/2020-21 dated 11 Feb 2021**

Having examined the EOI document including all Annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer to get short listed as empanelled vendor for providing Comprehensive AMC Services for Computer Hardware Items at Canara Bank Circle Office Bengaluru, Regional Offices, branches and other units located in Bengaluru and surrounding districts coming under our circle.

If our offer is accepted, we undertake to participate in the limited RFP/RFQ process to provide the AMC Services for Computer Hardware Items.

We enclose a Demand Draft favouring 'Canara Bank payable at Bengaluru'/Bank Guarantee as per ANNEXURE-7 for Rs.50,000/- (Fifty Thousand only) as Non-interest Earning refundable deposit/EMD.

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

This is to confirm that we unconditionally accept all the Instructions and Terms and Conditions of the subject EOI - empanelment of vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items present in Circle Office Bengaluru, Regional Offices, branches and other units located in Bengaluru and surrounding districts coming under our circle.

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 :

Place :

Signature with seal:

Name :

Designation :





Eligibility Criteria Declaration

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

To  
The Senior Manager  
Canara Bank  
Technology Management Section  
Bengaluru Circle Office  
No 86, M G Road  
Bengaluru - 560 001, Karnataka

Dear Sir,

**Sub: Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items at Canara Bank, Circle Office Bengaluru, Regional Offices, branches and other units located in Bengaluru and surrounding districts coming under our circle.**

**Ref: EOI 01/2020-21 dated 11 Feb 2021**

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

Sl. No.	Eligibility Criteria	Documents to be submitted along with the EOI
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 also to be Submitted.
2.	The Turnover from AMC business of the Bidder in banks should be minimum Rs. 50 lakhs during last financial year (i.e. 2019-20).	b. Audited balance Sheet for last Year (i.e.2019-20). b. Certificate from Company's Chartered Accountant specifying the Turnover From AMC Business in Banks for last year.
3.	The Bidder should have positive Net Worth as on 31/03/2020.	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.
4.	The Bidder should have minimum experience of Three (3) years in providing Hardware Maintenance Services to any of the Public Sector Banks/Private Banks, having	Bidder has to submit purchase order copies/reference letter/documentary proof duly mentioning the number of Desktops, Printers and other IT Assets covered under Comprehensive AMC by the bidder during





	expertise in maintenance of minimum of 500 Desktops & 100 Printers under AMC(as on 31/03/2020).	the last 3 years from Public Sector Banks/Private Banks in India as per Annexure - 6.
5.	The bidder shall have Service Centre in Bengaluru with minimum of 15 engineers having experience in maintenance of hardware items.	Details of the Service Centre in Bengaluru with documentary proof should be provided as per Annexure-10. Details of the minimum 15 Qualified Service Engineers having experience in maintenance of Hardware Items present in Bengaluru office should also be provided.
6.	The bidder should not have been currently blacklisted / barred / disqualified by any Govt. or PSU or PSB or regulator/statutory body or institution during last two years.	A self-declaration in bidder's letter head to this effect must be furnished.
7.	Bidder should have valid ISO 9001 and ISO 20000 Certification.	Copy of the certificate to be submitted.
8.	The Selected Bidder providing AMC Services to Bank shall conduct background verification check for the Service Engineers deployed to Bank and to provide the certificate in this regard.	A self-declaration in bidder's letter head to comply with the condition must be furnished. The Selected bidder should also submit the background certification report of their service engineers.
9.	Non-disclosure agreement	Non-Disclosure agreement (as per ANNEXURE-9) to be submitted by the bidder.

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:

Signature with seal

Place:

Name :

Designation :





**ANNEXURE-4**

**Bidder's Profile**

(Bidder's Profile has to be submitted in company's letter head)

To  
The Senior Manager  
Canara Bank  
Technology Management Section  
Bengaluru Circle Office  
No 86, M G Road  
Bengaluru - 560 001, Karnataka

Dear Sir,

**Sub: Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items at Canara Bank, Circle Office Bengaluru, Regional Offices, branches and other units located in Bengaluru and surrounding districts coming under our circle.**

**Ref: EOI 01/2020-21 dated 11 Feb 2021**

Sl. No.	Particulars	Details
a.	Name of the Bidder	
b.	Constitution	
c.	Date of Establishment/ Incorporation	
d.	Number of Years in the Business	
e.	Number of years of experience in providing Comprehensive Onsite AMC Services for Computer Hardware Items like Servers, Storage, Desktops, Laptops, Printers, Scanners etc.	
f.	Address for Correspondence:  Registered Office:  Corporate Office:	
g.	Single Point of contact for this EOI and upcoming RFP Name: Designation: Mobile No.:	





	Landline No.: Fax: Email-ID (any changes in the above should be informed in advance to Bank)	
h.	Annual Turnover during the last financial year. (2019-20)  Net worth as on 31/03/2020.	
i.	Domestic Customer Base (Number of Clients where AMC Services for Computer Hardware Items have been provided in India).	
j.	Our PAN number for Income Tax is _____ We are registered with the GST authorities and our registration numbers are as follows. GST Registration Number is _____  <u>Our Bank Details</u> Name and Style of Bank Account  Name of the Bank and Branch address  Account Number  RTGS / NEFT (IFSC) Code	

Wherever applicable submit documentary evidence to facilitate verification.

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 :

Place :

Signature with seal:

Name :

Designation :





ANNEXURE-5

Authorization Letter Format  
(Authorization Letter Format has to be submitted in Company's Letter Head)

To  
The Senior Manager  
Canara Bank,  
TM Section, Circle Office,  
No.86, Spencer Towers,  
BENGALURU

Dear Sir,

**Sub: Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items at Canara Bank, Circle Office Bengaluru, Regional Offices, branches and other units located in Bengaluru and surrounding districts coming under our circle.**

**Ref: EOI 01/2020-21 dated 11 Feb 2021**

This has reference to your above EOI for Empanelment of Vendors for providing Comprehensive AMC Services for Computer Hardware Items present in Canara Bank, Circle Office Bengaluru, Regional Offices, branches and other units located in Bengaluru and surrounding districts coming under our circle.

Mr. / Miss/Mrs. \_\_\_\_\_ is hereby authorized to attend the bid opening of the above EOI \_\_\_\_\_ DT: \_\_\_\_\_ 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

\_\_\_\_\_  
Place :





**ANNEXURE-6**

**List of Major Customers of the Bidder in Last 3 Years and References**

To  
The Senior Manager  
Canara Bank  
Technology Management Section  
Bengaluru Circle Office  
No 86, M G Road  
Bengaluru - 560 001, Karnataka

Dear Sir,

**Sub: Empanelment of Vendors for providing Comprehensive AMC Services for Computer Hardware Items at Canara Bank, Circle Office Bengaluru, Regional Offices, branches and other units located in Bengaluru and surrounding districts coming under our circle.**

**Ref: EOI 01/2020-21 dated 11 Feb 2021**

Sl. No.	Name and complete Postal Address of the Customer	Name, Designation, Telephone, Fax, Telex Nos., e-mail address of the contact person (customer)	Nature and Description of the business during last 3 years/orders Order No. & date value etc.	Documentary Proof like Satisfactory Letter from customer to be Enclosed or Purchase Order copies to be enclosed
1	2	3	4	5

**(Enclose necessary documentary proof)**

Date :  
Place :

Signature with seal:  
Name :  
Designation :





ANNEXURE-7

BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT

To

.....  
.....  
.....  
.....

WHEREAS \_\_\_\_\_ (Name of Bidder) (hereinafter called "the Bidder" has submitted its Bid dated \_\_\_\_\_ (Date) for the execution of (Name of Contract) \_\_\_\_\_ (hereinafter called "the Bid") in favour of \_\_\_\_\_ hereinafter called the "Beneficiary";

KNOW ALL MEN by these presents that we, \_\_\_\_\_ (name of the Issuing Bank), a body corporate constituted under the \_\_\_\_\_ having its Head Office at \_\_\_\_\_ amongst others a branch/office at \_\_\_\_\_ (hereinafter called "the Bank" are bound unto the Beneficiary for the sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) for which payment well and truly to be made to the said Beneficiary, the Bank binds itself, its successors and assigns by these presents;

THE CONDITION of this obligation is:

If the bidder withdraws or amends their offer of empanelment before finalization of empanelment by the Beneficiary.

We undertake to pay to the Beneficiary up to the above amount upon receipt of his first written demand without the Beneficiary having to substantiate his demand, provided that in his demand the Beneficiary will note that the amount claimed by him is due to him owing to the occurrence the above condition.

Notwithstanding anything contained herein

- i) Our liability under this Bank Guarantee shall not exceed Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only)
- ii) This Bank Guarantee is valid up to \_\_\_\_\_ and
- iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before \_\_\_\_\_ (mention period of guarantee as found under clause (ii) above plus claim period)

Dated \_\_\_\_\_ day of \_\_\_\_\_ 2021

SIGNATURE OF THE BANK









**ANNEXURE -9**

**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 No.86, M G ROAD, Spencer Towers, Bengaluru -560001 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  
"Empanelment of Vendors for providing AMC Services of the Computer Hardware Items  
at Canara Bank, Circle Office Bengaluru, Regional Offices, branches and other units  
located in Bengaluru and surrounding districts coming under our circle ." 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 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-10**

**Service Support Details**

**SUB: RFP for Providing Comprehensive Onsite AMC for Computer Hardware Items at Canara Bank, Circle Office Bengaluru, Regional Offices, branches and other units located in Bengaluru and surrounding districts coming under our circle.**

**Ref: Your EOI 01/2020-21 dated 11 Feb 2021**

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.	Bengaluru Office Details					

Date

Signature with seal

Name :

Designation :





