

EOI 01/2022-23

10-02-2023



**REQUEST FOR EXPRESSION OF INTEREST**

**FOR**

**EMPANELMENT OF VENDORS FOR PROVIDING COMPREHENSIVE ONSITE AMC SERVICES FOR COMPUTER HARDWARE ITEMS & PERIPHERALS AT BRANCHES/OFFICES UNDER VARIOUS REGIONS IN KERALA UNDER THIRUVANANTHAPURAM CIRCLE OFFICE**

**Issued By: Canara Bank  
T M Section  
CIRCLE OFFICE  
THIRUVANANTHAPARAM**

**Address:  
Canara Bank, Circle Office,  
TM Section, 5<sup>th</sup> Floor Spencer Building,  
MG Road, Thiruvananthapuram - 695001**

**Phone Nos: 0471-2471222; 8281991598  
Email: tmscotvm@canarabank.com**

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**Bid Details in Brief Description**

Sl. No.	Description	Details
1.	EOI No. and Date	EOI 01/2022-23 dated 10-02-2023
2	Brief Description of the EOI	Empanelment of vendors for providing comprehensive onsite AMC services for computer hardware items & peripherals at branches/offices under various regions in Kerala under Thiruvananthapuram Circle Office.
3.	Location Address for submission of Tender [Address for Communication]	The Senior Manager Canara Bank, Circle Office, TM Section, 5 <sup>th</sup> Floor Spencer Building, MG Road, Thiruvananthapuram- 695001  Tel:0471-2471222 Email:tmscotvm@canarabank.com
4.	Date of Issue	10-02-2023, Friday
5.	Last Date of Submission of Queries for Pre-Bid Meeting	20-02-2023, Monday, 3.00 PM
5.	Date of Pre-Bid Meeting	20-02-2023, Monday, 3:00PM
6.	Last Date of Submission of Bids	06-03-2023, Monday upto 3:00PM
7.	Date and Time of Opening Bid	06-03-2023, Monday, 4.00 PM
9.	Application Fees (Non Refundable)	Rs.500/- + GST

This document can be downloaded from Bank's website <https://canarabank.com/tenders.aspx>. In that event, the bidders should pay the Application Fee for EOI document by means of DD drawn on any scheduled Commercial Bank for the above amount in favour of Canara Bank, payable at Thiruvananthapuram and submit the same along with the EOI.



Disclaimer

The information contained in this Expression of Interest ("EOI") 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 EOI document and all other terms and conditions subject to which such information is provided. This EOI document is not an agreement and is not an offer or invitation by Canara Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as "Bidder" or "Bidders" respectively). The purpose of this EOI is to provide the Bidders with information to assist the formulation of their proposals. This EOI 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 EOI. 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 EOI. The information contained in the EOI 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 EOI document or to correct any inaccuracies therein, which may become apparent.

Canara Bank reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this EOI 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 EOI.

It may be noted that corrigendum, addendum, amendments, time-extensions, clarifications, response to bidder's queries, if any to EOI 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 EOI.

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

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

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**Abbreviations used in this Document**

Sl.No.	Abbreviation	Description
1	AMC	Annual Maintenance Contract
2	ATS	Annual Technical Support
3	BG	Bank Guarantee
4	DD	Demand Draft
5	DIT	Department of Information Technology
6	EMD	Earnest Money Deposit
7	GST	Goods and Service Tax
8	HO	Head Office
9	LD	Liquidated Damage
10	MSME	Micro Small & Medium Enterprises
11	NEFT	National Electronic Funds Transfer
12	NI Act	Negotiable Instruments Act
13	OEM	Original Equipment Manufacturer
14	OS	Operating System
15	PAN	Permanent Account Number
16	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
17	RFQ	Request for Qualification
18	RTGS	Real Time Gross Settlement
19	LAN	Local Area Network
20	MTBF	Meantime Between Failure
21	MTTR	Meantime to Restore



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SL No	ANNEXURES
1)	Checklist
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### 1. About Canara Bank

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 making efforts to provide the state of art technological products to its customers. Among other offices and branches across the country, the Bank has Technology Management Section at Circle Office, Thiruvananthapuram.

### 2. Definitions:

2.1. 'Bank' means, unless excluded by and repugnant to context or the meaning thereof, shall mean 'Canara Bank', described in more detail in Paragraph 1 above and which has invited bids under this Expression of Interest and shall be deemed to include its successors and permitted assigns.

2.2. 'EOI means this Expression of Interest for Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items & Peripherals at Branches/Offices under various regions in Kerala under Thiruvananthapuram Circle Office.

2.3. The firms, institutions & companies submitting the proposal in response to this EOI shall hereinafter be referred to as 'Bidder'.

### 3. About EOI

3.1. The EOI document is not a recommendation or invitation to enter the contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to compliance to selection process and appropriate documentation being agreed between the bank and selected vendors as identified by the bank after completion of the selection process.

### 4. Objective

4.1. Canara Bank invites application from reputed Bidders to submit their "Expression of Interest" who fulfils the eligibility criteria as given below for Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items & Peripherals at Branches/Offices under various regions in Kerala under Thiruvananthapuram Circle Office.

4.2. The bidders satisfying the Eligibility Criteria as per the EOI and having experience in providing Onsite AMC Services for Computer Hardware items may respond. The bidders should have experience in providing Onsite AMC Services for I.T related hardware items like Servers, Storage, Desktops, Laptops, Printers, Modems, Scanners and Biometric Devices etc.

4.3. The bank is looking for Comprehensive AMC Services (Onsite Maintenance, Repairs, replacement of spare parts and other related works for ensuring un-interrupted working of Bank's Computer Hardware Items) from bidders who have sufficient experience, resources and established facilities for providing the AMC Services.



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## 5. Eligibility Criteria

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

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 bidder should have a GST Registration in Kerala	Suitable proof establishing the same should be submitted (GST Certificate).
3	The bidder should be an ISO registered company and should be an authorized service provider/ partner for one or more original equipment manufacturers (Eg: HP, Lenovo, Acer, Dell, Canon, Ricoh, Epson etc.)	Suitable proof establishing the same should be submitted (Authorization certificate from OEM).
4	The Turnover purely from AMC/ATC business of the Bidder should be minimum Rs. 25 crores each during last two financial years (i.e. 2020-21, 2021-22).	a. Audited balance Sheet for last 2 Years (i.e. 2020-21, 2021-22).
		b. Certificate from Company's Chartered Accountant specifying the Turnover from AMC Business for last 2 years.
5	The Bidder should have positive Net Worth as on 31/03/2022 or 30/09/2022(latest).	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.
6	The Bidder should have minimum experience of Three (3) years in providing Hardware Maintenance Services to any of the Public Sector Banks/Private Banks/PSUs/Govt Departments/Govt. Institutions, having expertise in maintenance of minimum of 100 branches under AMC(as on 31/12/2022).	Bidder has to submit purchase order copies/reference letter/documentary proof duly mentioning the number of branches and Asset details like Desktops, Printers and other IT Assets covered under Comprehensive AMC by the bidder during the last 3 years from Public Sector Banks/Private Banks/PSUs/Govt Departments/Govt Institutions in India as per Annexure - 6.
7	The bidder shall have Service Centre Offices in all major Cities of Kerala like Thiruvananthapuram, Ernakulam, Thrissur, Kozhikode.	Details of the Service Centre in Thiruvananthapuram, Ernakulam, Thrissur, Kozhikode with documentary proof should be provided as per Annexure-9.
8	The bidder shall have minimum of 75 engineers having experience in maintenance of hardware items in their own payroll.	Details of the minimum 75 Qualified Service Engineers having experience in maintenance of Hardware Items along with payroll proof should be provided.



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SL NO	Eligibility Criteria	Documents to be submitted along with the EOI
9	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.
10	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.
11	Non-disclosure agreement	Non-Disclosure agreement (as per ANNEXURE-8) to be submitted by the bidder.
12	ProjectManagementMethodologies- The vendor must have a Web based Online portal & telephonic call / e-mail logging system for service complaints and tracking of call status should be available.	A workflow model for the same should be submitted.

#### 6. Application Fee:

6.1. The following amount shall be payable towards Application money.

Application fees for Rs.500/-plus GST (Non Refundable)	By way of DD favoring "Canara Bank" payable at Thiruvananthapuram.
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6.2. MSEs are exempted from paying Application Fee.

6.3. MSEs should submit relevant documentary proof for claiming the exemptions.

6.4. Further, all bidders shall have to comply the following:

- 6.4.1. Failure to produce the documents as necessary proof along with the Application fee while submission of EOI proposal shall render the applicant ineligible for empanelment.
- 6.4.2. The Bidder should not provide any commercial proposal with the response to this EOI.

#### 7. Scope of Empanelment:

- 7.1. Empanelment would be for Vendors for providing Comprehensive Onsite AMC Services for computer hardware items & Peripherals at branches/offices under various regions in Kerala under Thiruvananthapuram Circle Office.
- 7.2. Empanelment would be for THREE YEARS. However, the Bank reserves the right to cancel or extend the validity period of empanelment. Bank's decision will be final in this regard.
- 7.3. The indicative list of various IT Hardware Items to be covered under AMC are:

- 7.3.1. Servers (Including OS),
- 7.3.2. Storage.
- 7.3.3. Desktops (Including OS).
- 7.3.4. All-In-One Computers (Including OS)..

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- 7.3.5. Laptops.
  - 7.3.6. Tablet PCs.
  - 7.3.7. Multi task Printers.
  - 7.3.8. Colour and Mono Laserjet Printers.
  - 7.3.9. Dot Matrix Printers.
  - 7.3.10. Flat bed & Speed Scanners.
  - 7.3.11. AadharSeva Kendra Biometric Scanner
  - 7.3.12. Any other IT Hardware Items.
- 7.4. During the AMC period, the Bidder should extend the On Site Service Support. The scope of AMC shall include:
- 7.4.1. Rectification of Bugs/defects if any.
  - 7.4.2. Ensuring uptime of 99.90% weekly.
  - 7.4.3. Preventive Maintenance quarterly.
  - 7.4.4. Maintenance of Servers and Other Items including Software.
- 7.5. Limited tenders (RFQ) will be floated amongst the qualified/selected empanelled vendors as and when necessary during the empanelment period for providing AMC Services for various computer hardware items & peripherals at branches/offices under various regions in Kerala under Thiruvananthapuram Circle Office. Such RFQ will be issued to all the empanelled vendors.
- 7.6. Individual tender/s will contain details of the Hardware Items to be covered under AMC, Instructions, Terms and Conditions, Scope of Work and location details of the Hardware Items.
- 7.7. **Empanelled vendors are required to respond to all the RFQs (Request for Quote) floated by our Offices.**
- 7.8. Depending on the quote submitted by the empanelled vendors, order for AMC Services will be awarded to L1 vendor (Lowest Bidder) for the respective RFQ.
- 7.9. Vendors failing to respond to any three RFQs during the period of empanelment may be delisted from the Bank's empanelment.
- 7.10. The Firm Order on Successful Vendor selected under the RFQ process will have the following terms and conditions:
- 7.10.1. Order to be accepted within Seven (7) Working days of receiving the order.
  - 7.10.2. Performance Bank Guarantee for 10% of the order value to be submitted to the Bank within Fifteen (15) working days from the date of acceptance of the Order.
  - 7.10.3. AMC Agreement to be executed within 21 days of acceptance of the order.
  - 7.10.4. However, AMC to be commenced from the date of order (or) from the date mutually agreed by Banks successful vendor.
  - 7.10.5. AMC Payment will be released quarterly in arrears after deducting TDS and LD/Penalties if any.
  - 7.10.6. **Vendor failing to accept the order or not commencing the services or not submitting the Performance Bank Guarantee within the stipulated timelines for the order issued to them on even one occasion may be delisted from the Bank's empanelment.**
- 7.11. The guidelines issued by various regulatory authorities on Minimum Wages Act, applicable labour laws, from time to time are to be strictly followed by the empanelled vendors for the resources deployed to the Bank.



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## 8. Empanelment Procedure

The Vendor for AMC Services will be empanelled as per the following process:

- 8.1. Vendor/s satisfying the eligibility criteria will be short Listed after due scrutiny of documents submitted by the bidder.
- 8.2. The Bank reserves the right to accept / reject any or all Expression of Interest (EOI) received in response to this advertisement without assigning any reasons, whatsoever.

## 9. De-empanelment of bidders

- 9.1. During empanelment period, the Bank reserves the right to de-empanel any vendor. The Bank's decision will be final in this regard.
- 9.2. Bank should retain with themselves the authority to blacklist or bar a bidder for a specified period of the time from participating in its tendering process where the Bank has authentic information the bidder has been debarred/black listed from participating in the tendering process by a international organization or by a local organization on ground of fraud or corruption or for some other reason which, in the opinion of the Bank is not compatible with its procurement policy and ethical standard,
- 9.3. If the service provided by the vendor is found to be unsatisfactory or if at any time it is found that the information provided for empanelment or for any tender is false or if irregularities shown by the vendor when applying for the tenders, the Bank reserves the right to remove such Bidders from the empanelled list without giving any notice to the vendor in advance.
- 9.4. Empanelled Vendors not submitting their response for Three (3) limited tenders may be de-listed from our empanelment List at the discretion of the Bank.

## 10. Scope of Work for AMC Services:

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

- 10.1. The empanelment is for providing AMC Services for computer hardware items & peripheral at branches/offices under various regions in Kerala under Thiruvananthapuram Circle Office.
- 10.2. Empanelled vendors are required to mandatorily respond to our limited RFP/Rfq floated for providing AMC Services.
- 10.3. The panel of vendors selected through this process will be empanelled for a period of three (3) years with a provision for review on yearly basis.
- 10.4. The requirement of AMC Services will be for computer hardware items & peripheral at branches/offices under various regions in Kerala under Thiruvananthapuram Circle Office.
- 10.5. The Successful Vendor should ensure smooth functioning of the Bank's Computer Hardware items covered under AMC.
- 10.6. The Successful Vendor providing AMC Services should have sufficient resources, spare parts and capabilities to execute the order.
- 10.7. 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.
- 10.8. The Bidders agreeing to the Banks terms and conditions stipulated in Clause 7.10 & 7.11 need only apply for empanelment as Bank will not change these terms and conditions while floating limited RFP/Rfq among the empanelled Vendors.
- 10.9. Details of the Hardware Items to be covered under AMC and detailed Scope of Work will be



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provided in the limited RFP/RFQ to be floated amongst the empanelled Vendors.

#### 11. Bid Document & Cost:

11.1. This document can be downloaded from Bank's website <https://canarabank.com/tenders.aspx>. In that event, the bidders should pay the Application Fee of Rs.500/- + GST for tender document by means of DD drawn on any scheduled Commercial Bank for the above amount in favour of Canara Bank, payable at Thiruvananthapuram and should be kept along with the bid cover. Submission of the cost of the bid document in other than the bid cover is liable to be rejected on grounds of non-payment of the cost of the bid document.

11.2. The Bidder shall bear all costs associated with the preparation and submission of the bid and the Bank will not be responsible for the costs, regardless the conduct or outcome of the bidding process. The Bank is not liable for any cost incurred by the bidder in replying to this EOI. It is also clarified that no binding relationship will exist between any of the respondents and the Bank until the execution of the contract.

#### 12. Pre-Bid Queries:

12.1. The bidder should carefully examine and understand the scope and, terms and conditions of EOI and may seek clarifications, if required. The bidders in all such cases seek clarification in writing in the same serial order of that of the EOI by mentioning the relevant page number and clause number of the EOI.

12.2. All communications regarding points requiring clarifications and any queries shall be given in writing to the SeniorManager, TM Section, Canara Bank, Circle Office Trivandrum, TM Section, 5<sup>th</sup> Floor Spencer Building, MG Road, Thiruvananthapuram- 695001 or an email can be sent to [tmscotvm@canarabank.com](mailto:tmscotvm@canarabank.com) by the intending bidders before 03:00 PM on 20/02/2023 (Monday).

12.3. No queries will be entertained from the bidders after the above date and time.

12.4. No verbal or individual consultation shall be entertained.

12.5. The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's website <https://canarabank.com/tenders.aspx> and no individual correspondence shall be made. The clarification of the Bank in response to the queries raised by the bidder/s, and any other clarification/amendments/corrigendum furnished thereof will become part and parcel of the RFP and it will be binding on the bidders.

#### 13. Pre-Bid meeting

13.1. A pre-bid meeting of the intending bidders will be held as scheduled below to clarify any point/queries raised by them in respect of this EOI.

Date & Day		Time	Venue
20/02/2023	Monday	3.00PM	Canara Bank, Circle Office Trivandrum, TM Section, 5 <sup>th</sup> Floor Spencer Building, MG Road, Thiruvananthapuram- 695001

No separate communication will be sent for this meeting. If the meeting date is declared as a holiday under NI Act by the Government subsequent to issuance of EOI, the next working day will be deemed to be the pre-bid meeting day. Authorized representatives of interested bidders shall be present during the scheduled time. In this connection, Bank will allow a maximum of TWO (2) representatives from each Bidder to participate in the pre-bid meeting.



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- 13.2. Bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.
- 13.3. The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's website and no individual correspondence shall be made. The clarification of the Bank in response to the queries raised by the bidder/s, and any other clarification/amendments/corrigendum furnished thereof will become part and parcel of the EOI and it will be binding on the bidders.
- 13.4. Non receipt of reply to the queries raised by any of the Bidders shall not be accepted as a valid reason for non submission of Bid. In addition, non reply to any query may not be deemed the version of the Bidder as reflected in the query has been accepted by the Bank.

#### 14. Amendment to EOI

- 14.1. At any time prior to deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective bidder, may modify the bidding document, by way of an amendment.
- 14.2. Notification of amendments will be put up on the Bank's website ([www.canarabank.com](http://www.canarabank.com)) and will be binding on all bidders and no separate communication will be issued in this regard.
- 14.3. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for the submission of Bids.

#### 15. Preparation of Bids

- 15.1. All bids and supporting documents shall be submitted in English and on A4 size paper, spirally bound securely and in serial order. The response should be submitted in a structured format as per the checklist appended.
- 15.2. All pages of EOI should be stamped and signed by Authorized Signatory of the Bidder. All pages of the bid document should be serially numbered and shall be signed by the authorized person/s only. The person/s signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page. The bidder should submit a copy of Board Resolution or power of attorney document showing that the signatory has been duly authorized to sign the bid document.
- 15.3. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for as per Annexure 3.

#### 16. Erasures or Alterations

The Offers containing erasures or alterations or overwriting will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. The Bank may treat such Offers as not adhering to the tender guidelines and as unacceptable.

#### 17. Submission of Bids

- 17.1. The sealed envelope containing the response to EOI along with the required documents shall be super scribed on the top of the envelope "Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer hardware items & peripheral at branches/offices under various regions in Kerala under Thiruvananthapuram Circle Office, in response to EOI 01/2022-23dt10/02/2023".



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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
06-03-2023	Monday	Up To 3.00 PM	Canara Bank, Circle Office Trivandrum, TM Section, 5 <sup>th</sup> Floor Spencer Building, MG Road, Thiruvananthapuram- 695001

- 17.2. If the last day of submission of bids is declared as a holiday under NI Act by the Government subsequent to issuance of EOI, the next working day will be deemed to be the last day for submission of the EOI. The Bid/s which is/are deposited after the said date and time shall not be considered.
- 17.3. 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.
- 17.4. The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.

Official-Contact Details	Alternate Official-Contact Details
Mr. Jithin S S Senior Manager, Canara Bank, Circle Office Trivandrum, TM Section, 5 <sup>th</sup> Floor Spencer Building, MG Road, Thiruvananthapuram- 695001 Tel: 8281991598	Mr. Anzio John J Manager-(IT), Canara Bank, Circle Office Trivandrum, TM Section, 5 <sup>th</sup> Floor Spencer Building, MG Road, Thiruvananthapuram- 695001 Tel: 8136816071

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

## 18. Bid Opening

- 18.1. EOI will be opened in the presence of the Bidder's representative/s who may choose to attend the bid opening as per following schedule.

Date	Day	Time	Venue
06-03-2023	Monday	4.00 PM	Canara Bank, Circle Office Trivandrum, TM Section, 5 <sup>th</sup> Floor Spencer Building, MG Road, Thiruvananthapuram- 695001

Bidder's representative may be present in the place and venue well in time along with an authorization letter in hand for each bid opening under this EOI, as per the format (ANNEXURE-5) enclosed and sign in Register of Attendance during opening of EOI.

**Note: Authorization letter should be carried in person and shall not be placed inside in any of the bid covers**

- 18.2. If any of the bidders or all bidders who submitted the tender are not present during the specified date, time and venue of opening, it will be deemed that such bidder is not interested to participate in the opening of the Bid/s and the bank at its discretion will proceed further with opening of the EOI in their absence.
- 18.3. The Bidders may note that no further notice will be given in this regard. Further, in case the



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bank does not function on the aforesaid date due to unforeseen circumstances or holiday, then the bid will be accepted up to 3.00 PM on the next working day and bids will be opened at 4:00 PM at the same venue on the same day.

#### 19. Evaluation of EOI

- 19.1. The Bank will evaluate the bid/s submitted by the bidder/s under this EOI by the officers of the bank. The Bank may engage an external agency for evaluation of the bid. It is Bank's discretion to decide at the point of time.
- 19.2. The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of EOI, whether the documents have been properly signed and whether items are offered as per EOI requirements, whether technical documentation as required to evaluate the offer has been submitted. The Bank may, at its discretion, waive any minor nonconformity or any minor irregularity in the bid which does not constitute a material deviation. Bank's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.
- 19.3. EOI submitted by the bidder will be evaluated based on the format mentioned in ANNEXURE-1. Bidders who will qualify from Eligibility Criteria Evaluation will be empanelled. Period of empanelment will be decided by the Bank. The short listed applicants will be notified in due course. Only shortlisted applicants will be invited to participate in the tender/RFQ. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.

#### 20. Clarifications Of Offers

- 20.1. During the process of scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, seek clarifications from all the bidders/any of the bidders on the offer made by them. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time stipulated by the Bank.
- 20.2. The Bank may go through a process of evaluation and normalization of the bids to the extent possible and feasible, to ensure that shortlisted bidders are more or less on the same footing by seeking incremental bid submission in part of the requested clarification by the Bank or Revised submissions of the entire bid in the whole.
- 20.3. The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this EOI, agree to participate in the normalization process and extend their co-operation to the Bank during this process.
- 20.4. The shortlisted bidders, by submitting the response to this EOI, agree to the process and conditions of the normalization process.

#### 21. Modification/Cancellation of EOI

- 21.1. The EOI is not an offer by Canara Bank but an invitation to get the response from the interested bidders for short listing the bidders for Bank's requirements. No contractual obligations whatsoever shall arise from the Expression of Interest process.
- 21.2. The Bank reserves the right to cancel EOI process at any time, without thereby incurring any liabilities to the affected bidder[s]. Reasons for cancellation, as determined by the Bank in sole discretion include but are not limited to, the following:
  - a] Services contemplated are no longer required,
  - b] Change in the scope of work or due to unforeseen circumstances and/or factors and or/or new developments.



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**ANNEXURE-I****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.

SI 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. (Communication address should be mentioned for which Order is to be placed)	ANNEXURE-4		
3	A Demand Draft of Rs.500/- + GST(Non-Refundable) favouring Canara Bank payable at Thiruvananthapuram towards Application Fee.	Clause No.6		
	If exemption is sought under MSEs, relevant certificate enclosed.	Clause No.6		
4	The documents in support of Eligibility Criteria, wherever required as mentioned in this EOI.	ANNEXURE-3		
5	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		
6	List of major clients and the quantum of orders with approximate value executed to various organizations including BFSI, PSU, PSBs, IT Industry and Central/State Govt Depts. for the last 3 years.	ANNEXURE-6		
7	Compliance Statement	ANNEXURE-7		
8	Authorization letter format for Bid Opening (to be carried by the person who is authorized to attend the Bid opening).	ANNEXURE-5		
9	Non-Disclosure Agreement	ANNEXURE-8		
10	Service Center / Support Details	ANNEXURE-9		
11	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?			
12	Whether ensured that the offer is in sealed envelope and super scribed as "Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer hardware items & peripherals at branches/offices under various regions in Kerala under Thiruvananthapuram Circle Office, The EOI No., Name of the Bidder and Due date of the EOI is specified on the top of the envelope.			
13	Whether ensured Indexing of all Documents submitted with page numbers?			

**Vendor 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

**ANNEXURE-2**

**Covering Letter Format**

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

**Offer Reference No:**

**Date: dd-mm-yyyy**

**To**

**The Senior Manager  
Canara Bank, Circle Office Trivandrum,  
TM Section, 5<sup>th</sup> Floor Spencer Building,  
MG Road, Thiruvananthapuram- 695001**

**Dear Sir,**

**Sub: Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer hardware items & peripheral at branches/offices under various regions in Kerala under Thiruvananthapuram Circle Office.**

**Ref: EOI 01/2022-23 dated 10/02/2023.**

**@@@**

Having examined the EOI document including all Annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to get short listed as Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer hardware items & peripherals at branches/offices under various regions in Kerala under Thiruvananthapuram Circle Office.

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

We agree to abide by and fulfil 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 & peripherals at branches/offices under various regions in Kerala under Thiruvananthapuram 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 Place:**

**Name:**

**Designation**



**ANNEXURE-3**  
**Eligibility Criteria Declaration**

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

**Sub: Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer hardware items & peripheral at branches/offices under various regions in Kerala under Thiruvananthapuram Circle Office..**

Ref: EOI 01/2022-23 Dated 10-02-2023.

@@@

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	Bidders responses (Yes/No)	Page No. at which details are enclosed
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/		
		b. Copy of Registration regarding GST.		
		c. PAN Card of firm/company also to be submitted.		
2	The bidder should have a GST Registration in Kerala	Suitable proof establishing the same should be submitted.(GST Registration Certificate)		
3	The bidder should be an ISO registered company and should be an authorized service provider/ partner for one or more original equipment manufacturers (Eg: HP, Lenovo, Acer, Dell, Canon, Ricoh, Epson etc.)	Suitable proof establishing the same should be submitted (Authorization certificate from OEM).		
4	The Turnover purely from AMC/ATC business of the Bidder should be minimum Rs. 25 crores each during last two financial years (i.e. 2020-21, 2021-22).	a. Audited balance Sheet for last 2 Years (i.e. 2020-21, 2021-22).		
		b. Certificate from Company's Chartered Accountant specifying the Turnover from AMC Business for last 2 years.		
5	The Bidder should have positive Net Worth as on 31/03/2022 or 30/09/2022(latest).	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.		
6	The bidder shall have minimum of 75 engineers having experience in maintenance of hardware items in their own payroll.	Details of the minimum 75 Qualified Service Engineers having experience in maintenance of Hardware Items along with payroll proof should be provided.		

Sl.No	Eligibility Criteria	Documents to be submitted	Bidders responses (Yes/No)	Page No. at which details are enclosed
7	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.		
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	Project Management Methodologies- The vendor must have a web based & telephonic call / e-mail logging system for service complaints and tracking of call status should be available.	A workflow model for the same should be submitted.		

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



**ANNEXURE-4**

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

**Sub: Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer hardware items & peripherals at branches/offices under various regions in Kerala under Thiruvananthapuram Circle Office.**

**Ref: EOI 01/2022-23 Dated 10/02/2023.**

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, Modems, 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 two financial year:	
	2020-21	
	2021-22	
	Net worth as on 31/03/2022	
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 GST authorities and our registration	
	We are registered with the	
	GST Registration Number is	
	Our Bank Details	
	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

Date:

The Senior Manager

Canara Bank, Circle Office Trivandrum,

TM Section, 5<sup>th</sup> Floor Spencer Building,

MG Road, Thiruvananthapuram- 695001

Dear Sir,

**Sub: Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer hardware items & peripherals at branches/offices under various regions in Kerala under Thiruvananthapuram Circle Office.**

**Ref: EOI 01/2022-23 Dated 10/02/2023.**

@@@

This has reference to your above EOI for Empanelment of Vendors for providing Comprehensive AMC Services for Computer hardware items & peripherals at branches/offices under various regions in Kerala under Thiruvananthapuram Circle Office.

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**

**Sub: Empanelment of Vendors for providing Comprehensive AMC Services for Computer hardware items & peripherals at branches/offices under various regions in Kerala under Thiruvananthapuram Circle Office.**

**Ref: EOI 01/2022-23 Dated 10/02/2023.**

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**

**Compliance Statement**  
(Compliance Statement has to submitted in Company's Letter Head)

To

Date:

The Senior Manager

Canara Bank, Circle Office Trivandrum,

TM Section, 5<sup>th</sup> Floor Spencer Building,

MG Road, Thiruvananthapuram- 695001

Dear Sir,

**Sub: Empanelment of Vendors for providing Comprehensive AMC Services for Computer hardware items & peripherals at branches/offices under various regions in Kerala under Thiruvananthapuram Circle Office.**

**Ref: EOI 01/2022-23 Dated 10/02/2023.**

@@@

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

Sl.NO	Description	Complied Yes/No
1	Scope of Empanelment	
2	Empanelment Procedure	
3	Instructions to Applicants	

We also undertake that we are complying with the prevailing guidelines issued by various regulatory authorities on Minimum Wages Act, applicable labour laws, from time to time for the resources deployed to the AMC Services.

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 tender is liable to be rejected.

Date:

Place:

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  
branches/offices under various regions in Kerala under Thiruvananthapuram Circle Office 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 & peripherals at branches/offices under various regions in Kerala under Thiruvananthapuram Circle Office"** 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:**  
**Place:**

**Signature with Seal**  
**Name:**  
**Designation**

**ANNEXURE-9**

**Service Support Details**

**SUB: EOI for Providing Comprehensive Onsite AMC for Computer hardware items & peripherals at branches/offices under various regions in Kerala under Thiruvananthapuram Circle Office.**

**Ref:Your EOI 01/2022-23 Dated 10/02/2023.**

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						
3						

**Date:**  
**Place:**

**Signature with Seal**  
**Name:**  
**Designation**