



REQUEST FOR PROPOSAL [RFP]
FOR

AMC SERVICES FOR COMPUTER HARDWARE
ITEMS/MODEMS AT BRANCHES/OFFICES UNDER RO UDUPI
I & II, CIBM & CO MANIPAL UNDER CANARA BANK, CIRCLE
OFFICE MANIPAL.

[This RFP is limited to Vendors Empanelled by Canara Bank
Circle Office Manipal for AMC Services].

Issued By:
Canara Bank
T M Section
CIRCLE OFFICE
MANIPAL

Address : MANIPAL CIRCLE OFFICE, HEAD OFFICE ANNEX BUILDING,
MANIPAL-576104, KARNATAKA

Phone No: 0820- 2573363

Email : tmscompl@canarabank.com



Details in Brief

Sl. No.	Description	Details
1.	RFP No. and Date	RFP 12/2021-22 dated 09/03/2022
2.	Location Address for submission of Bid/s [Address for Communication]	The Senior Manager Canara Bank, T M Section, Circle Office, Manipal Head Office Annex Building Manipal-576104 Tel -0820-2573363 Fax- Email:tmscompl@canarabank.com
3.	Date of Issue	09-03-2022
4.	Last Date of Submission of Queries for Pre Bid Meeting	The Pre Bid Queries on the RFP may be sent through email or in writing at the address specified above, on or before 14-03-2022 03:00pm.
5.	Date of Pre Bid Meeting	14-03-2022 04:00PM
6.	Last Date of Submission of Bids	17-03-2022 04:00PM
7.	Date and Time of Opening Bid	17-03-2022 05:00PM
8.	Date and Time opening of Commercial Bid.	Will be intimated at a later date
This document can be downloaded from Bank's website http://canarabank.com/english/announcements/tenders		



A. Instructions to Bidders (ISB)**AMC Services for Computer Hardware Items/Modems at Branches/Offices under RO UDUPI I & II, CIBM & CO MANIPAL under Circle Office Manipal.****1. Introduction:**

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

Canara Bank, Manipal Circle, invites sealed quotations from the empanelled vendors for AMC Services for Computer Hardware Items/Modems at Branches/Offices under RO UDUPI I & II, CIBM & CO MANIPAL for the period from 01.04.2022 to 31.03.2023.

2. Scope of Work:

- 2.1. Annual Maintenance Contract of Computer Hardware Items/Modems and related system software upgrade at various branches / offices under RO UDUPI I & II, CIBM & CO MANIPAL for the period from 01.04.2022 to 31.03.2023.
- 2.2. The service provider 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 contract. The Bank will not be liable for any pending pre existing problems reported subsequently and the same should be rectified/ resolved without any additional cost.
- 2.3. In case of termination of the contract, it is the responsibility of the service provider to hand over all the items to the Bank in good working condition. Bank, if required, may seek the help of third parties to assess the working condition of the asset. In case any item is not in good working condition, the actual cost for rectifying the issue/replacing the asset should be borne by the AMC vendor.
- 2.4. Vendor should log all service request/complaint calls from users at Branches/Offices and provide them a reference number of the same for subsequent tracking/follow-up if required.
- 2.5. Vendor should attend all Service calls within 4 working hours and resolve within a maximum period of 2 working days. If the fault cannot be rectified within the stipulated time, standby device of equivalent/higher capacity to be provided before start of the second working day after reporting the complaint. Faulty Modems are to be replaced immediately with a turnaround time of 8 working hours. Vendor should maintain sufficient buffer stock.



- 2.6. Vendor should provide call monitoring system to controlling offices of Canara Bank, i.e. Regional Office & Circle Office.
- 2.7. In addition to the repair and maintenance of hardware, the installation and updation of Software & Applications include, but not limited to the following
- Installation and configuration of software required for the bank.
 - Custom setting of Scanner, Passbook, Laser Printer.
 - Installation & Re installation of any Operating system.
 - Configuring & maintaining Custom Browser settings for web applications used by Bank.
 - Custom Java Settings.
 - Installation, reinstallation & support associated applications like Oracle, Open Office, MS Office, Adobe Reader etc.
 - Monitoring of up-to-date updation of Antivirus definitions
 - Attending to any driver related issues with Servers, Desktops, Printers, Scanners, Laptops etc.
- 2.8. In respect of items under warranty, the AMC vendor has to lodge complaint with the respective hardware vendors and follow up for resolution. Branches will lodge complaint with AMC vendor only.
- 2.9. Quarterly preventive maintenance to be carried out and branch / office wise report to be submitted for releasing payment of the subsequent quarter.
- 2.10. All assets should be serviced using appropriate method for failure free operation. Sufficient spares such as power/VGA cables, optical mouse, keyboard, SMPS, etc. shall be carried by service personnel to provide immediate replacement for faulty items.
- 2.11. Complaints should be lodged for making good all hardware items under your AMC which are found to be not in working condition during Preventive Maintenance visit without need for any call to be raised from the bank's end.
- 2.12. One onsite engineer to be posted in each Regional Office, CIBM & CO Manipal for taking care the software issues remotely.
- 2.13. Four field engineers to be posted in UDUPI I & II Region for supporting the branches through visit.
- 2.14 Total of 8 Engineers is required for this AMC project.



3. Eligibility Criteria

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

SL NO	Eligibility Criteria	Documents to be submitted along with the RFP
1	The bidder should be Empanelled for providing Comprehensive Onsite AMC Services for Computer Hardware Items/Modems at Branches/Offices under RO UDUPI I & II, CIBM & CO MANIPAL under Canara Bank, Circle Office Manipal.	Letter of Empanelment issued by CO Manipal to be submitted along with this RFP.
4	The bidder shall have Service Centre in UDUPI with minimum of 8 engineers having experience in maintenance of hardware items.	Details of the Service Centre in UDUPI with documentary proof should be provided as per Annexure-2. Details of the minimum 8 Qualified Service Engineers having experience in maintenance of Hardware Items present in UDUPI I & II, CIBM & CO MANIPAL should also be provided. The engineers should be invariably in the payroll of the firm. No third party engineer support is acceptable.
5	The vendor should have centralized system for call logging through telephone and /or e-mail. Details to be submitted	Details to be submitted.
6	One onsite engineer to be posted in Regional Office for taking care the software issues remotely. Three field engineers to be posted in UDUPI I & II, CIBM & CO MANIPAL Region for supporting the branches through visit. Total of 8 Engineers is required for this AMC project	Details of the engineer proposed for posting have to be shared.



4. Terms & Conditions:

- 4.1. The bid is non-transferable.
- 4.2. Incomplete and unsigned price quotations are liable to be rejected.
- 4.3. The vendors shall bear all the cost associated with the preparation and submission of the bid, and Canara Bank in no case will be responsible or liable for this cost, regardless of conduct or outcome of bidding process.
- 4.4. The Bank reserves the right to accept or reject any price quotation or cancel the tender process and reject all quotations at any time, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the Bank's action. The vendors may on their own interest contact the Bank on the status of the tender after opening of the bids.
- 4.5. Any bid received by the Bank after the cut off time for submission of bid prescribed by the Bank will be rejected and/ or returned unopened to the bidder, which the bidder has to collect from the Bank.
- 4.6. **AMC period: 01.04.2022 to 31.03.2023.** The Canara Bank reserves the right to renew contract for further periods based on satisfactory performance review.
- 4.7. Unit wise annual rate should be quoted for each item (Desktop, Printer, Scanner, Laptop, Switch, MODEM etc] in commercial bid.
- 4.8. If any of the parts are not covered under AMC, list of those parts along with the price chart should be mentioned while submitting the bid.
- 4.9. No penalty will be charged if the complaint is settled either by repair or by providing standby equipment within the stipulated time. If the complaint remains unsettled after this allowed downtime, Rs.200/- will be charged for each day for the hardware items, from the date of reporting of the call up to the rectification of the call or up to 30 days whichever comes earlier. If standby equipment is provided, then the original equipment in working condition has to be brought back within a maximum period of one month.
- 4.10. Stamped AMC agreement to be executed between the vendor and Canara Bank.
- 4.11. The vendor should submit Performance Guarantee at Canara Bank equal to amount of 3% of the AMC charges at the time of execution of AMC agreement. The guarantee shall remain in full force and effect upto the Annual Maintenance Contract period with a claim period of three months.
- 4.12. Payment will be made on quarterly basis in arrears with applicable taxes prevailing from time to time. Any statutory deductions applicable will be deducted while making payment.
- 4.13. Bank will provide updated list of hardware assets periodically on account of movement of hardware items from Warranty to AMC, procurement of new hardware items, disposal of old hardware items etc. in such cases, prorate based



variations will be effected in the AMC charges payable.

- 4.14. Bank reserves the right to remove any item or type of items at any point of time without assigning any reason from the scope of the AMC/ATS contract. No AMC/ATS charges will be paid for these equipments from the date of such removal.
- 4.15. There should be a centralized call management system and a Single Point of Contact for each RO for co-ordinating calls from Canara Bank branches/ offices.
- 4.16. The vendor should provide one resident engineer at Regional Office to attend the breakdown calls expeditiously. The resident engineer should be available from 9.30 AM to 6.00 PM on all bank working days.
- 4.17. The AMC is subject to quarterly review and if the services are found to be unsatisfactory, Bank shall have the right to terminate the AMC at any point of time by giving one month notice.

5. Submission of Bids:

5.1. The sealed envelope containing the response to RFP along with the required documents shall be superscribed on the top of the envelope "AMC Services for Computer Hardware Items/Modems at Branches/Offices under RO UDUPI I & II, CIBM & CO MANIPAL under Canara Bank Circle Office Manipal, in response to RFP 12/2021-22 dt 09/03/2022". The Name and address of the bidder should also be specifically mentioned on the top of the sealed envelope.

Last Date of Submission of Bid	Day	Time	Venue
17/03/2022	Thursday	Up To 3.00 PM	3 rd Floor, Canara Bank, Circle Office Manipal, Head Office Annex Building, Manipal - 576104.

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

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

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



First Official	Alternate Official
<p>Mr. Gireesh Hegde Senior Manager Canara Bank TM Section, Circle Office Manipal-576104 Tel- 0820-2574073</p>	<p>Mr. Kiran Kumar K Assistant Manager Canara Bank TM Section, Circle Office Manipal-576104 Tel- 0820-2573363</p>

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

6. Bid System Offer:

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

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

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

The two bids as stated above should be placed in two separate envelopes super scribed with 'Technical Bid' and 'Commercial Bid' respectively and properly closed and sealed. Thereafter, both envelopes shall be placed inside another envelope and properly closed and sealed. The final envelope should be super scribed as "AMC Services for Computer Hardware Items/Modems at Branches/Offices under RO UDUPI I & II, CIBM & CO MANIPAL under Canara Bank Circle Office Manipal, in response to RFP 12/2021-22 dt 09/03/2022".

- 6.2. The Bid shall be typed or written in English language.

- 6.3. The bid should be properly indexed. All the pages of Bid including Brochures should be made in an organized, structured, and neat manner. The Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bid should be paginated with Name, Seal and Signature of the Authorized Signatory. Bids with erasing / overwriting without authentication will be liable for rejection.

- 6.4. Wherever bid documents are signed by any person other than the Authorized signatory, an authorization letter to that effect, duly signed by Company's CIRCLE OFFICE MANIPAL TECHNOLOGY MANAGEMENT SECTION



Authorized signatory should be submitted.

6.5. The envelopes should bear the name and complete postal address of the Bidder.

7. Amendment to Bidding Document:

7.1. At any time prior to deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective bidder, may modify the bidding document, by amendment.

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

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

8. Bid Validity Period:

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

9. Price Composition:

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

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

9.3. The bidder has to quote applicable tax separately.

10. Opening of Bids:

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

10.2. The representative of the bidder can be present for the opening of the Bid. No separate intimation will be given in this regard to the bidders.



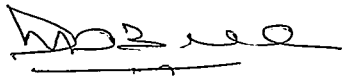
11. Evaluation Criteria:

11.1. The Bids which are qualified in Eligibility/Technical Criteria would be considered for Commercial Evaluation.

11.2. For Commercial evaluation, Total Bid Price i.e. Total Cost of all the units for the AMC period will be the basis of comparison amongst the eligible bidders to rank them.

11.3. On evaluation of the commercial BID, L1,L2,L3 will be declared and the AMC Contract will be awarded to the L1 vendor on accepting the terms and conditions.

11.4. As per the Pre-BID query its clarified that if the L1 vendor is eligible and ready to provide the service to all the regions then AMC Contract will be awarded to L1 vendor only. If the L1 vendor cannot service all the regions then the L2 vendor will have to match the L1 pricing and the AMC Contract will be awarded to L1 & L2 in proportionate basis.



Technology Overseeing Executive



ANNEXURE-1

Eligibility Criteria Declaration

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

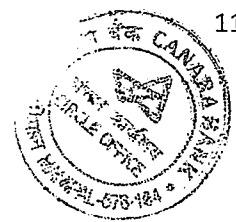
Sub: AMC Services for for Computer Hardware Items/Modems at Branches/Offices under RO UDUPI I & II, CIBM & CO MANIPAL under Canara Bank Circle Office Manipal.

Ref: RFP 12/2021-22 Dated 09/03/2022.

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

Sl.No	Eligibility Criteria	Bidders responses	Bidders responses and Documents to be submitted
1	The bidder should be Empanelled for providing Comprehensive Onsite AMC Services for Computer Hardware Items/Modems at Branches/Offices under RO UDUPI I & II, CIBM & CO MANIPAL under Canara Bank, Circle Office Manipal.	Letter of Empanelment issued by CO Manipal to be submitted along with this RFP.	
2	The bidder shall have Service Centre in UDUPI with minimum of 8 engineers having experience in maintenance of hardware items.	Details of the Service Centre in UDUPI with documentary proof should be provided as per Annexure-2. Details of the minimum 8 Qualified Service Engineers having experience in maintenance of Hardware Items should also be provided.	
5	The vendor should have centralized system for call logging through telephone and /or e-mail. Details to be submitted	Details to be submitted.	



6	One onsite engineer to be posted in Regional Office for taking care the software issues remotely. Three field engineers to be posted in UDUPI I & II, CIBM & CO MANIPAL Region for supporting the branches through visit. Total of 8 Engineers is required for this AMC project	Details of the engineer proposed for posting have to be shared.	
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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.

Date:
Place:

Signature with Seal
Name:
Designation:



ANNEXURE-2

Service Support Details

SUB: RFP for AMC for Computer Hardware Items/Modems at Branches/Offices under RO UDUPI I & II, CIBM & CO MANIPAL under Canara Bank Circle Office Manipal

Ref: Your RFP 12/2021-22 dated 09/03/2022.

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						
3						

Date:
Place:

Signature with Seal
Name:
Designation:



Commercial Bid Format - Annexure 3DETAILS OF QUOTES SUBMITTED FOR AMC SERVICES FOR COMPUTER HARDWARE ITEMS/MODEMS AT BRANCHES/OFFICES UNDER RO UDUPI I & II, CIBM & CO MANIPAL UNDER CANARA BANK, CIRCLE OFFICE MANIPAL

FROM

TO

THE TECHNOLOGY OVERSEEING EXECUTIVE
CANARA BANK
TECHNOLOGY MANAGEMENT SECTION
CIRCLE OFFICE, MANIPAL

AMC DETAILS FOR RO UDUPI I, UDUPI II, CIBM & CO			
ITEM DESCRIPTION	NUMBER OF ITEMS	AMC AMOUNT (EXCLUSIVE OF GST) PER ITEM	TOTAL AMOUNT EXCLUSIVE OF GST
AIO PC	389		
DD PRINTER	22		
DESKTOP	61		
FLATBED SCANNER	91		
LASERJET PRINTER	251		
MODEM	41		
PASSBOOK PRINTER	98		
AIO PC IN WARRANTY (BANK SOFTWARE SUPPORT)	920		
TOTAL AMOUNT EXCLUSIVE OF GST	1873		

- ✓ The Quantity of the ITEMS above will be informed after the BID Opening.
- ✓ The bidder has to quote for each line item.
- ✓ The Unit Cost should be given in full INR (i.e. without decimal places).
- ✓ We understand that the Bank is not bound to accept the tender either in part or in full and that the Bank has right to reject the offer in full or in part without assigning any reasons whatsoever.

Place:

Date: _____

Seal & Signature of Authorized signatory of the Bidder

