

**REQUEST FOR PROPOSAL [RFP]
FOR
"ANNUAL MAINTENANCE CONTRACT / ANNUAL TECHNICAL SERVICE FOR
COMPUTERS & PERIPHERALS IN VARIOUS BRANCHES / OFFICES OF
CANARA BANK UNDER RANCHI CIRCLE"**

Issued by: Canara Bank,
Technology Management Section
Circle Office Ranchi
3rd Floor, Kaushalya Chambers
P P Compound, Main Road
Ranchi - 834001.
Contact Number- 0651-2331682
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Section - A

BID SCHEDULE & ABBREVIATIONS

1. BID SCHEDULE

Sl. No.	Description	Details
1.	RFP No. and Date	RFP 02/2022-23 dated 27/10/2022
2.	Name of the Section	Technology Management Section
3.	Brief Description of the RFP	Annual Maintenance Contract of Computer Items and peripherals of branches/Offices of Canara Bank Ranchi Circle.
4.	Bank's Address for Communication	Technology Management Section CIRCLE OFFICE 3rd FLOOR, KAUSHALYA CHAMBERS, PP COMPOUND, MAIN ROAD, RANCHI - 834001. EMAIL ID-tmsranchico@canarabank.com Contact Number- 0651-2330286 / 7763818692
5.	Date of Issue of RFP	27/10/2022, Thursday
6.	Tender Fee (Non-refundable)	Mode of Submission: Offline Rs. 2,360/- (including 18% GST)
7.	Earnest Money Deposit (Refundable)	Mode of Submission: Offline <u>Rs. 30,000/- (2% of approx contract value)</u>
8.	Performance Bank Guarantee/Bid Security	3% of Total Order Value
9.	Purchase Preference Policies	Applicable
10.	Last Date and Time for Submission of Bids	17/11/2022, Thursday up to 3.00pm
11.	Documents to be submitted physically by Bidder	a Tender Fee (DD) a DD/Bank Guarantee for EMD a Acknowledgement issued by offline by way of letter
12.	Last Date and Time for Submission of Physical Documents	17/11/2022, Thursday up to 3.00pm
13.	Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria.	18/11/2022, Friday at 3.00pm. Venue: Canara Bank, T M SECTION CIRCLE OFFICE 3rd FLOOR, KAUSHALYA CHAMBERS,



		PP COMPOUND, MAIN ROAD, RANCHI - 834001
14.	Date and Time for opening of Technical Bid Part-B/Commercial Bid Part-C	Will be intimated at a later date.
15.	Pre-Bid Meeting	<p>i. Pre-bid* meeting will be held on 08/11/2022, Tuesday at 3.00 PM Venue: Canara Bank, T M SECTION CIRCLE OFFICE 3rd FLOOR, KAUSHALYA CHAMBERS, PP COMPOUND, MAIN ROAD, RANCHI - 834001</p> <p>ii. Pre-bid Queries to E-mail tmsranchico@canarabank.com must reach us on or before 07/11/2022, Monday at 12.00 pm. Subject of the email should be given as "Pre Bid Queries for RFP 02/2022-23 dated 27/10/2022".</p> <p>iii. No suggestions or queries after the cut-off time will be entertained.</p>
16.	Other Details	<p>i. The bidder must fulfil the Pre-Qualification criteria to participate in the bid.</p> <p>ii. Subsequent changes made based on the suggestions, queries and clarifications as per pre-bid meeting shall be deemed to be part of the RFP document and shall be uploaded on the Bank's corporate website http://canarabank.com/english/announcements/tenders.</p>
17.	<p>This document can be downloaded from following website https://canarabank.com/tenders.aspx. In that event, the bidders should pay the Tender Fee for tender document by means of DD drawn on any Scheduled Commercial Bank for the above mentioned amount in favor of Canara Bank, payable at Ranchi and submit the same as mentioned above.</p> <p>Any Amendments, Modifications, Pre Bid Replies, Clarifications & any communication etc. will be uploaded in the Bank's website (i.e. https://canarabank.com/tenders.aspx). No individual communication will be sent to the individual bidders.</p>	



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 Circle Office Ranchi 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 information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. Canara Bank, Circle Office Ranchi 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 information that a Bidder requires. Canara Bank, Circle Office, Ranchi 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, Circle Office, Ranchi reserves the right of discretion to change, modify, add to 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 (<http://canarabank.com/english/announcements/tenders>) and it will become part and parcel of RFP.

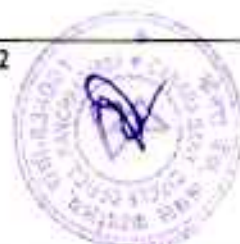
The information provided by the bidders in response to this RFP Document will become the property of the Bank and will not be returned. This RFP document prepared by Canara Bank, Circle Office, and Ranchi should not be reused or copied or used either partially or fully in any form.

Canara Bank, Circle Office, Ranchi in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Canara Bank Circle Office, Ranchi reserves the right to reject any or all Requests for Proposal 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 parties.



ABBREVIATIONS

1.	AMC/ATS	Annual Maintenance Contract/ Annual Technical Support
2.	BG	Bank Guarantee
3.	BOM	Bill of Material
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.	IT	Information Technology
14.	OEM	Original Equipment Manufacturer
15.	OS	Operating System
16.	RFP	Request For Proposal [Inter alia the term 'Tender' is also used]
17.	RTGS	Real Time Gross Settlement
18.	TMS	Technology Management Section
19.	CO	Circle Office
20.	RO	Regional Office



SECTION B - INTRODUCTION

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 and among others, having Circle Office at 2nd, 3rd and 4th Floor, Kaushalya Chambers, PP Compound, Main Road, Ranchi- 834001. Syndicate Bank has amalgamated with Canara Bank with effect from 01/04/2020. The amalgamated Bank i.e., Canara Bank is having pan India presence of 9776 branches (as on 30/11/2021) spread across all the States and Union Territories. There are 24 Circle Offices and 176 Regional Offices spread across the country. The Bank is working on Core Banking System using Flex cube solutions. 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.

2. Definitions:

- 2.1. 'Bank' means unless excluded by and repugnant context or the meaning thereof, shall mean 'Canara Bank', described in more detail in paragraph 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successor and permitted assigns.
- 2.2. 'RFP' means Request for Proposal for Annual Maintenance Contract of Computer Items and peripherals of branches and Offices of Canara Bank Ranchi Circle.
- 2.3. 'Bidder' means a vendor submitting the proposal in response to RFP.
- 2.4. 'Contract' means the stamped agreement between the successful bidder and the Bank at the conclusion of bidding process, wherever required.
- 2.5. 'Successful Bidder' / 'Selected Bidder' / 'L1 bidder' means the Bidder who is found to be the lowest bidder after conclusion of the bidding process, subject to compliance to Terms and Conditions of the RFP, etc.

3. About RFP:

- 3.1. The Bank wishes to enter into Annual Maintenance Contract for Computer Items & Peripherals with reputed vendors for its Branches/Offices spread across the state of Jharkhand through RFP (Open tendering) process.
- 3.2. In this connection, Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Maintenance of Computer Items & Peripheral through RFP (Open Tendering) in Canara Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.





4. Objective:

- 4.1. The Bank intends to enter into Annual Maintenance Contract for Computer Items & Peripherals from reputed vendors for its Branches/Offices spread across the state of Jharkhand through RFP (Open tendering) process.
- 4.2. The selected bidder shall enter into a Contract with Canara Bank Circle Office, Ranchi Centrally at Circle Office Ranchi, 3rd Floor, Kaushalya Chambers, PP Compound, Main Road, Ranchi - 834001 for AMC of computer items and peripherals Canara Bank branches / offices in the state of Jharkhand, as per the specifications and Requirements details mentioned in the RFP.
- 4.3. The selected bidder will undertake to ensure availability of Hardware Parts & peripherals including sufficient manpower as mentioned elsewhere in the RFP documents for providing AMC service.
- 4.4. The selected bidder will provide the latest available models of hardware items, or software to meet the RFP requirement. In case the proposed hardware or software item is not available at the time of Purchase Order during the validity of the Contract Period, Bidder has to provide the hardware or Software with higher specification or higher version without any additional cost to the Bank.

5. Requirement Details

- 5.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Annual Maintenance Contract through RFP - offline in Canara Bank as per the Terms & Conditions, Technical Specifications/requirement and Scope of Work described elsewhere in this document. The brief description of computer items & peripherals in Canara Bank branches / offices spread over the state of Jharkhand, coming under Circle Office, Ranchi is furnished in following tables:

Sl. No.	Item details	Quantity
a.	Annual Maintenance Contract of Computer items i.e. Desktop, Printer, Passbook Printer, Colour Printers Scanners and High Speed Scanners in Canara Bank Branches/offices under Circle Office, Ranchi.	As per Annexure- 12

- 5.2. Above existing Hardware / Software of Computer & Peripherals (as per Annexure - 12) in Canara Bank are to be covered under the AMC of three Years commencing from 01/04/2022 to 31.03.2025 subject to quarterly review (if contracted).



6. Participation Methodology:

- 6.1. In the tender, authorized Service Provider/Partner for one or more OEM e.g. HP, Acer, Dell, Canon, Epson etc. satisfying the stipulated Eligibility Criteria & meeting the requirement of RFP can bid for the item/product in the tender.
- 6.2. The bidder should assume complete responsibility for providing end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP at no additional cost to the bank. To this effect Bidder should provide a dealer/distributor certificate.

7. Eligibility Criteria:

- 7.1. The Bidder should be a registered MSME/Partnership firm/LLP or Private/Public Limited company under Indian companies Act, 1956 or Indian Companies Act 2013.
- 7.2. Bidder should have dedicated Service Engineers at each district of Jharkhand State.
- 7.3. The bidder should be an authorised Service Provider/Partner for one or more OEM- HP, Epson, Acer, Dell and Canon with Capable Engineers to support Desktops, Laptops, Printers, Passbook Printers, Scanners and other computer peripherals, etc.
- 7.4. The bidder must have an average turnover of **Rs. 5 Crore** in the last two financial years i.e., 2019-20 and 2020-21 (turnover means income from services) (Audited annual Financial Statement to be submitted as proof).
- 7.5. The bidder should have an active ISO 9001-2015 and 27001:2013 certification for services.
- 7.6. The bidder should have positive Net Worth as on 31/03/2019, 31/03/2020 & 31/03/2021.
- 7.7. The Bidder should have at least Five Years Experience in providing Direct Annual Maintenance Contract Services to any of the Public Sector Banks/Private Banks/ PSUs/Govt Departments/Govt Institutions, having expertise in the maintenance of minimum of 1000 Desktops and 500 Printers and 250 Scanners under AMC (as on 31/03/2021) in Jharkhand State; in this regard proof is to be submitted.
- 7.8. The bidder should have a permanent Office and GSTIN registered in Jharkhand for a minimum period of last three years.
- 7.9. The bidder should have service centres at least in the locations of Ranchi, Jamshedpur and Dhanbad. The bidder should have a minimum of 24 Engineers under the company's pay roll, in the state of Jharkhand - one each in each districts of Jharkhand having experience in maintenance of Hardware items. The bidder must furnish the proof of employment - copies of PF (UAN) no, ESIC (IP) no along with the copies of PF + ESIC challans paid during the FY (2021-22) for at least 24 engineers in Jharkhand.
- 7.10. The bidder should not have been **black-listed** by any Public Sector Bank/PSU/Government Department in the past. A self-declaration letter by the bidder, on the company's letter head should be submitted along with the bid. The





bidder should conduct background verification check for the service Engineers deployed to bank and to provide the certificate in this regard.

- 7.11. The bidder should comply with all the labour laws and other relevant laws.
- 7.12. Non-compliance to any of Eligibility criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted for Eligibility Criteria Compliance". Any credential detail mentioned in "Eligibility Criteria Compliance" not accompanied by relevant proof documents will not be considered for evaluation.

8. Documents required:

- 8.1. Suitable Proof establishing the incorporation of the firm.
 - Copy of GST Registration Certificate.
 - PAN card of the firm/company.
 - MSME registration certificate.
 - ISO certification latest.
- 8.2. Audited Balance sheet & financial statements for last 2 years (2019-20 & 2020-21).
- 8.3. Certificate from Company's Chartered Accountant (who has also audited the Balance Sheet of the Company) specifying turnover from the AMC Business for last two years.
- 8.4. Bidder should submit Positive net worth certificate as on 31/03/2019, 31/03/2020 & 31/03/2021
- 8.5. The Bidder should submit Undertaking Letter from OEM (e.g. HP, Epson, Acer, Dell, Canon, etc.) or a copy of an active agreement with the OEM certifying that the Bidder is an authorised Service Provider/Partner to service/maintain their Products in India.
- 8.6. Bidder should submit Proof for 5 years experience in Annual Maintenance Contract Services to any of the Public Sector Banks/Private Banks/PSUs/Govt Departments/Govt Institutions, having expertise in maintenance of minimum of 1000 Desktops & 500 Printers and 250 Scanners under AMC (as on 31/03/2022) under Jharkhand. Order in Hand will also consider.
- 8.7. Bidder has to submit the Copy of Certifications in the computer Hardware of the Engineers that are deployed in the Circle Office and Regional Offices.
- 8.8. Bidder should submit self declaration in bidder's letter head for background verification check for the service engineers deployed to bank along with details of Engineers.
- 8.9. Bidder should submit Non- Disclosure agreement.



9. Broad Scope of Work for AMC:

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

- 9.1. Bidder has to provide Maintenance & Repair Services for the Computers, Peripheral Devices & related System Software Upgrade of branches / offices across Jharkhand to ensure smooth functioning & working of the Bank's Computers & Peripheral Devices (Desktops, Laserjet Printers, Inkjet Printers, Flatbed Scanners, High Speed Scanners, Passbook Printers) covered under AMC during the entire AMC period. The AMC period is 03 years (from 01.04.2022 to 31.03.2025) subject to quarterly review of performance of the bidder.
- 9.2. The AMC Services will be on Comprehensive Onsite basis inclusive of all repairs and replacement of Hardware & Spare parts, at no additional cost to the Bank. However, consumable items defined elsewhere in RFP / Contract Agreement shall be payable at actuals against submission of GST Compliant Invoice.
- 9.3. The Bidder has to provide AMC Services for these Computers and Peripherals on "as is and where is" basis. Bank is not liable for any pre-existing problems/non-working condition of the Computers and Peripherals covered under AMC.
- 9.4. The bidder should complete the asset verification of all the Hardware items and confirm the working condition within 15 days from the date of acceptance of the Purchase Order. The Bank shall not be liable for any pending pre-existing problems reported subsequently and the same should be rectified / resolved without any additional cost.
- 9.5. The bidder should have sufficient resources, spare parts and capabilities to execute the order.
- 9.6. During the term of the Contract, bidder shall maintain the Equipment in good working order and condition and for this purpose will provide the following repairs and maintenance service:
 - The Bidder shall rectify any defects, faults and failures in the Equipment and shall repair and replace worn out or defective parts of the Equipment during the Branch's Working hours on Working days of the Bank (other than bank holidays). However in no circumstances making operation of the computer / computer peripherals goes beyond 2 Working days after reporting by the Branch / office. In cases where unserviceable parts of the Equipment need replacement, the bidder shall replace such parts, at no additional cost to the Bank, with brand new parts or those equivalent to new parts in performance provided that if the bidder is required to replace consumables, being printer ribbons, magnetic tape reels, cartridges, cassettes, exchangeable disc packs print heads the same will incur an additional charge which shall be reimbursed on actuals upon submission of GST Compliant Invoice to the respective Branch/Office.
 - If the fault cannot be rectified within the stipulated time, the Bidder should provide a standby device of equivalent / higher capacity before the start of the second working day from the date of reporting of complaint. The Bidder has to arrange for the original software/driver of the standby device. In case of exigencies/urgent requirement (including Bank Holidays), Bidder has to provide





such maintenance services outside the Working hours at no additional cost to the Bank.

- The Bidder should log all Service Request/Complaint Calls from users at Branches/Offices and provide them with a Reference Number of the same for subsequent Tracking/follow-up if required. The method of booking complaints shall be Telephone / E-mail / Letter Communication. The bidder should not force the user to perform primary / First-Level troubleshooting for lodging the complaint.
- In respect of items under warranty, the bidder has to lodge complaint with the respective hardware vendors and follow up for resolution. Branches will lodge complaint with bidder only for problems in items under warranty.
- The Bidder shall provide repair and maintenance services. The maximum response time for a maintenance complaint (i.e. time required for maintenance engineers to report to the Branch/Office after a request Telephonic call / E-mail is made or letter is written) shall not exceed 24 hours from the receipt of such communication in case the service centre/direct office is situated at the same location where the Equipment is installed and 48 Hrs. in other cases.
- The Bidder shall ensure that faults and failures intimated by Bank as above are set right within 2 Working days of diagnosis of the problem if any part is to be replaced.
- Escalation matrix should be provided for support as per Annexure-16.
- All engineering changes generally adopted hereinafter by the Bidder for equipment similar to that covered by this Contract, shall be made to the Equipment at no additional cost to the Bank.

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

- Installation and Configuration of Software required for the Bank.
- Customize Settings of Computer, Scanner, Printers (Passbook, Laser, Etc.) etc.
- Installation, Reinstallation of Operating System, Application Software, System Software, Drivers, etc.
- Installation and configuration of Software & Operating System Updates.
- Rectification of any corruption in the Software or media.
- Configuration and maintenance of Custom Browser Settings for Web Applications used by Bank.
- Custom Java, Network Configuration Settings in Computers & Peripherals.
- Installation, Re-Installation & Support Associated Applications like Java, Oracle, Open Office, MS Office, Adobe Reader, etc.



- Monitoring of Up to date Updation of Antivirus Definitions.
 - Attending Issues of Operating System, Application Software, System Software, Drivers, all software of the Bank, etc. of Computers and Peripherals on case to case basis, notwithstanding the fact that they are under warranty.
 - Necessary Installation/ Re-Installation, Configuration of Software, Network in Computers and Peripherals to enable smooth functioning of Applications extended to Canara Bank and E-Syndicate Bank Branches/Offices.
 - Providing Support to Conduct Video Conferencing as per the requirement of the Bank.
- 9.8. In respect of Items under Warranty with Bank, the AMC vendor has to lodge Complaint with the respective Hardware Vendors/ OEM and follow up for resolution of the Complaints.
- 9.9. Preventive Maintenance: The Bidder shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the Equipment, and necessary repairing of the Equipment) of Contracted Computers and Peripherals within the first 30 days of the commencement of the Contract Period and once in every 3 months during the Contractual Period.
- 9.10. If any problem is observed during the Preventive Maintenance of any device, complaint should be lodged for resolution of the problem without the need for complaint from Bank side.
- 9.11. The Bidder shall not outsource any activity which comes under the scope of this contract.
- 9.12. The Bidder shall ensure that the Service Engineers shall invariably produce identity card issued by the Bidder while carrying the maintenance activity at the Branch / Office premises. The Bidder's maintenance personnel shall, subject to clause 1.3 herein, shall be given access to the Equipment when necessary, for purposes of performing the repair and maintenance services indicated in this Contract. The Bidder's personnel have to follow the Rules/Regulations of the Bank while performing duties at the Branch/Office location.
- 9.13. Bidder has to maintain Service Call Report for repair/maintenance activity carried out at Branch/Office location by Service Engineer, wherein incident of Equipment malfunction, date and time of commencement and successful completion of repair work and nature of repair work performed on the Equipment together with a description of the malfunction or the cause for work. This Service Call record should be authenticated by the Officials of the Branch and should be submitted along with the claim of AMC Charges quarterly in arrears.
- 9.14. The bidder has to provide 1 on site Residential Engineer at Circle Office Ranchi & 1 On site Resident Engineer at each of the Regional Offices located at Dhanbad, Jamshedpur and Ranchi. The Resident Engineer posted at Ranchi Regional Office shall have the additional responsibility to provide onsite support to Central





Processing Hub, Ranchi and Regional Staff Training College, Ranchi as and when requirement arises.

- 9.15. The Bidder's Resident Engineers at Regional Offices / Circle Office shall also maintain details of such maintenance and repair log centrally detailing incident of such equipment malfunction for recording the nature of faults and failures observed in the Equipment, the date and time of their occurrence and the date and time of their communication to the Bidder. The above Report has to be submitted on Monthly Basis to the Bank.
- 9.16. Any worn out or defective parts withdrawn from the Equipment and replaced by the Bidder shall become the property of the Bank. However, bidder should ensure that Faulty Equipment containing Bank's Data is properly backed up and also data is erased from the faulty part.
- 9.17. The Bank may shift any Computers, Hardware Items, Peripherals covered under this AMC to new Branch/Office location within Jharkhand as per the requirement during the Contract Period. In such a case, the bidder undertakes to continue to maintain the goods at their new location without any additional cost to the Bank.
- 9.18. The Successful bidder should invariably maintain the Standards, and to follow the stipulations with regard to Bank's Data and Information as undertaken by the Vendor in the Non-Disclosure Agreement.
- 9.19. During AMC period Bank may, by notice of not less than 30 days in writing to the selected bidder, modify, add or delete either any location or all location, either partial items or all items of the contract. Bank may also ask for addition of any inventory for AMC on the same price and-terms & conditions as per the original Purchase Order.
- 9.20. The bidder has to submit "Satisfactory Service Report" from at least 90% of the branches at the end of each quarter. If the bidder fails to do so or if more than 10% of branches report "unsatisfactory support", Bank reserves the right to immediately cancel the complete contract without paying the AMC amount due for the said quarter.
- 9.21. In case of termination of the contract, it is the responsibility of the bidder 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 bidder.

10. Technical / Functional Requirements

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



SECTION - C

1. Service Agreement	4. Payment
2. Uptime	5. Onsite Resources and Support
3. Penalties/ Liquidated Damages	6. Defect Liability

1. Service level Agreements :-

- 1.1 This Agreement is effective for three years subject to Quarterly review. The renewal of the agreement will be done on the basis of quarterly review (as mentioned in clause 9.20 under Section B above).
- 1.2 Contract renewal will not take place if notice in writing or intention not to renew this Agreement is given by either party to the other at least three calendar months in advance at the address mentioned above by Registered post/Speed Post or by way of E-mail Communication through Corporate Mail IDs.
- 1.3 Services should be provided by the service engineers during Working Hours of Bank on all working days. However, In case of exigencies/urgent requirement, Bidder has to provide such maintenance services outside the Working hours at no additional cost to the Bank.
- 1.4 After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur in executing the balance of the contract. Such additional expenditure shall be incurred by the Bank within reasonable limits at comparable price prevailing in the market. This clause is applicable, if for any reason, the contract is cancelled.
- 1.5 The bidder, in its each Service Centre shall keep sufficient quantities of spares of essential kits or parts of the equipment. The spares must be original and as per the standard hardware configuration as approved by the Bank.

2. Uptime :-

- 2.1 The selected bidder shall guarantee availability of Resident Service Engineers (as per Clause 9.14 under Section B as mentioned above) during Working Hours of the Bank on all Working Days (excluding Bank's Holidays) during the entire AMC period. However, in case of exigencies / urgent requirement, Bank may ask for maintenance services outside the working hours at no additional cost to the Bank (as mentioned





in clause 1.3 above). The working hours of the Resident Service Engineers shall be 09:00 AM - 06:00 PM.

- 2.2 The Bidder will accomplish preventive and breakdown maintenance activities to ensure that the entire hardware performs without defect or interruption for at least 90% uptime on 9 x 7 Basis of operation of the device, calculated on a monthly basis.
- 2.3 The "Uptime" is, for calculation purposes, equals to the Total contracted hours (i.e. 9 x 7 basis) in a month less "Downtime". The "Downtime" is the time between the Time of Failure and Time of Restoration of Issue within the contracted hours. "Failure" is the condition that renders the bank unable to perform any of the defined functions on the said Device.
- 2.4 The percentage uptime is calculated on monthly basis per device as follows:

$$\frac{(\text{Total contracted hours 9x7 basis in a month} - \text{downtime hours within contracted hours})}{\text{Total contracted hours in a month}} \times 100$$

3. Penalties/Liquidated Damages:

- 3.1. Penalties/Liquidated damages for delay in uptime would be as under;
- 3.2. If the selected bidder fails to maintain the guaranteed uptime during AMC period, Penalty for Downtime will be deducted as under:

Uptime calculated on monthly basis	Penalty amount
Upto 95%	No Penalty would be deducted
92% to 95%	Rs.250/- (Plus GST)
90% to 92%	Rs.500/- (Plus GST)
Less than 90%	Rs.1000/- (Plus GST)

- 3.3. If monthly uptime is less than 90%, the Bank shall levy penalty as above and shall have full right to immediately terminate the contract under this RFP. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the selected bidder (including AMC payments).
- 3.4. Penalties/Liquidated Damages for non-performance: If the specifications of the RFP are not met by the selected bidder during various tests, the selected bidder shall rectify the same at their cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves its right to invoke the Bank Guarantee.



- 3.5. The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the selected bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from selected bidder or from any other amount payable to the selected bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.
- 3.6. Above mentioned LDs are independent of each other and are applicable separately and concurrently.
- 3.7. LD is not applicable for the reasons attributable to the Bank and Force Majeure.

4. Payment Terms:

- 4.1. Payment will be released after execution of stamped "Contract Agreement" and also Non-Disclosure Agreement (NDA) as per the RFP Terms.
- 4.2. Please note that Originals invoices in duplicate reflecting GSTIN, State Code, HSN Code, State Name, Taxes & Duties, should be submitted while claiming payment.
- 4.3. The selected bidder has to submit Satisfactory Service, Preventive Maintenance & Service Call Log reports duly signed by the respective Branch/offices, while claiming payment.
- 4.4. Payment shall be released within 30 days of submission of relevant documents as per RFP terms, Order Terms and after signing the contract Agreement.
- 4.5. Bank shall pay amount on quarterly basis in arrears, after receiving the documents as above from the bidder.
- 4.6. The Bank may decide to add or remove certain Computers or peripherals from the AMC at any point of time during the Contract. Payment for any inclusion / deletion of Computer, Printer, Scanner and other peripherals during the Contract Period will be calculated on pro-rata basis.
- 4.7. The selected bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc. while claiming the payment.
- 4.8. The payments will be released through NEFT / RTGS after deducting LD (Penalty), IT-TDS, GST-TDS & other applicable TDS / Taxes if any, centrally at Regional Office, Ranchi Circle.

5. ONSITE RESOURCES & SUPPORT:

- 5.1. The bidder has to provide 04 no. of On-Site Engineers at Circle Office Ranchi and at each of the three Regional Offices Locations (1 Engineer at Circle Office Ranchi & 1 Engineer at each Regional Offices located at Dhanbad, Jamshedpur & Ranchi) having experience in providing Hardware Maintenance Services of Computers and Peripherals, Software Support etc.
- 5.2. All On-Site Engineers available at Circle Office & Regional Offices should be certified in Computer Hardware. The Certification should be valid till the Contract Period. Bidder has to submit the Copy of Certifications of the Engineers to be deployed in support of the same.





- 5.3. The Onsite Resource shall be providing necessary Support to Branches/Offices in their day to day functioning of Computer Hardware, Software (including up gradation of OS Version, patches, Anti Virus, Domain Setting, Biometrics, different bank specific software etc) Printers, Passbook Printers, Flatbed Scanners, High Speed Scanners and other peripherals etc. Installed at Branches/Offices as per the Scope of Work and Requirement of RFP.
- 5.4. The resource Timings will be minimum 9:00 AM to 06:00 PM on all Bank Working days.
- 5.5. The Onsite Support will be available from Day One of Commencement of AMC Contract Service Period and should be available till the entire AMC Period unless Bank gives written notice for termination of Services of On-Site Support.
- 5.6. If Bank is unsatisfied with the Services rendered by Onsite Engineer/s at any of the locations, bidder has to replace the Engineer with better experienced/qualified Engineer within 7 days of such written intimation by the Bank.
- 5.7. The Bidder has to submit following KYC Documents for Onsite Engineers:
- 5.8. Latest Resume (Candidate Photograph should be part of Resume only) and Print should be coloured only.
- 5.9. Address Proof (Local and Permanent) - Duly Attested photocopy by Candidate and Employer.
- 5.10. Aadhar Card - Duly Attested photocopy by Candidate and Employer.
- 5.11. Background Police Verification Report - Duly Attested photocopy by Candidate and Employer.
- 5.12. In case, the Resources go on leave/absence, replacements having equivalent or higher experience has to be arranged by the bidder to ensure continuity of the Services.
- 5.13. The Bidder's Onsite Engineers has to follow the Rules/Regulations of the Bank while performing duties at the Branch/Office location.

6. Defect liability:

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



SECTION D - BID PROCESS

1.	Clarification to RFP & Pre-Bid queries	7.	Earnest Money Deposit (EMD)/Bank Guarantee in Lieu Of EMD
2.	Pre-Bid Meeting	8.	Cost & Currency
3.	Amendment to Bidding Document	9.	Erasures or Alterations
4.	Bid System Offer	10.	Assumptions/Presumptions/Modification
5.	Preparation of Bid	11.	Submission of Bids
6.	Tender Fee	12.	Bid opening

The above mentioned clauses **except Preparation of Bids and Submission of Bids** are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses <https://canarabank.com/english/announcements/tenders/>. The following clauses are part and parcel of the RFP in place of Preparation of Bids and Submission of Bids.

1. CLARIFICATION TO RFP & PRE-BID QUERIES :-

- 1.1 The bidder should carefully examine and understand the scope and, terms and conditions of RFP 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 RFP by mentioning the relevant page number and clause number of the RFP.
- 1.2 All communications regarding points requiring clarifications and any doubts shall be given in writing to the Senior Manager, TM Section, Canara Bank, Circle Office Ranchi, 3rd Floor, Kaushalya Chambers, P P Compound, Main Road, Ranchi - 834001 or an email can be sent to tmsranchico@canarabank.com by the intending bidders before 12:00 PM on 07/11/2022 (Monday).
- 1.3 No queries will be entertained from the bidders after the above date and time.
- 1.4 No oral or individual consultation shall be entertained.
- 1.5 The Bank will consolidate 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/english/announcements/tender/> 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.

2. PRE-BID MEETING :-

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

Date	Day	Time	Venue
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08/11/2022	Tuesday	3.00PM	Canara Bank, Circle Office Ranchi, 3rd Floor, Kaushalya Chambers, P P Compound, Main Road, Ranchi - 834001
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2.2 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 RFP, 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. 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 RFP, as per the format (ANNEXURE-6).

2.3 Bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.

2.4 The Bank will consolidate 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 RFP and it will be binding on the bidders.

2.5 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.

3. AMENDMENT TO BIDDING DOCUMENT :-

3.1 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.

3.2 Notification of amendments will be put up on the Bank's website (www.canarabank.com) and will be binding on all bidders and no separate communication will be issued in this regard.

3.3 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.

4. BID SYSTEM OFFER :-

This is two Bid System which has following Three (3) Parts:

- **Part-A - Conformity to Eligibility Criteria:** Indicating their compliance to Eligibility Criteria. The format for submission of Conformity to Eligibility Criteria is as per **ANNEXURE-4**



- **Part-B - Technical Proposal:** Indicating the response to the **Technical and Functional requirement**. The format for submission of Technical Proposal is as per ANNEXURE-11
- **Part-C - Commercial Bid:** Furnishing all relevant information as required as per Bill of Material as per ANNEXURE-20. The format for submission of Commercial bid is as per APPENDIX-G

5. Preparation of Bids:

The Bid shall be typed or written in English language with font size of 12 in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall affix signature in all pages of the Bids, except for un-amended printed literature.

- 5.1 The three (3) parts as stated above, should be placed in three separate envelopes superscript with 'Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid' respectively and properly closed and sealed. Thereafter, three envelope shall be placed inside another envelope and properly closed and sealed. The final envelope should be superscript as "OFFER FOR ANNUAL MAINTENANCE CONTRACT / ANNUAL TECHNICAL SERVICE FOR COMPUTERS & PERIPHERALS IN VARIOUS BRANCHES AND OFFICES OF CANARA BANK UNDER RANCHI CIRCLE" in Response to RFP-02/2022-23 dated 27/10/2022 "(includes separately sealed Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') on the top of the envelope. envelopes shall bear the name and complete postal address of the bidder as well as the addressee, namely "The General Manager, Canara Bank, Circle Office Ranchi, 3rd Floor Kaushalya Chambers, P P Compound, Main Road, Ranchi - 834001. Contact No. 0651-2331682/7763818692."
- 5.2 Pages of Bid including Brochures should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. Pages of the submitted bids should be paginated with Name, Seal and Signature of the Authorized Signatory. Bids with erasing / overwriting / cutting without authentication may be liable for rejection. Authorization letter for signing the Bid documents duly signed by Company's Authorized signatory should be submitted.
- 5.3 Envelopes shall bear the name and complete postal address of the Bidder and authority to whom the Bid is submitted.

Part A- Conformity to Eligibility Criteria:

- Before submitting the bid, the bidders should ensure that they conform the eligibility criteria as stated in Annexure-4 of RFP. Only after satisfying themselves of the eligibility, the Offer should be submitted.
- The Conformity to Eligibility Criteria as per ANNEXURE-4 among others, must contain DD (Application Money) and EMD / Bank Guarantee in lieu of EMD as per APPENDIX-C of Instructions of this document. The placement of Application Money and EMD/Bank Guarantee in lieu of EMD other than Part-A Conformity to Eligibility Criteria may be liable for rejection. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per APPENDIX-E.





- After ensuring the above, it shall be placed inside a separate envelope and sealed and superscript on the top of the cover as "PART-A- Conformity to Eligibility Criteria for RFP-02/2022-23 dated 27/10/2022 for ANNUAL MAINTENANCE CONTRACT / ANNUAL TECHNICAL SERVICE FOR COMPUTERS & PERIPHERALS IN VARIOUS BRANCHES AND OFFICES OF CANARA BANK UNDER RANCHI CIRCLE."

Part B-Technical Proposal:

- Technical Proposal should be submitted as per the format in Annexure-11 relevant technical details and documentation should be provided along with the Technical proposal.
- It is mandatory to provide the compliance to the Scope required by the bank in the exact format of Annexure-17 of this RFP.
- The offer may not be evaluated and may be rejected by the Bank without any further reference in case of non-adherence to the format or partial submission of technical information as per the format given in the offer.
- The Bank shall not allow / permit changes in the Scope once it is submitted.
- The Technical Proposal should be complete in all respects and contain all information sought in this RFP as per Annexure-10 to 18. **Masked Bill of Material must be attached in Technical Offer and should not contain any price information. Part B-Technical Proposal should be complete and should cover all products and services. Technical Proposal without Masked Bill of Material will be liable for rejection.**
- Masked bill should be the replica of bill of material except that it should not contain any price information(with price masked)
- It should not provide any price information like, Unit price, Tax percentage, Tax amount, AMC Charges, Implementation charges etc.
- After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscript on the top of the cover as "PART B-Technical Proposal for RFP 02/2022-23 dated 27/10/2022 for ANNUAL MAINTENANCE CONTRACT / ANNUAL TECHNICAL SERVICE FOR COMPUTERS & PERIPHERALS IN VARIOUS BRANCHES AND OFFICES OF CANARA BANK UNDER RANCHI CIRCLE".

Part-C Commerical Bid

- The Commercial Bid is to be sealed in a separate Envelope superscripted on the top of the cover as "PART-C Commercial Bid for ANNUAL MAINTENANCE CONTRACT / ANNUAL TECHNICAL SERVICE FOR COMPUTERS & PERIPHERALS IN VARIOUS BRANCHES AND OFFICES OF CANARA BANK UNDER RANCHI CIRCLE".
- Commercial Bid shall be submitted as per Bill of Material and other terms and conditions of RFP on prices. The Commercial Bid should give all relevant price



information as per **ANNEXURE-20**. Any deviations from the Bill of Material / non submission of prices as per the format shall make the bid liable for rejection.

- Under no circumstances the Commercial Bid should be kept in Part-A (i.e. Conformity to Eligibility Criteria) or Part B (i.e. Technical Proposal) Covers. The placement of Commercial Bid in Part A (i.e. Conformity to Eligibility Criteria) & Part B (i.e. Technical Proposal) covers will make bid liable for rejection.
- Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.
- Any change in the Bill of Material format may render the bid liable for rejection. The Commercial Bids that are incomplete or conditional are liable to be rejected.
- The Bidder should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.

6. TENDER FEE :-

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

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

6.3 The following amount shall be payable towards Application money:

Application fees for RFP Rs.2360/- (Rs.2000/- plus GST @ 18%) (Non Refundable)	By way of DD favoring "Canara Bank Circle Office" payable at "Ranchi".
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6.4 Bidders who are Start-ups (registered for relevant items and monetary limit), MSEs are exempted from paying Tender Fees. Such Exempted Bidders have to submit the relevant Proof of their Registration as per Section - H of RFP.

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

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

7. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD :

The bidder shall furnish Earnest Money Deposit (EMD) of Rs.30,000/- (Rupees Thirty thousand Only) by way of Demand Draft drawn on any scheduled bank in favor of Canara Bank, payable at Ranchi and should be kept along with the Part- A - Conformity to Eligibility Criteria. The EMD of the un-successful Bidders will be returned upon the L1 Bidder accepting the order.





In case the EMD is submitted in the form of Bank Guarantee the same should be valid for the minimum period of 6 months with a claim period of 3 months from the last date for submission of offer. The format for submission of EMD in the form of Bank Guarantee is as per APPENDIX-C.

Submission of EMD in other than Part-A-Conformity to Eligibility Criteria Envelope is liable to be rejected on grounds of non submission of EMD.

The Bank Guarantee issued by the issuing Bank on behalf of Bidder in favor of Canara Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS). Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be rejected summarily.

In cases where the manufacturer has submitted the bid, the bids of its authorized dealer will not be considered and EMD will be returned.

Bids without earnest money (bid security), unsigned and incomplete (i.e. when the required bid formats have not been submitted), not responding to the Time of Reference fully and properly and those with lesser validity than that prescribed in the RFP will be summarily rejected as being non-responsive, before taking up the appraisal of the technical proposal.

The EMD of the Bidders not qualified under Technical Proposal will be returned without interest within 30 days after the selected bidder accepts the order and gives his consent in written.

The EMD may be forfeited:

- If the bidder withdraws or amends the bid during the period of bid validity specified in this document.
- If the selected bidder fails to accept the order within 7 days in accordance with the terms of the RFP.

8. **COST & CURRENCY** :- The Offer must be made in Indian Rupees only as per Bill of Material.
9. **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.
10. **ASSUMPTIONS/PRESUMPTION/MODIFICATION** :- The Bank would like to expressly state that any assumption, presumptions, modifications, terms, conditions, deviation etc., which the bidder includes in any part of the Bidder's response to this RFP, will not be taken into account either for the purpose of evaluation or at a later stage, unless such assumptions, presumptions, modifications, terms, conditions deviations etc., have been accepted by the Bank and communicated to the bidder in writing. The bidder at a later date cannot make any plea of having specified any assumption, terms, conditions, deviation etc in the bidder's response to this RFP. No offer can be modified or withdrawn by a bidder after submission of Bid/s.



11. SUBMISSION OF BIDS :-

11.1 The Name and address of the Bidder, RFP No. and Due Date of the RFP are to be specifically mentioned on the Top of the envelope containing Bid.

11.2 The bid/s properly superscripted in the manner prescribed in earlier clauses of this RFP should be deposited in the Tender Box at the Place, Venue, Date and Time mentioned below:

Last Date of submission of Bid	Day	Time	Venue
17/11/2022	Thursday	Up to 3.00 pm	Canara Bank, Circle Office Ranchi, 3rd Floor, Kaushalya Chambers, P P Compound, Main Road, Ranchi - 834001

11.3 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.

11.4 Bids sent through post/courier will not be accepted/evaluated. No offer will be accepted directly.

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

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

First Official	Alternate Official
Mr Samsan Ekka Senior Manager Canara Bank, Circle Office Ranchi, 3rd Floor, Kaushalya Chambers, P P Compound, Main Road, Ranchi - 834001 Tel - 0651-2331682 / 7763818692	Mr. Vikash kumar Singh Manager Canara Bank, Circle Office Ranchi, 3rd Floor, Kaushalya Chambers, P P Compound, Main Road, Ranchi - 834001 Tel - 0651-2331682 / 6202123137

If documents are too bulky to be placed inside the tender box, arrangements will be made by the above mentioned officials to receive the tender. However, bidder should reach the venue before the date and time stipulated above.





12. **Bid Opening:** - The Part A- Conformity to Eligibility Criteria shall 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
18/11/2022	Friday	3.00PM	Canara Bank, Circle Office Ranchi, 3rd Floor, Kaushalya Chambers, P P Compound, Main Road, Ranchi - 834001

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 RFP, as per the format (ANNEXURE-6) enclosed.

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

- Attendance of representatives of the bidders who are present at bid opening will be taken in a register against Name, Name of the Company and with full signature.
- The Bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or declared as holiday then the bid will be accepted up to 12.00 PM on the next working day and bids will be opened at 3:00 PM at the same venue on the same day.
- The following details will be announced at the time of bid opening.
 - Bidders name.
 - Presence or absence of cost of the Bidding document and Bid security .
 - Such other details as the Bank at its discretion may consider appropriate.
- 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 **Part A- Conformity to Eligibility Criteria** in their absence.
- The **Part A- Conformity to Eligibility Criteria** submitted by the bidder will be evaluated based on the technical specification stipulated in RFP document. The Part B-Technical Proposal of only those bidders who qualified in **Part A- Conformity to Eligibility Criteria** will be opened with due communication by the Bank.
- The Commercial Bid (Part C) of only those bidders who qualified in **Part-B Technical Proposal** will be opened for arriving at L1.



Section E- Selection Of Bidder

1.	Preliminary Scrutiny	5.	Normalization of bids
2.	Clarification of Offers	6.	Intimation to Qualified/Successful Bidders
3.	Evaluation of bids	7.	Correction Of Error In Commercial Bid
4.	Bidders Presentation/Site Visit/ Product Demonstration	8.	Determination of L1 Price

1. Preliminary Scrutiny:

- 1.1 The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether the documents have been properly uploaded, whether items are offered as per RFP requirements and whether technical documentation as required to evaluate the offer has been submitted.
- 1.2 Prior to detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions, scope of work and technical specifications and bidding document is submitted without any deviations.

2. Clarification of Offers:

- 2.1 During the process of scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, seek clarifications from bidders/any of the bidders on the offer made by them. The bidder has to respond to the bank and submit the relevant proof /supporting documents required against clarifications, if applicable. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time frame stipulated by the Bank.
- 2.2 The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. Bank's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on bidders and the Bank reserves the right for such waivers.

3. Evaluation of Bid:

- 3.1 The Bid will be evaluated by a Committee of officers of the Bank. If warranted, the Bank may engage the services of external consultants for evaluation of the bid. It is Bank's discretion to decide at the relevant point of time.
- 3.2 **Part A- Conformity to Eligibility Criteria:** The Part A- Conformity to Eligibility Criteria submitted by the bidder will be evaluated based on Annexure-4 of RFP and on the documents submitted as per Appendix-E. The proof of documents should be submitted as per Appendix-E and it will be evaluated by the Bank and Bank will seek clarification, if





required. The Part B-Technical Proposal of only those bidders who qualified in Part A-Conformity to Eligibility Criteria, will be opened with due communication by the Bank.

3.3 Part B- Technical Proposal:

- The Part B- Technical Proposals submitted by the bidder will be evaluated for the documents submitted as per Appendix-F. The Part C-Commercial Bids of only those bidders who qualified in Part B- Technical Proposals, will be opened with due communication by the Bank.
- The proof of documents should be submitted as per Appendix-F and it will be evaluated by the Bank and Bank will seek clarification, if required.
- The Technical Evaluation will be for Technical requirement as per Annexure-11 of RFP.
- Against each of the specifications under Technical requirements there is Bidder's response column where the bidder has two options viz., Yes, No to indicate their response.
- Presentation and Demonstration of the solution will be an important input to understand quality of the Bidder's capability and experience and other details furnished by the Bidder.

3.4 Part C-Commercial Bid (Indicative): The Part C- Commercial Bid (Indicative) submitted by the bidder will be evaluated based on the documents submitted as per Appendix-G.

4. Bidders Presentation /Site Visits/Product Demonstration:

- 4.1 The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in Part A-Conformity to Eligibility Criteria.
- 4.2 This exercise will be undertaken before opening of the Commercial bids of the bidders whose Part B -Technical proposals has been opened.
- 4.3 Bidders are further required to be in preparedness to demonstrate the proposed solution by arranging for product walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank. As a part of the technical evaluation the Bank may at its discretion, request either all bidders or any of them to arrange for the demonstration of their product more than once if felt necessary before commercial evaluation.
- 4.4 Bidders should arrange for visits to the reference sites wherein the product is successfully implemented by them. The bidder shall take necessary permission from the site owner and demonstrate the features and performance to the Bank at their own cost. The Bank may require onsite reference visit or a Telephonic conversation with the concerned.
- 4.5 All expenses incurred in connection with the above shall be borne by the bidder only.
- 4.6 Setting of evaluation criteria for product demonstrations shall be entirely at the discretion of the Bank. The decision of Bank in this regard shall be final and in this regard, no correspondence shall be entertained.



5. Normalization of Bids:

5.1 The Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that, any of the Bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion request technically shortlisted bidders to re-submit the technical and commercial bids (Indicative) once again for scrutiny. The resubmissions can be requested by the Bank in the following manner,

- Incremental bid submission in part of the requested clarification by the Bank

OR

- Revised submissions of the entire bid in the whole

5.2 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 technically shortlisted bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process.

5.3 The shortlisted bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

6. Intimation to Qualified/Successful Bidders:

The Bank will prepare a list of qualified bidders at each stage on the basis of evaluation of Part A-Conformity to Eligibility Criteria, Part - B Technical Proposal and Part C-Commercial Bid (Indicative). The names of qualified bidders at each stage would be announced on the Bank's Notice Board / Bank's website (i.e. www.canarabank.com) of the Bank. After entire completion of the Selection Process, the final list of the bidders (L1, L2, L3 ... etc.) will be announced as indicated above. No separate intimation will be sent to successful Bidder.

7. Correction Of Error In Commercial Bid:

Bank reserves the right to correct any arithmetical errors furnished in the Commercial Bid. If any such errors are noticed it will be rectified on the following basis:

- 7.1 Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation.
- 7.2 If there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price shall be corrected accordingly.
- 7.3 If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.





7.4 If there is discrepancy in the total arrived at Bill of Material (addition, subtraction, multiplication, division and carryover of amount from one page to another), correct total will be arrived by the Bank and the same will prevail over the total furnished in the Bill of Material

7.5 If there is a discrepancy between words and figures, the rate/ amount in words shall prevail, unless the amount expressed in words is related to an arithmetical error in which case, the amount in figures will prevail, subject to the above two provisions.

If the bidder does not accept the correction of errors, the bid will be rejected.

8. Determination of L1 Price:

8.1 The L1 bidder will be determined on the basis of the lowest price quoted in the Commercial bid.

8.2 However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever.

8.3 The bank reserves the right to re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.

8.4 The Bank reserves the right to modify any terms, conditions and specifications of the RFP and Bank reserves the right to obtain revised price bids from the bidders with regard to change in RFP clauses. The Bank reserves the right to accept any bid in whole or in part.

8.5 The bidder who is L1 will be referred to as the selected bidder.

SECTION - F

(OWNERSHIP & AWARDING OF CONTRACT)

1.	Bid Validity Period	7.	Project Execution
2.	Proposal Ownership	8.	Security Deposit / Performance Bank Guarantee
3.	Project Ownership	9.	Execution of Agreement
4.	Acceptance of Offer	10.	Pricing
5.	Award of Contract	11.	Order Cancellation/Termination of Contract
6.	Effective Date		

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses
<https://canarabank.com/english/announcements/tenders/>

1. **Bid validity Period** :- The Offer submitted and the prices quoted therein shall be valid for 180 days from the date of opening of Commercial Bid. Bid valid for any shorter period shall be rejected by the Bank.
2. **Proposal Ownership** :- The proposal and all supporting documentation submitted by the bidder shall become the property of the Bank. As the Bidder's proposal is central to the evaluation and selection process, it is important that, the bidder carefully prepares the proposal as per the prescribed format only. Under no circumstance, the format can be changed, altered or modified. Bidders must provide categorical and factual replies to specific questions. Bidders may provide additional technical literature relating to their proposal but in a separate Annexure. Correct and current technical details must be completely filled in. The APPENDICES/ANNEXURES to this RFP shall form integral part of the RFP.
3. **Project Ownership**: - If the bidder is offering solutions/products from other bidders/principals, as required in this RFP, they shall detail the responsibilities of the parties involved and also submit a letter of undertaking from the parties mentioning their consent and assurance for satisfactory performance of the project. The bidder must specify any and all relationships with third parties in respect of the ownership which are relevant to this RFP.
 - Ownership letter by the bidder to be submitted (Undertaking letter by the bidder taking the ownership of the project execution in case third party also involved in project execution either fully or partially. The bidder shall also submit the ownership certificate issued by the third party clearly mentioning the extent of ownership)
4. **Acceptance of Offer** :-
 - 4.1 The Bank reserves its right to reject any or offers without assigning any reason thereof whatsoever.
 - 4.2 The Bank will not be obliged to meet and have discussions with any bidder and/or to entertain any representations in this regard.
 - 4.3 The bids received and accepted will be evaluated by the Bank to ascertain the best and lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever. The bank reserves the right to re-tender the RFP with or without modifications.
 - 4.4 The bidder including those, whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify/withdraw the tender
5. **Award of contract**: - The bidder whose Commercial bid is accepted by the bank will be referred to as the selected bidder and Bank will notify the name of the selected bidder by display in the Notice Board of the Bank.
 - The contract shall, be awarded and the order shall be placed on selected L1 Bidder. Bank releases the order either in Full or in part or place more than one order towards the contract based on project plan.





- The selected bidder shall submit the acceptance of the order within seven days from the date of issue of the Purchase order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected Bidder shall be the date of acceptance of the order by the bidder.
- Bank reserves its right to consider at its sole discretion the late acceptance of the order by selected bidder.

6. **Effective Date:** - The effective date shall be date of acceptance of the order by the selected bidder. However, the bidder shall submit the acceptance of the order within seven days from the date of receipt of order. The Bank reserves the right to consider the late acceptance of the order, if any, at its discretion.

Failure to accept the order within seven days from the date of receipt of the order makes the EMD liable for forfeiture at the discretion of the Bank. Thereafter the Bank shall be at liberty to proceed with procurement from the other Bidders within the purview of the same RFP by calling for fresh commercial quotes from the bidders. In such an event, the initially selected bidder stands disqualified for further participating in the subject Bid.

7. **Project Execution:** - The entire project needs to be completed as per the timelines stipulated by the Bank. The Bank and the selected bidder shall nominate a Project Manager immediately on acceptance of the order, who shall be the single point of contact for the project at Ranchi. However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order. The Bidder shall submit a Weekly progress report to the Bank on the progress in installation/commissioning of the solution as per format, which will be made available to the selected bidder.

8. **Security Deposit / Performance Bank Guarantee :-**

The Bidder should submit a Security Deposit / Performance Guarantee for 3% of total value of the contract within one week from the date of acceptance of the Order.

If the Security Deposit/Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% for each completed calendar week of delay or part thereof on the cost of the order will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5% of the total order value.

Security Deposit should be submitted by way of DD drawn on Canara Bank payable at Ranchi / Bank Guarantee may be obtained from any of the Scheduled Banks (other than Canara Bank). However, it should be as per the Appendix-D.

Security Deposit/Performance Bank Guarantee should be valid for three (3) years & Two (2) Months from the date of commencement of AMC Period and shall be retained till the completion of AMC period. The guarantee should also contain a claim period of Three months from the last date of validity.

The Bank Guarantee issued by the issuing Bank on behalf of Bidder in favor of Canara Bank shall be in paper form as well as issued under the "Structured Financial Messaging



System" (SFMS). The format for submission of Security Deposit / Performance Guarantee in the form of Bank Guarantee is as per Appendix-D. Any bank guarantee submitted in physical mode, including Security Deposit / Performance Guarantee which cannot be verifiable through SFMS will be rejected summarily.

The bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.

The Bank shall invoke the Bank guarantee before the expiry of validity, if work is not completed and the guarantee is not extended, or if the bidder fails to complete his obligations under the contract. The Bank shall notify the Bidder in writing before invoking the Bank guarantee.

The Performance Security will be forfeited and credited to the Procuring Entity's account in the event of a breach of contract by the bidder. The security deposit / Bank guarantee shall be refunded to the bidder without interest, after the bidder duly performs and completes the contract in all respects but not later than 60 (sixty) days of completion of all such obligations including the AMC under the contract.

9. Execution of Agreement :-

Within 21 days from the date of acceptance of the Order, the selected bidder shall sign a stamped "Contract Agreement" with the Bank at the time, place and in the format prescribed by the Bank and also Non-Disclosure Agreement (NDA). Failure to execute the Contract Agreement and NDA makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder.

The Contract Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and Price, as agreed finally after Bid evaluation and negotiation. The Contract shall be executed in English language in one original, the Bank receiving the duly signed Original and the selected Bidder receiving the photocopy. The contract shall be valid till all contractual obligations are fulfilled.

Bank reserves the right to select the next ranked bidder, if the selected bidder not accepting the Purchase Order or withdraws his proposal after selection or at the time of finalization of the contract or disqualified on detection of wrong or misleading information in the offer.

10. Pricing :-

- 10.1 The Price offered to the Bank must be in Indian Rupees inclusive of all taxes but Exclusive of GST (CGST/SGST). The Vendor has to quote the applicable taxes separately in the Bill of Material.
- 10.2 The item value along with GST should be claimed in the invoice and GST will be paid in actual at our end.
- 10.3 No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract including warranty period.
- 10.4 From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in





reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.

11. Order Cancellation/Termination of Contract :-

- 11.1 The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:
- 11.2 Delay in delivery beyond the specified period for delivery.
- 11.3 Serious discrepancies noted in the items delivered.
- 11.4 Breaches in the terms and conditions of the Order.
- 11.5 The Bank reserves the right to cancel the contract placed on the bidder and recover expenditure incurred by the Bank on the following circumstances:
- Non submission of acceptance of order within 3 days of order.
 - Excessive delay in execution of order placed by the Bank.
 - The Bidder commits a breach of any of the terms and conditions of the bid.
 - The bidder goes in to liquidation voluntarily or otherwise.
 - An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.
 - The progress made by the Bidder is found to be unsatisfactory.
 - If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.
- 11.6 Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services during AMC period (If contracted).
- 11.7 The Bank reserves the right to recover any dues payable by the Bidder from any amount outstanding to the credit of the Bidder, including the pending bills and security deposit, if any, under this contract.
- 11.8 In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non- performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.



SECTION - G

GENERAL CONDITIONS

1.	General Order Terms	11.	Confidentiality and Non-Disclosure
2.	Roles & Responsibility during project Implementation	12.	Indemnity
3.	Responsibilities of the Selected Bidder	13.	Force majeure
4.	Responsibility for completeness	14.	Responsibilities of the Bidder
5.	Inspection of Records	15.	Corrupt and Fraudulent Practices
6.	Negligence	16.	Amendments to the Agreement
7.	Assignment	17.	Modification/Cancellation of RFP
8.	Publicity	18.	Social Media Policy
9.	Insurance	19.	Resolution of Disputes
10.	Intellectual Property Rights	20.	Legal Disputes and Jurisdiction of the court

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses
<https://canarabank.com/english/announcements/tenders/>

1. General Order Terms :-

- 1.1 The bid is non-transferable.
- 1.2 Incomplete and unsigned quotations are liable to be rejected.
- 1.3 EMD amount to be submitted along with the bid. Non submission of the EMD along with bid will not be evaluated and application money remitted will be forfeited.
- 1.4 Price Schedule (Commercial Offer) is attached with this Tender notice as Annexure-20
- 1.5 The Bidder shall bear costs 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.
- 1.6 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 banks action. The vendors may on their own interest contact the bank on the tender after opening of the bids.

- 1.7 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.
- 1.8 AMC period shall be from 01.04.2022 to 31.03.2025 subject to quarterly review. The Bank reserves the right to renew contract based on satisfactory performance review.
- 1.9 Districts covered: All districts in the state of Jharkhand.
- 1.10 Details of total number of Desktops, LaserJet Printers, Inkjet Printers, Passbook Printers, High Speed Scanners, Flatbed Scanners shall be provided to the Selected Bidder.
- 1.11 Unit wise annual rate should be quoted for each item (Desktop, Printer, Scanner, Laptop etc.) in commercial bid.
- 1.12 If any of the parts are not covered under AMC, list of those parts should be mentioned while submitting the bid.
- 1.13 No penalty will be charged if the complaint is settled either by repaired or by providing standby equipment within the stipulated time. If the complaint remains unsettled beyond the specified time frame penalty will be imposed as per Clause 3.1 under Section C.
- 1.14 Stamped AMC agreement of Requisite Stamp value as prevailing in Ranchi has to be executed between the Bidder and Canara bank as per Clause-3.1 of Section C at the Cost of Bidder.
- 1.15 The bidder should submit Performance Guarantee/Security deposit at Canara Bank equal to amount of 03% of the total AMC contract amount at the time of execution of the AMC agreement. The guarantee shall remains in full force and effect up to the annual Maintenance Contract period with a claim period of three months.
- 1.16 Payment will be made on Quarterly basis in arrears (not in advance) duly deduction of applicable taxes prevailing from time to time after submission of, Satisfactory Service, Preventive Maintenance & Service Call Log reports duly signed by the respective Branch/offices from Branches and Offices. Any statutory deductions applicable such as, IT-TDS, GST-TDS and other applicable TDS/ Taxes, if any, will be deducted while making payment to the Selected Bidder.
- 1.17 Bank will provide updated list of hardware assets periodically on account of movement of hardware items, disposal of old hardware items etc. in such cases, pro-rata based variations will be affected in the AMC charges payable.
- 1.18 Bank reserves the right to remove any time 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 these equipments from the state of such removal.
- 1.19 There should be a centralized call management system and a single Point of Contact for each District for Coordinating calls from Branches/Offices.



1.20 The bidder has to provide One (1) engineer at Circle Office Ranchi and One (1) Resident Engineer at each of the three Regional office locations at Dhanbad, Jamshedpur & Ranchi.

1.21 The AMC is subject to Quarterly review and if the services are found to be unsatisfactory, Bank shall have the right to terminate the AMC immediately at any point of time or by giving notice of 30 days in advance (as per clause 9.20 under Section B).

2 Roles & Responsibility during project Implementation :- All tools, tackles, testing instruments, consumables, vehicles, etc., as required during all operations such as transport, installation, testing, commissioning & maintenance during contract period, shall be provided by the Bidder at no extra cost to the Bank for completing the scope of work as per this RFP.

The selected Bidder shall take all steps to ensure safety of bidder's and the bank's personnel during execution of the contract and also be liable for any consequences due to omission or act of the selected bidder or theirs sub-bidders.

In case any damage of Bank's property during execution of work is attributable to the bidder, bidder has to replace the damaged property at his own cost.

3 Responsibilities of the Selected Bidder :-

3.1 The Selected bidder has to inform change in the management of the company, if any, to the Bank within 30 days from the date of such change during the AMC period.

3.2 The Bank will call for Audited Balance Sheet of the selected Bidder at any point of time during the AMC period and the selected Bidder shall provide the same.

3.3 The selected bidder shall submit updated Escalation Matrix for the product/services on a quarterly basis as at the end of each quarter.

4 Responsibility for completeness :-

4.1 The bidder shall ensure that the Services provided meets technical and functional requirements as envisaged in the scope of the RFP.

4.2 Any supplies & services which might not have been specifically mentioned in this tender but are necessary for the performance or completeness of the Order, shall be provided / made available as per the time schedule for smooth and efficient operation and maintenance of the system under Indian condition.

4.3 The Bidder shall be responsible for any discrepancies, errors and omissions in the drawings or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the bank or not. The bidder shall take all corrective measures arising out of discrepancies, error and omission in drawings and other information as mentioned above within the time schedule and without extra cost to the bank.

5 Inspection of Records :- Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records under this RFP and the Bidder shall extend all cooperation in this regard.



- 6 **Negligence** :- In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.
- 7 **Assignment**: - The Bidders shall not assign to any one, in whole or in part, it's obligations to perform under the RFP/contract, except with the Bank's prior written consent.
- If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the Bidder under this RFP.
- 8 **Publicity**: - Any publicity by the bidder in which the name of the Bank is to be used will be done only with the explicit written permission of the Bank.
- 9 **Insurance** :- The Hardware if any to be supplied for providing AMC Services will be insured by the bidder against all risks of loss or damages.

10 Intellectual Property Rights :-

- 10.1 Bidder warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. The bidder should ensure that the Software supplied to the Bank shall not infringe the third party intellectual property rights, if any. The bidder has to ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as bidder.
- 10.2 In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; [b] replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or [c] if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse bank for any amounts paid to bidder for such deliverables, along with the replacement costs incurred by Bank for procuring an equivalent equipment in addition to the penalties levied by Bank. However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, the bidder shall be responsible for payment of penalties in case service levels are not met because of inability of the bank to use the proposed solution.



10.3 The indemnification obligation stated in this clause apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims (at the expenses of the indemnifying party). Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.

10.4 The bidder acknowledges that business logics, work flows, delegation and decision making processes of Bank are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors of Software.

11 **Confidentiality and Non-Disclosure :-**

11.1 The bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The bidder shall furnish an undertaking as given in ANNEXURE-8.

11.2 No media release/public announcement or any other reference to the RFP or any program there under shall be made without the written consent of the Bank. Any such release / announcement by photographic, electronic or other means is strictly prohibited.

11.3 Provided that the Confidentiality Clause may not be applied to the data or information which;

- Was available in the public domain at the time of such disclosure through no wrongful act on the part of the Bidder.
- Is received by the Bidder without the breach of this Agreement.
- Is required by law or regulatory compliance to disclose to any third person.
- Is explicitly approved for release by written authorization of the Bank.

11.4 These Confidentiality Obligations Shall Survive the termination of this Contract And the bidder shall be bound by the said obligations.

12 **Indemnity :-**

12.1 The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities(including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses





which may be caused to or suffered by or made or taken against the Bank arising out of:

- The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;
- Any contravention or Non compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder.

12.2 The bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Software items supplied by them.

- All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.
- The limits specified above said clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss of damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.
- All Employees engaged by the Bidder shall be in sole employment of the bidder and the bidder shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall be Bank be liable for any payment or claim or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the bidder.

13 Force Majeure :-

- 13.1 Bidder shall not be liable for default or non-performance of the obligations under the Contract, if such default or non-performance of the obligations under this Contract is caused by any reason or circumstances or occurrences beyond the control of Bidder, i.e. Force Majeure.
- 13.2 For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the Bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, Government policies or events not foreseeable but does not include any fault or negligence or carelessness on the part of the Selected Bidder, resulting in such a situation.
- 13.3 In the event of any such intervening Force Majeure, Bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, Bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.
- 13.4 In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the BANK and Bidder shall hold consultations with each



other in an Endeavour to find a solution to the problem. Notwithstanding above, the decision of the BANK shall be final and binding on the Bidder.

14 Responsibilities of the Bidder :-

By submitting a signed bid/response to this RFP the Bidder certifies that:

- The Bidder has arrived at the prices in its bid without agreement with any other bidder of this RFP for the purpose of restricting competition.
- The prices in the bid have not been disclosed and shall not be disclosed to any other bidder of this RFP.
- No attempt by the Bidder to induce any other bidder to submit or not to submit a bid for restricting competition has occurred.
- Each Bidder must indicate whether or not they have any actual or potential conflict of interest related to contracting services with CANARA BANK. In case such conflicts of interest do arise, the Bidder must indicate the manner in which such conflicts can be resolved.
- The Bidder represents and acknowledges to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, under all phases involved in the performance of the provisions of this RFP. The Bidder represents that all software to be supplied in response to this RFP shall meet the proposed Bidder solution requirements. The Bidder shall be required to independently arrive at a solution, which is suitable for the Bank, after taking into consideration the effort estimated for implementation of the same. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the Bidder at no additional cost to the Bank. The Bidder also acknowledges that the Bank relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the Bidder of responsibility for the performance of all provisions and terms and conditions of this RFP, the Bank expects the Bidder to fulfill terms and conditions of this RFP.
- In future, if the Bidder gets involved in Regulatory issues/ Licensing issues with any Govt./Law enforcing agency/ Regulatory authorities, it is the responsibility of Bidder to replace the Technology at no additional cost to the Bank.

15 Corrupt and fraudulent Practices :-

- 15.1 As per Central Vigilance Commission (CVC) directives, it is required that Bidders /Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:
- 15.2 "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND.





- 15.3 "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.
- 15.4 The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- 15.5 The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 15.6 The decision of Bank in determining the above aspects will be final and binding on the Bidders. No Bidder shall contact through any means of communication the Bank or any of its employees on any matter relating to its Bid, from the time of Bid opening to the time the contract is awarded. If the bidder wishes to bring additional information to the notice of the Bank, it may do so in writing.
- 15.7 Any effort/attempt by a bidder to influence the Bank in its decision on bid evaluation, Bid comparison or contract award may result in not rejection of the Bidder's bid and/or blacklisting the Bidder. The Bidder agrees not to hire, solicit or accept solicitation either directly or through a third party from any of the employees of the Bank directly involved in this contract during the period of contract and one year thereafter, except as the parties may agree on the case to case basis.
- 15.8 The selected bidder shall ensure compliance of CVC guidelines issued or to be issued from time to time. The Bank is in the process of adopting Integrity Pact as per the directives of Government of India. The Bidder/s is/are required to abide by the same.
- 16 **Amendments to the Agreement :-** Once contract agreement are executed with the bidder, no amendments or modifications of Agreement and no waiver of any of the terms or conditions hereof shall be valid or binding unless made in writing.
- 17 **Modification/Cancellation of RFP: -** The bank reserves the right to modify/cancel/re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.
- 18 **SOCIAL MEDIA POLICY:** No person of the Bank or the Contractors and third parties shall violate the Social Media Policy of the Bank.

The following acts on the part of personnel of the Bank or Contractors and third parties shall be construed as violation of Social Media Policy:

- Non-adherence to the standards/guidelines in relation to Social Media Policy issued by the Bank from time to time.



- 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.

19 Resolution of disputes: - All disputes and differences of any kind whatsoever, arising out of or in connection with this Offer or in the discharge of any obligation arising under this Offer (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days notice in writing to the other party clearly setting out there in the specific disputes. In the event of absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators; one to be nominated by each party and the said arbitrators shall appoint a presiding arbitrator. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration. The venue of arbitration shall be Ranchi, INDIA.

20 Legal disputes and Jurisdiction of the Court: - All disputes and controversies between Bank and Bidder shall be subject to the exclusive jurisdiction of the courts in Ranchi and the parties agree to submit themselves to the jurisdiction of such court this RFP/contract agreement shall be governed by the laws of India.





SECTION H -

PURCHASE PREFERENCE:-

1.	Micro & Small Enterprises	2.	Procurement through Local Suppliers (Make in India) (NA)
3.	Start -Up		

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses

<https://canarabank.com/english/announcements/tenders/>

1. Micro & small Enterprises :-

- 1.1 Procurement through MSEs (Micro & Small Enterprises) will be done as per the Policy guidelines issued by the Ministry of Micro, Small & Medium Enterprises vide Gazette notification no. D.L.-33004/99 dated 23.03.2012 and as amended from time to time. Following are the conditions applicable as per the Government of India Guidelines:
- 1.2 MSEs should provide proof of their being registered as MSE (indicating the Terminal Validity Date of their Registration) for the item under Tender/ RFP along with their offer, with any agency mentioned in the Notification, including :
 - District Industries Centres or
 - Khadi Village Industries Commission or
 - Khadi & Village Industries Board or
 - Coir Board or National Small Industries Corporation or
 - Directorate of Handicrafts & Handloom or
 - Any other body specified by the Ministry of Micro, Small & Medium Enterprises.
 - For ease of registration of Micro and Small Enterprises (MSMEs), Ministry of MSE has started Udyog Aadhaar Memorandum which is an online registration system (free of cost) w.e.f. 18th September, 2015 and all Micro & Small Enterprises (MSEs) who are having Udyog Aadhaar Memorandum should also be provided benefits available for MSEs under the Public Procurement Policy for Micro and Small Enterprises (MSEs), Order 2012.



- 1.3 MSEs participating in tenders, quoting price within price band of L1+15% shall also be allowed to supply a portion of requirement by bringing down their price to L1 in a situation where L1 price is from someone other than MSE & such MSE shall be allowed to supply at least 25% of total tendered value. In case there are more than one MSEs within such price band and agree to bring down their price to L1, the 25% quantity is to be distributed proportionately among these Bidders. In such case distribution finalised by the Bank shall be binding on all the successful bidders.
- 1.4 MSEs are exempted from paying Application fee/cost & EMD, subject to furnishing of valid certificate for claiming Exemption.
- 1.5 The Eligible MSEs who intend to match the L1 Price (ultimately decided by the Bank) shall indicate the willingness to match the L1 Price within 6 working days from the date of communication from the Bank to avail the purchase preference.
- 1.6 Bidder has to submit a self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of three years from being eligible to submit Bids for contracts with Canara Bank as per Form PP-B.
- 1.7 The aforesaid Policy is meant for procurement of only goods produced and Services rendered by MSEs and not for any trading activities by them. An MSE unit will not get any Purchase Preference over any other MSE Unit.
- 1.8 The details are available on web site dcmsme.gov.in

2. Procurement through Local Suppliers(Make in India) :-

- 2.1 **Local Supplier:** A supplier or service provider whose product or service offered for procurement meets the minimum local content.
- 2.2 **Local Content:** The amount of value added in India which shall be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all custom duties) as a proportion of the total value, in percent (presently 50%). Local content can be increased through partnerships, cooperation with local companies, establishing production units in India or Joint Ventures (JV) with Indian suppliers, increasing the participation of local employees in services and training them.
- 2.3 **Margin of Purchase preference:** The maximum extent to which the price quoted by a local supplier may be above the L1 bid for the purpose of purchase preference (presently 20%)
- 2.4 **Requirement of Purchase Preference:** Purchase Preference shall be given to local suppliers of services where the bid is evaluated on price alone, the following procedure shall be followed:

- If L1 bid is from a local supplier, the contract for full quantity will be awarded to L1 bidder.



- If L1 bid is not from a local supplier, full order quantity shall be awarded to lowest bidder among the local suppliers whose quoted price falls within the margin of purchase preference and matching L1 price.
 - In case such lowest eligible local supplier fails to match the L1 price, the next higher local supplier whose quoted price falls within the purchase preference margin (presently 20%) and matching the L1 price shall be offered for full order quantity.
 - In case none of the local suppliers within the margin of purchase preference matches the L1 price, then the contract may be awarded to the L1 Bidder.
- 2.5 In case a bidder is eligible to seek benefit under Purchase PP-LC policy as well as PPP for MSE 2012, then the bidder should categorically seek benefits against only one of the two policies i.e. either PP-LC and MSE policy in Form PP-A. The option once exercised cannot be modified subsequently.
- 2.6 Purchase preference benefits shall be extended to the bidder based on the declared option subject to the bidder meeting the requirements contained in that purchase preference policy.
- 2.7 In case an MSE bidder opts for purchase preference based on PP-LC, he shall not be entitled to claim purchase preference benefit available to MSE Bidders under PPP-2012. However, the exemptions from furnishing Bidding Document fee and Bid security/EMD shall continue to be available to MSE Bidders.
- 2.8 For price matching opportunities and distribution of quantities among bidders (bidder's option to avail any one out of two applicable purchase preference policies, i.e., PP-LC-2017 or PPP-2012 will be considered), the precedence shall be in the following order:
- Public Procurement Policy for MSE 2012.
 - Purchase Preference linked with Local Content (PP-LC).

3. STARTUP :

- 3.1 It is applicable for Indian Bidders only as defined in gazette notification no. D.L-33004/99 dated 11.04.2018 of Ministry of Commerce and Industry and as amended from time to time.
- 3.2 As mentioned in Section-II of O.M. No.F.20/2/2014-PPD(Pt.) dated 20.09.2016 of Procurement Policy Division, Department of Expenditure, Ministry of Finance on Prior turnover and prior experience, relaxations may be applicable for all Startups [whether Micro & Small Enterprises (MSEs) or otherwise] subject to meeting of the quality and technical specifications specified in tender document.
- 3.3 Further, the Startups are also exempted from submission of Tender Fee and EMDs.
- 3.4 For availing the relaxations, bidder is required to submit requisite certificate towards Startup enterprise registration issued by Department of Industrial Policy and Promotion, Ministry of Commerce and the certificate should be certified by the



- 3.5 Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of three years from being eligible to submit Bids for contracts with Canara Bank as per Form PP-B.


DIVISIONAL MANAGER
CANARA BANK
CIRCLE OFFICE, RANCHI





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

ANNEXURE-1

Checklist

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



17.	Compliance to Scope of work	
18.	Masked bill of Material	
ANNEXURES (To be submitted with Part-C -Commercial Proposal)		
19.	Covering Letter for Commercial Bid	
20.	Bill Of Materials	
Appendix (Other Formats to be submitted)		
A.	Undertaking for applicability of Purchase Preference Policy	
B.	Self Declaration of MSMEs and Startup	
C.	Bank Guarantee Format for Earnest Money Deposit	
D.	Performa of Bank Guarantee for contract performance	
E.	Instructions to be noted while preparing/submitting Part A- Conformity to Eligibility Criteria	
F.	Instructions to be noted while submitting Part B-Technical Proposal	
G.	Instruction to be noted while submitting Part C-Commercial Bid	

Bidders to verify the checkpoints and ensure accuracy of the same before submission of the bid.

Date

Signature with Seal :

Name :

Designation :





ANNEXURE-2

Bid Covering letter format

Reference No:

Date:

The General Manager,
Canara Bank,
Technical management section,
3rd Floor, Kaushalya Chambers, PP Compound,
Main Road, Ranchi - 834001

Dear Sir,

SUB: ANNUAL MAINTENANCE CONTRACT / ANNUAL TECHNICAL SERVICE FOR COMPUTERS & PERIPHERALS IN VARIOUS BRANCHES AND OFFICES OF CANARA BANK UNDER RANCHI CIRCLE

Ref: Your RFP 02/2022-23 dated 27/10/2022

Having examined the tender document including all Annexure / Appendices the receipt of which is hereby duly acknowledged, we, the undersigned, offer for Annual Maintenance Contract / Annual Technical Service for Computers & Peripherals in various branches and Offices of Canara Bank under Ranchi Circle.

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

This is to confirm that we unconditionally accept Instructions and Terms and Conditions of the subject RFP of vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items present in branches / offices of Canara Bank in Jharkhand state coming under Canara Bank, Ranchi Circle Office.

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

Date

Signature with Seal :

Name :

Designation :



ANNEXURE-3

Applicant's Profile

Sl. No.	Particulars	Details
a.	Name of the Suppliers/Firm/Company	
b.	Constitution	
c.	Date of Establishment/Incorporation	
d.	Whether in technical collaboration with Foreign Company? If so give details	
e.	Number of Years in the Business	
f.	Address (Order to be placed on which Office) Registered Office Corporate Office	
g.	Telephone No FAX No E-mail Address Website	
h.	Turnover from IT related business. 2018-2019 2019-2020 2020 - 2021	
i.	Service Net Work (Number of Service Centers in Jharkhand along with location name) .	





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

Date

Signature with Seal :

Name :

Designation :

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



Annexure-4

Eligibility Criteria Declaration

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

SUB: RFP for Annual Maintenance Contract/ Annual Technical Service for Computer hardware and peripherals of Canara Bank branches and offices in Jharkhand state.

Ref: RFP 02/2022-23 dated 27/10/2022

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

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



FINANCIALS	3.	The Bidder must have average minimum turnover Rs.5.00 Crores in the last two financial years.	Bidder has to submit copies of audited Balance Sheet for last 2 Years. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.
	4.	The Bidder should have Positive Net Worth as on 31/03/2019, 31/03/2020 and 31/03/2021.	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain UDIN.
Bidder Experience	5.	The Bidder should submit proof for 5 years of experience in AMC Services to any of the Public Sector Banks/Private Banks/Government Department/ PSU organization/ Govt. Institutes in Jharkhand in last five years from RFP date.	The Bidder has to provide order copy/reference letter duly confirming the expertise in Maintenance of minimum of 1000 Desktops & 500 Printers and 250 scanners in any of the mentioned entity.
	6.	The bidder shall have at least three Service Centres in Jharkhand with minimum of 24 engineers having experience in maintenance of hardware items.	Details of the Service Centres in Jharkhand with documentary proof should be provided. Details of at least 24 Qualified Service Engineers(Address, phone no., email id and contact person Name & Mobile no. etc along with copies of PF UAN, ESIC IP number and Receipt of payment of ESIC Challans during the FY 2021 - 22) having experience in maintenance of Hardware Items present in different districts of Jharkhand.
	7.	4 In House Engineers required at Regional Offices and Circle Office	Bidder has to depute 1 Resident Engineer at each of the Regional offices at Dhanbad, Jamshedpur, Ranchi and 1 engineer at Circle Office Ranchi.



8.	The bidder should not have been currently blacklisted / barred / disqualified by any Public Sector Bank/PSU or Govt Departments in the past.	A self-declaration in bidder's letter head to this effect must be furnished.	
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We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence / certificates confirming compliance to Eligibility Criteria should be part of Eligibility bid.

Date

Signature with Seal :

Name :

Designation :





Annexure-5

Service Support Details

SUB: RFP FOR ANNUAL MAINTENANCE CONTRACT / ANNUAL TECHNICAL SERVICE FOR COMPUTERS & PERIPHERALS IN VARIOUS BRANCHES AND OFFICES OF CANARA BANK UNDER RANCHI CIRCLE

Ref: RFP 02/2022-23 dated 27/10/2022

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

Date

Signature with Seal :

Name :

Designation :



ANNEXURE-6

Authorization letter format

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

Ref No:

Date:

The General Manager,
Canara Bank,
Technical management section,
3rd Floor, Kaushalya Chambers, PP Compound
Main Road, Ranchi - 834001.

Dear Sir,

SUB: RFP FOR ANNUAL MAINTENANCE CONTRACT / ANNUAL TECHNICAL SERVICE FOR COMPUTERS & PERIPHERALS IN VARIOUS BRANCHES AND OFFICES OF CANARA BANK UNDER RANCHI CIRCLE

Ref: Your RFP 02/2022-23 dated 27/10/2022

This has reference to your above RFP.

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

The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

Name & Designation of Authorizing Authority

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



ANNEXURE-7

List of Applicant's Major Customers in Last 5 years.

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

Date

Signature with Seal :

Name :

Designation :



ANNEXURE-8

Non-Disclosure Agreement

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

WHEREAS, we, _____, having Registered Office at _____, hereinafter referred to as the Bidder, are agreeable to provide IT Infrastructure services to Canara Bank, having its office at Canara Bank, Circle Office Ranchi, 3rd Floor, Kaushalya Chambers, PP Compound, Main Road, Ranchi - 834001, hereinafter referred to as the BANK and,

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

WHEREAS, the Bidder understands that in the course of submission of the offer for "ANNUAL MAINTENANCE CONTRACT / ANNUAL TECHNICAL SERVICE FOR COMPUTERS & PERIPHERALS IN VARIOUS BRANCHES AND OFFICES OF CANARA BANK UNDER RANCHI 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 to during or subsequent to submission of the offer to the BANK, to anyone outside the BANK.

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

Date
:

Signature with Seal :

Name :

Designation :



ANNEXURE-9

Details of Offices/ Branches /Service Centers

Sl. No	Place	Postal Address	Contact Details (including Name of In charge and his contact no. email etc)	Service Facilities Available (Describe)	No. of Engineers	Jurisdiction	Proof of employment (PF UAN, ESIC IP, and receipt of ESIC Challans paid during the FY 2021 - 22)
1							
2							
3							
4							
5							
6							
7							
...							
...							
...							

Date :

Signature with Seal :

Name :

Designation :



PART- B(Technical - BID)

ANNEXURE-10

Technical Bid Covering letter Format

To

The General Manager,
 Canara Bank,
 Technical management section,
 3rd Floor, Kaushalya Chambers, PP Compound,
 Main Road, Ranchi - 834001.

SUB: RFP FOR ANNUAL MAINTENANCE CONTRACT / ANNUAL TECHNICAL SERVICE FOR COMPUTERS & PERIPHERALS IN VARIOUS BRANCHES AND OFFICES OF CANARA BANK UNDER RANCHI CIRCLE

Ref: Your RFP 02/2022-23 dated 27/10/2022

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

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





	(Name of the Bank, time taken for execution of the assignments and documentary proof from the Bank are to be furnished)	
g.	<p>List of applicants major customers in last 5 years and details as below may be taken:</p> <p>i) Name and complete postal Address of the customer.</p> <p>ii) Name, designation, Telephone , Fax Nos., e-mails and address of the contact person(customer)</p> <p>iii) Whether reference letter enclosed. "</p>	
h.	Details of inputs/requirements required by the bidder to execute this assignment.	
i.	Conformity regarding back to back arrangements with third party Hardware/software for providing continuous and un-interrupted support to meet SLA obligations as per RFP Terms.	

Declaration:

- We confirm that we will abide by terms and conditions contained in the RFP.
- We hereby unconditionally accept that Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in short listing of bidders.
- Details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process.
- We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Bank will have the right to disqualify us in case of any such deviations.

Date

Signature with Seal :

Name :

Designation :



ANNEXURE-11

Technical & Functional Requirement

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

SUB: RFP FOR ANNUAL MAINTENANCE CONTRACT / ANNUAL TECHNICAL SERVICE FOR COMPUTERS & PERIPHERALS IN VARIOUS BRANCHES AND OFFICES OF CANARA BANK UNDER RANCHI CIRCLE

Ref: Your RFP 02/2022-23 dated 27/10/2022

NOTE

- i. If the Bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to adopt the modifications / superior features suggested/offered.
- ii. The Bidder shall provide all other required equipments and/or services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
- iii. The selected bidder shall own the responsibility to demonstrate that the services offered are as per the specification/performance stipulated in this RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

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



	Installation and Configuration of Software required for the Bank	
4.	Customize Settings of Computer, Scanner, Printers (Passbook Printers, Printers Etc.) etc	
5.	Installation, Reinstallation of Operating System, Application Software, System Software, Drivers, etc	
6.	Installation and configuration of Bank specific Software & Operating System Updates.	
7.	Rectification of any corruption in the Software or media.	
8.	Custom Java, Network Configuration Settings in Computers & Peripherals.	
9.	Installation, Re-installation & Support Associated Applications like Oracle, Open Office, MS Office, Adobe Reader, etc	
10.	Monitoring of Up to date Updation of Antivirus Definitions.	
11.	Attending Issues of Operating System, Application Software, System Software, Drivers, etc. of Computers and Peripherals	
12.	Necessary Installation/ Re-Installation, Configuration of Software, Network in Computers and Peripherals to enable smooth functioning of Applications extended to Canara Bank and E-Syndicate Bank Branches/Offices.	
13.	Co-ordination with DMS for system configuration whenever/wherever required.	
14.	Lodging complaint with the OEM for devices under Warranty on receiving complaint from the branch	
15.	Providing support (at no extra cost), if bank asks to provide support on non-working days in case of any exigency / urgency	

Signature with Seal :

Date

Name :

Designation :

ANNEXURE-12

List of Hardware Items

SUB: RFP FOR ANNUAL MAINTENANCE CONTRACT / ANNUAL TECHNICAL SERVICE FOR COMPUTERS & PERIPHERALS IN VARIOUS BRANCHES AND OFFICES OF CANARA BANK UNDER RANCHI CIRCLE

Ref: Your RFP 02/2022-23 dated 27/10/2022

S.No.	Item Details	Quantity
1.	PC/Desktop	1
2.	Laserjet Printer	125
3.	Passbook Printer	125
4.	Flatbed Scanner	162
5.	High Speed Scanner	08
6.	Multi Function Printer (Black & White)	13
7.	Laptops	
8.	Iris Scanners	
9.	Slap Scanners	
10.	Display Monitors	
11.	Multi Function Printer (Colour)	05
12.	GPS Device	





Date

Signature with Seal :

Name :

Designation :

ANNEXURE-13

Undertaking of Authenticity of Hardware and Peripherals.

SUB: RFP FOR ANNUAL MAINTENANCE CONTRACT / ANNUAL TECHNICAL SERVICE FOR COMPUTERS & PERIPHERALS IN VARIOUS BRANCHES AND OFFICES OF CANARA BANK UNDER RANCHI CIRCLE

Ref: Your RFP 02/2022-23 dated 27/10/2022

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

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

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

Date

Signature with Seal :

Name :

Designation :



ANNEXURE-14

COMPLIANCE STATEMENT

SUB: RFP FOR ANNUAL MAINTENANCE CONTRACT / ANNUAL TECHNICAL SERVICE FOR COMPUTERS & PERIPHERALS IN VARIOUS BRANCHES AND OFFICES OF CANARA BANK UNDER RANCHI CIRCLE

Ref: Your RFP 02/2022-23 dated 27/10/2022

DECLARATION

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

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

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

Date

Signature with Seal :

Name :

Designation :



ANNEXURE-15

Undertaking Letter Format

SUB: RFP FOR ANNUAL MAINTENANCE CONTRACT / ANNUAL TECHNICAL SERVICE FOR COMPUTERS & PERIPHERALS IN VARIOUS BRANCHES AND OFFICES OF CANARA BANK UNDER RANCHI CIRCLE

Ref: Your RFP 02/2022-23 dated 27/10/2022

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

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

Date :

Signature with Seal :

Name :

Designation :



ANNEXURE-16

ESCALATION MATRIX

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

SUB: RFP FOR ANNUAL MAINTENANCE CONTRACT / ANNUAL TECHNICAL SERVICE FOR COMPUTERS & PERIPHERALS IN VARIOUS BRANCHES AND OFFICES OF CANARA BANK UNDER RANCHI CIRCLE

Ref: Your RFP 02/2022-23 dated 27/10/2022

Name of the Company:

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

Date:

Signature with Seal :

Name :

Designation :





Annexure-17

Compliance to Scope of Work

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

SUB: RFP FOR ANNUAL MAINTENANCE CONTRACT / ANNUAL TECHNICAL SERVICE FOR COMPUTERS & PERIPHERALS IN VARIOUS BRANCHES AND OFFICES OF CANARA BANK UNDER RANCHI CIRCLE

Ref: Your RFP 02/2022-23 dated 27/10/2022

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



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

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



6.	<p>In addition to the Repair & Maintenance of Hardware, Installation and Updation of Software & Applications include but not limited to the following:</p> <ul style="list-style-type: none"> • Installation and Configuration of Software required for the Bank. • Customize Settings of Computer, Scanner, Printers (Passbook, Laser, Etc.) etc. • Installation, Reinstallation of Operating System, Application Software, System Software, Drivers, etc. • Installation and configuration of Software & Operating System Updates. • Rectification of any corruption in the Software or media. • Configuration and maintenance of Custom Browser Settings for Web Applications used by Bank. • Custom Java, Network Configuration Settings in Computers & Peripherals. • Installation, Re-installation & Support Associated Applications like Oracle, Open Office, MS Office, Adobe Reader, etc. • Monitoring of Up to date Updation of Antivirus Definitions. • Attending Issues of Operating System, Application Software, System Software, Drivers, etc. of Computers and Peripherals on case to case basis notwithstanding the fact that they are under warranty. • Necessary Installation/ Re-Installation, Configuration of Software, Network in Computers and Peripherals to enable smooth functioning of Applications extended to Canara Bank Branches. 	
7.	In respect of Items under Warranty with Bank, the AMC vendor has to lodge Complaint with the respective Hardware Vendors/ OEM and follow up for resolution of the Calls	
8.	Preventive Maintenance: The Bidder shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the Equipment, and necessary repairing of the Equipment) of Contracted Computers and	



	Peripherals within the first 30 days of the commencement of the Contract Period and once in every quarter during the Contractual Period. The Bidder shall not outsource any activity which comes under the scope of this contract.	
9.	The Bidder shall ensure that the Service Engineers shall invariably produce identity card issued by the Bidder while carrying the maintenance activity at the Branch / Office premises. The Bidder's maintenance personnel shall, subject to clause 1.3 herein, shall be given access to the Equipment when necessary, for purposes of performing the repair and maintenance services indicated in this Contract. The Bidder's personnel has to follow the Rules/Regulations of the Bank while performing duties at the Branch/Office location.	
10.	Bidder has to maintain Service Call Report for repair/maintenance activity carried out at Branch/Office location by Service Engineer, wherein incident of Equipment malfunction, date and time of commencement and successful completion of repair work and nature of repair work performed on the Equipment together with a description of the malfunction or the cause for work. This Service Call record should be authenticated by the Officials of the Branch and should be submitted along with the claim of AMC Charges quarterly in arrears.	
11.	The Bidder's Engineer at Circle Office & Regional Offices shall also maintain details of such maintenance and repair log centrally detailing incident of such equipment malfunction for recording the nature of faults and failures observed in the Equipment, the date and time of their occurrence and the date and time of their communication to the Bidder. The above Report has to be submitted on Monthly Basis to the Bank.	
12.	Any worn out or defective parts withdrawn from the Equipment and replaced by the Bidder shall become the property of the Bank. However, bidder should ensure that Faulty Equipment containing Bank's Data is properly backed up and also data is erased from the faulty part.	
13.	The Bank may shift any Computers, Hardware Items, Peripherals covered under this AMC to new Branch/Office location within Jharkhand State as per the requirement during the Contract Period. In such a case, the bidder undertakes to continue to maintain the goods at their new location without any additional cost to the Bank.	
14.	The Successful bidder should invariably maintain the Standards and follow the stipulations with regard to Bank's Data and Information as undertaken by the Vendor in the Non-Disclosure Agreement.	
15.	During AMC period Bank may, by notice of not less than 30 days in writing to the selected bidder, modify or delete either any location or all location, either partial items or all items of the contract	

Date :

Signature with Seal :

Name :

Designation :



ANNEXURE-18*

(Masked bill of material)

S.No	Item Details	AMC Cost per Year						Total AMC Cost for 3Years
		AMC cost per Unit (A)	TAX % (B)	Value of TAX (C)	Total Cost of AMC per Unit (D=A+C)	Quantity (E)	Total Cost of AMC Per year (F=D*E)	G=F*3
1	Desktop (Dell, Acer, HP etc.)			-				
2	LaserJet Printer (HP/Canon etc.)							
3	Passbook Printer (Epson, Lipi etc)							
4	Flatbed Scanner (HP, Epson etc)							
5	High Speed Scanner (Canon, HP etc)							
6	Multi Function Printer (Black & White)							
7	Laptops							
8	Iris Scanners							
9	Slap Scanners			-				
10	Display Monitors							
11	Multi Function Printer (Colour)							
12	GPS Device							
13	Total							



Resident Engineers On the Site								
1	In House Engineer at Circle Office					1		
2	In House Engineer at Regional Office					2		
3	Total					4		





Covering letter format for Commercial Bid

Date: _____

Designation :

Bill of Material

SUB: RFP FOR ANNUAL MAINTENANCE CONTRACT / ANNUAL TECHNICAL SERVICE FOR COMPUTERS & PERIPHERALS IN VARIOUS BRANCHES AND OFFICES OF CANARA BANK UNDER RANCHI CIRCLE

Ref: Your RFP 02/2022-23 dated 27/10/2022

S.No.	Item Details	Quantity	1 st year	2 nd year	3 rd year
1.	Desktop (Dell, Acer, HP etc.)	1			
2.	Laserjet Printer (HP/Canon- etc.)	125			
3.	Passbook Printer (Epson, Lipi etc)	125			
4.	Flatbed Scanner (HP, Epson etc)	162			
5.	High Speed Scanner (Canon, HP etc)	8			
6	Multi Function Printer (Black & White)	13			
11	Multi Function Printer A4 (Colour)	5			
12	Multi Function Printer A3/A4 (Colour)				
13	TOTAL				
Number of On-Site / Resident Engineers Provided					
S.No.	Site For Engineers	No. Of Engineers	1 st year	2 nd year	3 rd year
1.	In House Engineer At Circle Office	1			
2.	In House Engineer At Regional Office	3			

Undertaking

- Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.



- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Appendix -A (FORM PP-A)

UNDERTAKING FOR APPLICABILITY OF PURCHASE PREFERENCE POLICY

To,

The General Manager,
 Canara Bank,
 Circle Office Ranchi
 3rd Floor, Kaushalya Chambers, PP Compound
 Main Road, Ranchi - 834001.

Sub: RFP FOR ANNUAL MAINTENANCE CONTRACT / ANNUAL TECHNICAL SERVICE FOR COMPUTERS & PERIPHERALS IN VARIOUS BRANCHES AND OFFICES OF CANARA BANK UNDER RANCHI CIRCLE

Ref: Your RFP 02/2022-23 dated 27/10/2022

Dear Sir,

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

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

Note:

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

The option once exercised cannot be modified subsequently.

Place:

[Signature of Authorized Signatory of Bidder]

Date: Name:

Designation:

Seal:

Appendix -B (FORM PP-B)

SELF-DECLARATION OF MSEs and STARTUPS

(TO BE PROVIDED ON LETTER HEAD)

TO,

The General Manager,
Canara Bank,
Circle Office Ranchi
3rd Floor, Kaushalya Chambers, PP Compound
Main Road, Ranchi - 834001.

Sub: RFP FOR ANNUAL MAINTENANCE CONTRACT / ANNUAL TECHNICAL SERVICE FOR COMPUTERS & PERIPHERALS IN VARIOUS BRANCHES AND OFFICES OF CANARA BANK UNDER RANCHI CIRCLE

Ref: Your RFP 02/2022-23 dated 27/10/2022

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

Place:
Date: Name:
Designation:
Seal:

[Signature of Authorized Signatory of Bidder]





Appendix -C

Bank Guarantee Format for Earnest Money Deposit

To,

The General Manager,
Canara Bank,
Technical management Section,
Circle Office Ranchi
3rd Floor, Kaushalya Chambers, PP Compound
Main Road, Ranchi - 834001

WHEREAS _____ (Name of Bidder) (hereinafter called "the Bidder" has submitted its tender dated _____ (Date) for the execution of (Name of Contract) _____ (hereinafter called "the Bidder") in favor 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 CONDITIONS of this obligation are:

(a) If the Bidder withdraws its Tender during the period of Tender validity specified in the Tender; or

(b) If the Bidder having been notified of the acceptance of his Tender by the Beneficiary during the period of Tender validity;

(i) fails or refuses to execute the Agreement, if required; or

(ii) fails or refuses to furnish the performance security, in accordance with clause _____ of conditions of Contract.

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 of one or both of the two conditions, specifying the occurred condition or conditions.

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 _____ 20____



(SIGNATURE & SEAL OF THE BANK)

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

Name of the Bank: Canara Bank

Name of the Branch: Circle Office, Ranchi

IFSC Code: CNRB0PE7175

Appendix -D

Proforma of Bank Guarantee for Contract Performance

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

To,
The General Manager,
Canara Bank,
Technical management Section,
Circle Office Ranchi
3rd Floor, Kaushalya Chambers, PP Compound
Main Road, Ranchi - 834001

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

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

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

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





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

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

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

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

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

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



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

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

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

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

The Performance Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing un-cancelled and that Performance Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

The Performance Guarantee shall not be affected by any change in the constitution of the CONTRACTOR or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will endure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.

The Performance Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.

We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the CONTRACTOR.

Notwithstanding anything contained herein

i. Our liability under this guarantee shall not exceed Rs. _____/- (Rupees _____ only)

ii. This guarantee shall be valid upto _____ and ;

iii. We are liable to pay the guaranteed amount or any part thereof under this guarantee only and only if you serve upon us a written claim or demand at Ranchi on or before _____ (mention period of the guarantee as found under clause ii. above plus claim period).



We have the power to issue Performance Guarantee in your favor by statute and the undersigned has full power to execute Performance Guarantee under the Power of Attorney given to him by the Bank.

Dated this _____ day of _____ 20....

For and on behalf of

_____ BRANCH MANAGER SEAL ADDRESS PLACE

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

Name of the Bank: Canara Bank

Name of the Branch : Circle Office Ranchi

IFSC Code: CNRB0PE7175



APPENDIX -E

Instructions to be noted while preparing/submitting Part A- Conformity to Eligibility Criteria

- 1) The Proposal should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. Pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory.
- 2) Index of the all document submitted with page numbers.
- 3) Cost of Tender document by way of DD payable at Ranchi.
- 4) Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD.
- 5) Power of Attorney / Authorization letter signed by the Competent Authority with the seal of the bidder's company / firm in the name of the person signing the tender documents.
- 6) Checklist as per ANNEXURE-1.
- 7) Bidder's Covering letter per ANNEXURE 2.
- 8) Profile of the Company / Firm as per ANNEXURE 3.
- 9) Eligibility Criteria Declaration as per ANNEXURE-4.
- 10) Non-Disclosure agreement as per ANNEXURE-8.
- 11) Details of Offices/Branches/Service Centers as per ANNEXURE-9.
- 12) List of Applicant's Major Customers in Last 5 years as per ANNEXURE-7.





Appendix-F

Instructions to be noted while submitting Part B-Technical Proposal

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

- 1) Compliance to Technical specifications should be complete with all columns filled in as per Annexure-11.
- 2) Undertaking of Authenticity of Hardware and Peripherals Annexure-13.
- 3) Compliance Statement as per Annexure-14.
- 4) Undertaking Letter as per Annexure-15.
- 5) Escalation Matrix as per Annexure-16.
- 6) Compliance to Scope of Work as per Annexure-17.
- 7) Masked bill of Material as per Annexure-18.



Appendix-G

Instruction to be noted while submitting Part C-Commercial Bid

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

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



