



(HEAD OFFICE: BANGALORE)

REQUEST FOR EXPRESSION OF INTEREST FOR
EMPANELMENT OF VENDORS FOR
"SUPPLY, INSTALLATION, COMMISSIONING AND
MAINTENANCE OF
IT HARDWARE/SOFTWARE"

EOI REFERENCE NO. : EOI - 01/10-11

DATE OF EOI DOCUMENT : 09-12-2010
DATE OF PRE BID MEETING : 20-12-2010 AT 3.00 PM

LAST DATE FOR SUBMISSION OF EOI : 03-01-2011 UPTO 3.00PM
DATE OF OPENING OF EOI : 03-01-2011 AT 3.30PM

NO. OF PAGES : 18

ISSUED BY : DEPUTY GENERAL MANAGER
CANARA BANK
ASSET PROCUREMENT & MANAGEMENT GROUP
DIT-WING, HEAD OFFICE
NAVEEN COMPLEX, 14, M G ROAD
BANGALORE 560 001

Contact Numbers : Tel - 080-25590070
Fax- 080-25596539
Email: hoditapm@canbank.co.in
(Senior Manager, Asset Procurement &
Management Group)

The cost of EOI document is Rs.5000/- This document can be downloaded from Bank's website www.canarabank.com. In that event, the suppliers should pay the cost of the tender document by means of DD drawn on any scheduled Bank for Rs.5000/- in favour of Canara Bank, payable at Bangalore and enclose the same to EOI

CONTENTS

Sl. No.	Details	Page No.
	INTRODUCTION	3
A	ELIGIBILITY CRITERIA	4 - 5
B	SCOPE OF EMPANELMENT	5 - 6
C	EMPANELMENT PROCEEDURE	6
D	INSTRUCTIONS TO THE APPLICANTS	6 - 7
E	CHECKLIST	7 - 8
	ANNEXURE - A - COVERING LETTER FORMAT	9
	ANNEXURE - 1 - APPLICANT'S PROFILE	10 - 11
	ANNEXURE - II - LIST OF APPLICANT'S MAJOR CUSTOMERS IN LAST 3 YEARS AND REFERENCES	12
	ANNEXURE - III - LIST OF BANK'S CIRCLE OFFICE LOCATIONS	13
	ANNEXURE - IV - BRANDS OF COMPUTER HARDWARE	14
	ANNEXURE - V - DETAILS OF TECHNICAL EXPERTS/PERSONNEL	15
	ANNEXURE - VI - SERVICE SUPPORT DETAILS	16
	ANNEXURE - VII - AUTHORIZATION LETTER FORMAT	17
	ANNEXURE - VIII - MANUFACTURER'S AUTHORIZATION FORM	18

CALENDER OF EVENTS

Sr No	EVENT	DATE
1	Date Of Issue	09.12.2010
2	Date Of Pre Bid Meeting	3.00PM, 20.12.2010 MONDAY
3	Date of Submission of EOI	3.00PM, 03.01.2011 MONDAY
4	Date of Opening of EOI	3.30PM, 03.01.2011 MONDAY

REQUEST FOR EXPRESSION OF INTEREST FOR EMPANELMENT FROM ELIGIBLE COMPUTER HARDWARE / SOFTWARE VENDORS FOR SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF COMPUTER HARDWARE ITEMS SUCH AS DESKTOPS, LAPTOPS, SERVERS, PRINTERS & OTHER PERIPHERALS AND SOFTWARES

CANARA BANK, a premier Indian Public Sector Bank having Pan India presence, invites Expression of Interest from reputed computer Hardware/Software Vendors/Suppliers for empanelment of vendors for Supply, Installation, Commissioning and Maintenance of Hardware & Software items detailed as under, in its branches / offices spread all across the country

Sr. No.	Category	Details of Product
1	Computer Hardware & Peripherals	<ul style="list-style-type: none"> ✓ Desktop, Laptops with related Operating system Software, Drivers, and Manuals. ✓ Servers ✓ Printers (both standalone and networked) like Line Printers, High Speed Printers, Dot Matrix Printers, LaserJet Printers, Inkjet Printers, Pass Book Printers etc. ✓ Other Peripherals devices like Flat bed scanners, DVD/CD-ROM Drivers, Readers, Writers, Memory Sticks (SDRAM, DDR), USB Pen Drives etc.
2	System & Off-the Shelf Software	<ul style="list-style-type: none"> ✓ System Software like Microsoft Windows XP, Vista, Windows 7, Windows Server Operating Systems 2003-2008 (Standard/Enterprise), Red Hat Linux etc ✓ Office Automation Software Like Lotus Smart suite, Star Office, Adobe, Visual studio, Crystal reports software etc.,

A vendor submitting the proposal in response to this EOI shall hereinafter be referred to as Bidder.

Interested Bidders who are dealing in Supply, Installation, Commissioning and Maintenance of IT Hardware / Software and meeting the following Eligibility Criteria may respond.

A. ELIGIBILITY CRITERIA

Sl. No	Eligibility Criteria	Documents to be submitted with this EOI
1	The Bidder should have national presence with minimum experience of 5 years (up to 31/03/2010) in the activity of supply installation and maintenance of IT Hardware, Peripherals and System & Off the Shelf Software	Manufacturer / Dealer / Distributer Certificate. The registration no. of the firm /company along with Sales Tax no./ Valid IT Certificate /Certificate of Incorporation
2	Bidders shall be the Original Equipment Manufacturers (OEM) of Desktops, Laptops, Servers Printers & other Computer hardware Peripherals and other off-the-shelf software items detailed above. (OR) An authorized dealer	If the applicant is Manufacturer, they should have manufacturing and testing facilities of international standards and should enclose the details of locations where the manufacturing and testing facilities are available. If the bidder is an Authorised Dealer, an Authorisation letter from their OEM to deal/market their product in India and it should be valid for a minimum period of 6 years including empanelment period from the date of empanelment
3	The turnover of the Bidder should have been minimum Rs.100 Crore per year during last two financial years. The major revenue should be from IT equipment sale.	1. The Bidder must produce a certificate from the Company's Chartered Accountant to this effect (with segmented balance sheet showing product wise turnover). 2. Audited balance Sheet for last 3 Years
4	The OEM shall be awarded certificate of approval of ISO 9001 and above.	Copy of ISO 9001 Certificate In respect of Dealer, ISO Certificate of the OEM to be enclosed.
5	The applicant must not have been blacklisted by any Government or any Government agencies or Banks in India	A self declaration Signed by the authorized signatory
6	The applicant shall have local office in Bangalore and own personnel / Service Support Centers (with minimum 2 Technical Staff at each center) to liaison various activities like installation, commissioning and maintenance etc. at <u>34 locations (Circle Office Locations - list attached) of our Bank covering/ supporting rural and semi-urban centers all over the country</u>	The Bidders to furnish their existing service centre infrastructure details like contact details with postal address, no. of engineers, jurisdiction of the engineer etc besides Local Contact Person Name, Address, Phone No, Mobile No, Email etc.

Sl. No	Eligibility Criteria	Documents to be submitted with this EOI
7	The bidder for Desktop should have supplied at least 25000 desktops of their own / their OEM partner each year in last two years (up to 31/03/2010)	Proof of Orders issued by Banks, Reputed Companies & Public Sector Undertakings to be submitted.
8	The bidder for Servers should have supplied at least 200 servers of their own/their OEM partner each year in the last two years (up to 31/03/2010)	Proof of Orders issued by Banks, Reputed Companies & Public Sector Undertakings to be submitted
9	The bidder for Laptops should have supplied at least 1000 laptops of their own / their OEM partner each year in the last two years (up to 31/03/2010)	Proof of Orders issued by Banks, Reputed Companies & Public Sector Undertakings to be submitted
10	The bidder for Printers (various types i.e., Passbook, DMP, High Speed, Laser Jet etc) should have supplied at least 1000 printers of their own / their OEM partner each year in the last two years (up to 31/03/2010).	Proof of Orders issued by Banks, Reputed Companies & Public Sector Undertakings to be submitted.
11	The bidder should have supplied, installed and maintaining Servers, Desktops, Printers etc to at least 2 Public Sector Banks in India (incl SBI and its Associate Banks) other than Canara Bank in Multi locations during last 2 years	Satisfactory performance certificate from 2 Public Sector Banks should be submitted.
12	OEM of Desktop / Laptop should be Direct Named OEM account of Microsoft authorized for pre-loading of Windows OS.	A letter to the effect should be furnished from Microsoft
13	A Non-interest bearing refundable deposit of Rs. 2,00,000/- by Demand Draft favouring Canara Bank payable at Bangalore	

* Failure to produce the documents as necessary proof along with submission of EOI proposal shall render the applicant ineligible for empanelment.

B. SCOPE OF EMPANELMENT

a. Empanelment would be for following items

- i. Various types of Servers
- ii. Desktops with / without TFT Monitors / Thin Clients
- iii. Laptops

- iv. Printers
 - v. Scanners
 - vi. Other Computer Peripherals
 - vii. System & Off-Shelf Software
- b. During empanelment period, Bank reserves the right de-empanel any vendor. Bank's decision will be final in this regard.
- c. During the empanelment period, Bank will float limited tenders amongst the empanelled vendors and seek responses for various requirements. Individual tender/s will contain detailed terms and conditions, instructions and scope of work.
- d. If the service provided by the vendor is found to be unsatisfactory or if at any time it is found that the information provided for empanelment or for any tender is false or if irregularities shown by the vendor when applying for the tenders, the Bank reserves the right to remove such vendors from the empanelled list without giving any notice to the vendor in advance.

C. EMPANELMENT PROCEDURE

The vendor will be empanelled as per the following process:

- a. Vendors satisfying the eligibility criteria will be short listed and will be empanelled with the Bank after due scrutiny of documents submitted by the bidder.
- b. Empanelment would be done nationally.
- c. The Bidder who has not satisfactorily completed any of the earlier contracts with Canara Bank will not be eligible for participation in this empanelment.
- d. The empanelment will be valid for one year or till the completion of next empanelment process.

D. INSTRUCTIONS TO THE APPLICANTS

1. The response should be submitted in a structured format as per the checklist appended and it should be paginated. Each page of the application should be signed by person/s on behalf of the organization having necessary authorisation / PA to do so, duly affixing the company seal. Applications containing false or inadequate information are liable for rejection. (Copy of Power of Attorney or Authorization Letter from the company should be furnished along with the Bid)
2. Any alterations, erasures, overwriting, blanking out or discrepancies in figures etc may render the EOI submission as invalid
3. A pre-Bid meeting of the intending bidders will be held at **3.00 pm on Monday 20th December 2010** at Canara Bank, Conference Hall, II Floor, Naveen Complex, 14 M G Road, Bangalore - 560 001 to clarify any point/doubt raised by them in respect of this EOI. No separate communication will be sent for this meeting. All communications regarding points requiring clarifications and any doubts shall be given in writing to

the Deputy General Manager, DIT Wing, HO Bangalore by the intending bidders before 11.00 hours IST on Tuesday, 14th December 2010.

4. The Sealed envelope containing the response to EOI along with the required documents shall be superscribed on the top of the envelope "Empanelment of IT Hardware / Software Vendors in response to EOI 01/10-11 dated 09.12.2010". The EOI response should be deposited in the Tender Box kept at Canara Bank, DIT Wing, First floor, Naveen Complex, 14 M G Road, Bangalore - 560 001, on or before Monday, 3rd January, 2011, 03:00 PM. The Bids should be addressed to:

**THE DEPUTY GENERAL MANAGER
CANARA BANK
ASSET PROCUREMENT & MANAGEMENT GROUP
DIT - WING, NAVEEN COMPLEX,
14, MG ROAD, BANGALORE - 560 001**

5. The EOI will be opened in the presence of the applicants on Monday, 03-01-2011 at 03.30 PM at Canara Bank, 2nd Floor, Conference Hall, Naveen Complex, 14 M G Road, Bangalore. The applicant's representative may be present during the bid opening at our office address mentioned above well in time along with the authorization letter from the company. The applicants may note that no further notice in this regard will be given. Further, in case the Bank does not function on the aforesaid date due to unforeseen circumstances or Holiday, then the EOI will be accepted up to 03.00 PM on the immediate next working day and EOIs will be opened at 03.30 PM at the same venue on the same day. **The response not received in conformity with the above will not be evaluated.**
6. The short listed applicants will be notified in due course. Only shortlisted applicants will be invited to participate in the tender for supply, installation and commissioning of hardware, peripherals & software in the Bank. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.
7. Canara Bank reserves the right to accept / reject any or all expression of interest received in response to this advertisement without assigning any reasons, whatsoever.
8. Non-submission of DD for Rs.5000/- towards the cost of Application for this EOI will render the EOI application submitted by the vendor as rejected.
9. Please note that the members of the Bank's existing panel who desire to be considered on the new panel are also required to respond this " Expression of Interest"

E. CHECKLIST

Interested applicant/s conforming to the above requirements may respond by furnishing the following.

1. Covering Letter as Per **Annexure A**

2. Applicant's Profile - Annexure I.
3. Write up on the Company's experience / expertise in Supply, Installation, commissioning and maintenance of computer hardware items such as Desktops, Laptops, Servers, Printers and other Peripherals and software items (max 5 pages).
4. Copy of the Authorization letter from the OEMs for marketing / supplying the hardware and software items. - Annexure VIII
5. 3 Years Audited Balance sheet & Profit and Loss A/cs. Certificate from the Company's Chartered Accountant stating that the company has an Annual Turnover of Rs. 100 crore from Computer Systems and Peripherals alone shall be attached.
6. List of major clients and the quantum of orders with approximate value executed to various organisations including Major PSU Banks and other financial institutions for the last 3 years. - Annexure II
7. List of Offices / Branches and Authorized Service provider /Franchisees across the country. - Annexure III & Annexure IV.
8. Certificate of approval of ISO 9001 and above. In respect of distributor / dealer ISO certificate of the OEM.
9. A Non-interest bearing refundable deposit of Rs. 2,00,000/- by Demand Draft favouring Canara Bank payable at Bangalore.
10. The Applicant shall produce NSTL Certificate, Microsoft certificate, Linux certificate, DMI Certificate, ERTL Certificate, TCO Certificate, MPR II Certificate or any other certificate available for the respective hardware items manufacture / marketed by them
11. The Applicant shall be authorized dealer for Microsoft products, oracle software and other software items that the bank may purchase in implementation of various projects or shall have back to back agreement with original partner dealing with the above mentioned software items
12. The documents in support of Eligibility Criteria, wherever required as mentioned in this EOI.

The cost of EOI document is Rs.5000/- This document can be downloaded from Bank's website www.canarabank.com. In that event, the suppliers should pay the cost of the tender document by means of DD drawn on any scheduled Bank for Rs.5000/- in favour of Canara Bank, payable at Bangalore and enclose the same to EOI

R Rajendran
Deputy General Manager

ANNEXURE - A

Covering letter format

Offer Reference No:
To

Date:

The Deputy General Manager,
Canara Bank,
Asset Procurement & Management Group,
DIT, Naveen Complex, 14 M G Road,
Bangalore - 560 001
Karnataka

Dear Sir,

EOI Ref: EOI 01/10-11 DT: 09-12-2010

Having examined the EOI document including all Annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to empanel our company to supply, deliver and commission Hardware and Software in conformity with the said EOI.

If our offer is accepted, we undertake to supply, install, commission and Maintain Hardware and Software to the Bank for the given period.

We enclose a Demand Draft for Rs. 2,00,000/- in favour of Canara Bank as EMD.

We agree to abide by and fulfill all the terms and conditions of the EOI and in default thereof, to forefiet and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in EOI.

We enclose a list of clients in India (giving their full addresses) where the model quoted by us now have been supplied by us and the name and addresses of our Bankers.

We also confirm that we have not been disqualified by any PSU bank for supply of Hardware and Software.

Our PAN number for Income Tax is _____.

We are registered with the Sales Tax/Service Tax authorities and our registration numbers are as follows.

Sales Tax/VAT Registration Number is _____.

Service Tax Registration Number is _____.

We accept all the Instructions and Terms and Conditions of the subject EOI.

Dated this _____ day of _____ 2010

Signature _____

Signature of the Authorized Signatory with date & seal

Annexure I

APPLICANT'S PROFILE

Category for which applying Empanelment in our Bank out of following items: { Mention (YES/NO) against each item}		
S.No.	Category / Item	Mention (YES/NO)
1	Desktop	
2	Servers	
3	Laptops	
4	Printers	
5	Scanners & Other Peripherals	
6	System & Off-Shelf Software	

Sl. No.	Particulars	Details (at Page no.)		
A	Profile			
1	Name of the Applicant			
2	Status of Applicant (Company, Partnership, Prop., etc)			
3	Classification [i.e. Manufacturer (OEM), Authorized agent, dealer, others, please specify]			
4	Whether in technical collaboration with foreign company? If so give details			
5	If the applicant is a sole distributor / vendor, valid authorization letter from OEMs to deal / market their product in India and date up to which the agreement is valid			
6	Year of Establishment & Details of Registration (attach Documentary Proof)			
7	Number of years experience in Computer Hardware / Software Business			
8	Address			
9	Telephone number			
10	Fax number			
11	Email Address			
12	Website address of the Company			
13	Key person (s) with contact details a)Head Office / registered Office b)Bangalore Office			
14	Authorized Official with Name, Designation, Contact Phone No/Mobile No / FAX No. etc for the EOI			
15	Sales Tax Number			
16	Income Tax Number			
17	3 Years Audited Balance sheet and Financial Statements			
18	Annual turnover from Hardware / Software Integration alone for the last three years (certificate from Auditor).			
19	Brief Financial Particulars for the last 3 financial years			
	Year	2007-2008	2008-2009	2009-2010
	Net Profit/Loss			

	Total Turnover (Hardware, Software, Maintenance separately)				
	Revenue earned Server / PC Business				
20	Enclose copies of Income Tax registration and last Income Tax clearance certificate				

B	Technical Experience and Expertise				
1	Write up on the Company's experience/expertise in supply, installation, integration, commissioning and maintenance of hardware and other peripherals covering technical skills & capability of the company (max 5 pages)				
2	Location and Address of Manufacturing / Assembling Plant				

C	Certifications				
1	Copy of ISO 9001 and above. In respect of distributor / dealer ISO certificate of the OEM.				
2	Whether blacklisted by any Government or any Government agencies or Banks in India				

D	Details of personnel				
1	No. of Employees (Permanent / Under Contract) with Dept.-wise break-up [i.e. Production, Quality control, Marketing, Installation & Commissioning, Service, Spare parts, Administrative, etc]				

E	At Service Centres of the applicant all over India				
1	No. of skilled employees				
2	No. of unskilled employees				
3	No. of engineering employees				
4	No. of administrative employees				
5	List of special repair/ workshop facility available				
6	Any other information				

Wherever applicable submit documentary evidence to facilitate verification.

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

Signature of the Authorized Signatory with date & seal

LIST OF APPLICANT'S MAJOR CUSTOMERS IN LAST 3 YEARS AND REFERENCES

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 ordered by the customer during last 3 years	Value of Goods ordered in last 3 years	Whether reference Letter Enclosed
1	2	3	4	5	6

(Enclose necessary documentary proof)

Signature of the Authorized Signatory with date & seal

Annexure - III

LIST OF BANK'S CIRCLE OFFICE LOCATIONS

Sl. No.	CO Locations	Whether Direct Service Support available (Yes/No)	Whether Service Support through Franchisee available (Yes/No)
1	Agra		
2	Ahmedabad		
3	Bangalore Metro		
4	Bangalore Rural		
5	Bhopal		
6	Bhubaneswar		
7	Calicut		
8	Chandigarh		
9	Chennai		
10	Coimbatore		
11	Dehradun		
12	Delhi		
13	GOA		
14	Gulbarga		
15	Guwahati		
16	Hubli		
17	Hyderabad		
18	Jaipur		
19	Karnal		
20	Kolkata		
21	Lucknow		
22	Madurai		
23	Mangalore		
24	Meerut		
25	Mumbai		
26	Mysore		
27	Nagpur		
28	Patna		
29	Pune		
30	Ranchi		
31	Shimoga		
32	Trivandrum		
33	Trichy		
34	Vishakapatnam		

Signature of the Authorized Signatory with date & seal

Annexure - IV

BRANDS OF COMPUTER HARDWARE

(For which the Bidder is OEM / Authorised Dealer - Certificate from the principal should be enclosed in case of Authorised Dealers)

Sl No.	Items	Details
1	Servers	
2	Desktops	
3	Laptops	
4	Printers	
5	Scanners	
6	Other Computer Peripherals	
7	System and Off-Shelf Software	

Signature of the Authorized Signatory with date & seal

DETAILS OF TECHNICAL EXPERTS/PERSONNEL

SL No.	Items	Details (No of Engineers, their experience etc.)
1	Novell Net Ware Expert	
2	SCO Unix Expert	
3	Linux Expert	
4	Oracle Expert	
5	Expert in M S Products	
6	Hardware Expert	

Signature of the Authorized Signatory with date & seal

SERVICE SUPPORT DETAILS

Sl. No	Name of the Service Centre	Address and Telephone No's of the Service Agent Supporting the Centre in Col 2	In respect of column 3 please state whether own branch or franchise	Status of Office Working Days and Hours	Number of Software engineers	No of Hardware engineers	No of Administration Staff
1	2	3	4	5	6	7	8

Signature of the Authorized Signatory with date & seal

(Enclose necessary documentary proofs)

Important Note:

- (i) Please specify whether the service support will be rendered by the Bidder/Dealer/Franchise.
- (ii) If the Service Support information is not furnished strictly as per the format above, the Bid submitted may be treated as non responsive.
- (iii) Please specify whether the Service support is available at all Circle Offices of the Bank as per list enclosed as per Annexure III.

ANNEXURE - VII - Authorization letter format

The Deputy General Manager
Canara Bank,
Asset Procurement & Management Group
DIT Wing
Naveen complex, 14 MG Road
Bangalore - 560 001

Date _____

Dear Sir,

SUB: Authorization Letter for attending the Bid Opening

REF: YOUR EOI NO: 01/10-11 dated 09-12-2010

This has reference to your above EOI for Empanelment of vendors for supply installation, commissioning and maintenance of IT Hardware and Software.

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

The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

Signature of Attesting Authority

Name of Authorizing Authority

ANNEXURE -VIII- Manufacturer's Authorization Form (MOF)

No. _____ dated _____

To
The Deputy General Manager,
Asset Procurement & Management Group,
DIT-Wing, Canara Bank,
Naveen Complex, 14 M G Road,
Bangalore-560 001
Karnataka

Dear Sir,

EOI Reference No.EOI 01/10-11 dated 09-12-2010.

We _____ who are established and reputed manufacturers of IT Hardware/Software having factories at 1. _____ and 2. _____

Do hereby authorize M/s _____ (Name and address of the Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the EOI and the contract for the equipment and services offered against this invitation for tender offer by the above firm.

Yours faithfully

(Name)
For and on behalf of
M/s _____

(Name of Manufacturers)

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.