



(HEAD OFFICE: BANGALORE)

**REQUEST FOR EXPRESSION OF INTEREST (EOI)
FOR EMPANELMENT OF ATM VENDORS FOR
"SUPPLY, INSTALLATION, COMMISSIONING AND
MAINTENANCE OF
ATMs AND ITS OTHER PERIPHERALS"**

EOI REFERENCE NO : EOI - 02/10-11

DATE OF EOI DOCUMENT : 09-12-2010
DATE OF PRE BID MEETING : 21-12-2010 03.00 PM

LAST DATE FOR SUBMISSION OF EOI : 04-01-2011 UPTO 3.00PM
DATE OF OPENING OF EOI : 04-01-2011 AT 3.30PM

NO. OF PAGES : 16

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

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(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

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CALENDER OF EVENTS

Sl. No	EVENT	DATE
1	Date Of Issue	09.12.2010
2	Date Of Pre Bid Meeting	03.00 PM, 21.12.2010, TUESDAY
3	Date of Submission of EOI	03.00 PM, 04.01.2011, TUESDAY
4	Date of Opening of EOI	03.30 PM, 04.01.2011, TUESDAY

REQUEST FOR EXPRESSION OF INTEREST FOR EMPANELMENT FROM LEADING ATM VENDORS FOR SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF ATMs AND ITS OTHER PERIPHERALS.

CANARA BANK, a premier Indian Public Sector Bank having Pan India presence, invites Expression of Interest from reputed ATM Vendors for empanelment of vendors for Supply, Installation, Commissioning and Maintenance of ATMs and its other peripherals, in its branches / offices spread all across the country.

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 ATMs and its other peripherals and meeting the following Eligibility Criteria may respond.

A. ELIGIBILITY CRITERIA

SI No	Eligibility Criteria	Documents to be submitted with this EOI
1	The Bidder should have national presence with minimum experience of 3 years (up to 31/03/2010) in the activity of supply installation and maintenance of ATMs including biometric ATM and its other peripherals.	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 ATMs and its related Peripherals. (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 Authorized Dealer, sole distributor / vendor, they should have valid authorization letter from OEMs to deal / market their product in India and such agreement should be valid for a period of minimum 3 years after empanelment.
3	The annual turnover of the Bidder should have been minimum Rs.50 Crore per year from ATMs and its peripherals alone during last three financial years.	1. The Bidder must produce a certificate from the Company's Chartered Accountant to this effect 2. 3 Year Audited balance Sheet & financial Statements
4	The bidder must have successfully deployed & commissioned at least 150 ATMs in India, in the last 12 months.	Proof from respective banks should be attached.
5	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.
6	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.

SI No	Eligibility Criteria	Documents to be submitted with this EOI
7	The bidder shall have their office in India and one of their offices in Bangalore. The bidder should have own personnel / Service Support Centers to liaison various activities <u>simultaneously</u> at minimum 100 offices / support centers (<u>including Circle Office Locations - list attached</u>) of our Bank covering / supporting <u>rural and semi-urban centers all over the country.</u>	The Bidders to furnish their complete address details. Complete details of Service Centers with number of technical staff address and contact no. in each location should be submitted.
8	PCI (Payment Card Industry) EPP certification to be submitted for VISA approved PIN entry device.	Copy of Certificate from Visa to be submitted. Such certification should be valid for a period of minimum 3 years after empanelment.
9	EMV Co. letter of approval for card readers.	Copy of Certificate from EMV Co to be submitted. Such certification should be valid for a period of minimum 3 years after empanelment.
10	Underwriters Laboratories Inc (UL) Certification for ATM Chest.	Copy of Certificate from Underwriters Laboratories Inc (UL) to be submitted. Such certification should be valid for a period of minimum 3 years after empanelment.
11	The details of the bidders product available worldwide and the product offered in India / deployed in India.	Necessary brochures to be submitted
12	Details of ATMs (Model Name, Original Manufacturer) of various models supplied to various banks operating in India for the last three years along with the brochures of various models.	Necessary details to be submitted
13	The bidder must be technically well equipped to integrate with the existing Switch software (Base 24 Switch) and the Core Banking solution from IBM/I-Flex combine.	1. Certificate from our Switch software provider M/s Financial Software & Systems Pvt. Ltd
14	A Non-interest bearing refundable deposit of Rs. 5,00,000/- 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

- ATMs (with In-built Video Surveillance Solutions) including Bio-Metric Voice enabled ATMs and its related other Peripherals viz., UPS; Access Lock; 8-port switch etc.
- b. The Vendors will be empanelled for a period of one year.
- c. During empanelment period, Bank reserves the right to de-empanel any vendor. Bank's decision will be final in this regard.
- d. 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.
- e. 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 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 Authorisation 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 **03.00 PM IST on Tuesday 21st 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 envelopes containing the response to EOI along with the required documents shall be superscribed on the top of the envelope "Empanelment of ATM Vendors in response to EOI-02/10-11 dated 09.12.2010" The bid/s 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 Tuesday, 4th January 2011, 3:00 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 **Tuesday, 04-01-2011 at 3.30 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 3.00 PM on the immediate next working day and EOIs will be opened at 3.30 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, integration, commissioning and maintenance of ATMs and other

peripherals covering technical skills, including network capability of the company, for integrating the proposed ATMs to our corporate network.

4. 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. 50 crore from ATMs and its Peripherals alone shall be attached.
5. The details of the bidders product available worldwide and the product offered in India / deployed in India.
6. Details of ATMs (Model Name, Original Manufacturer) of various models supplied to various banks operating in India for the last three years along with the brochures of various models.
7. Copy of the Authorization letter from the OEMs for marketing / supplying / dealing their ATM and related products in India - **Annexure VI**.
8. Details of collaboration / distributorship for supply of ATMs, with support document.
9. Certificate of approval of ISO 9001. In respect of distributor / dealer ISO certificate of the OEM.
10. PCI (Payment Card Industry) EPP certification to be submitted for VISA approved PIN entry device.
11. EMV Co. letter of approval for card readers.
12. Underwriters Laboratories Inc (UL) Certification for ATM Chest.
13. List of major clients and the quantum of orders with approximate value executed to various organisations including major PSUs and other financial institutions for the last 3 years. - **Annexure II**.
14. List of Offices / Branches and Authorised Service provider /Franchisees across the country. - **Annexure III & Annexure IV**.
15. A Non-interest bearing refundable deposit of Rs. 5,00,000/- by Demand Draft / Bankers cheque favouring Canara Bank payable at Bangalore.
16. The documents in support of Eligibility Criteria, wherever required as mentioned in this EOI.
17. Copy of Power of Attorney or Authorisation letter from the company should be furnished along with the bid.

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,

Tender Ref: EOI-02/10-11 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, installation, commissioning and maintenance of ATMs and its other peripherals in conformity with the said EOI.

If our offer is accepted, we undertake to supply, install, commission and Maintain ATMs and its other peripherals to the Bank for the given period.

We enclose a Demand Draft for Rs. 5,00,000/- 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 ATMs and its other peripherals.

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

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 and such agreement should be valid for a period of minimum 3 years after empanelment.			
6	Year of Establishment & Details of Registration (attach Documentary Proof)			
7	Number of years experience in ATM 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 ATMs 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			
	Revenue earned (ATM alone)			
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 ATMs and other peripherals covering technical skills, including network capability of the company, for integrating the proposed ATMs to our corporate network. (max 5 pages)	
2	Whether technically well equipped to integrate with the existing Switch software (Base 24 Switch) and the TBA applications running in the bank branches.	
3	The details of the product available worldwide	
4	Technical Details of ATMs (Model Name, Original Manufacturer) of various models supplied to Organizations/Banks operating in India along with the brochures of various models.	
5	Location and Address of Manufacturing / Assembling Plant	

C	Deployment capabilities	
1	No. of ATMs installed as on date in India	
2	No. of ATMs deployed in last 12 months in India	

D	Certifications	
1	Copy of ISO 9001 and above. In respect of distributor / dealer ISO certificate of the OEM.	
2	PCI (Payment Card Industry) EPP certification to be submitted for VISA approved PIN entry device.	
3	EMV Co. letter of approval for card readers.	
4	Underwriters Laboratories Inc (UL) Certification for ATM Chest.	
5	Whether blacklisted by any Government or any Government agencies / banks in India	
6	Technically well equipped to integrate with the existing Switch software (Base 24 Switch)	

E	Manufacturing and Service Capabilities	
1	Plant - location, description, type and size of building	
2	Describe Quality Control Organization, if any, and give the Organization Chart	
3	Are goods offered subject to batch test, random sampling or full 100% test for quality?	
4	Are tests carried out by factory employees or by a separate testing agency?	
5	Are independent Quality Control Organization checks made and certificates issued for manufacturing & support?	
6	Storage space available for spare parts at service centres	
7	Value of minimum stock of spares available at all the service centers.	
8	List of models/ types, number of equipment serviced by the center in last 2 years	

F	Details of personnel	
I	No. of Employees (Permanent / Under Contract) with Dept.-wise break-up [i.e. Production, Quality control, Marketing, Installation & Commissioning, Service, Spare parts, Administrative, etc] at Plant.	
II	At Service Centre	
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 Authorised 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 Authorised 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 Authorised Signatory with date & seal

Annexure - IV

SERVICE SUPPORT DETAILS:

SL. NO.	NAME OF THE SERVICE CENTER	ADDRESS AND TELEPHONE NO'S OF THE SERVICE AGENT SUPPORTING THE CENTER IN COL. 2	IN RESPECT OF COLUMN 3 PLEASE STATE WHETHER OWN BRANCH OR FRANCHISEE	STATUS OF OFFICE, WORKING DAYS AND HOURS	NUMBER OF SOFTWARE ENGINEERS	NUMBER OF HARDWARE ENGINEERS	NUMBER OF ADMINISTRATION STAFF	VALUE OF MINIMUM STOCK OF SPARES AVAILABLE AT ALL TIMES	LIST OF MODELS & TYPES OF ATMS AND PERIPHERALS SERVICED IN LAST 2 YEARS
1	2	3	4	5	6	7	8	9	10

Signature of the Authorised Signatory with date & seal

(Enclose necessary documentary proof)

Important Note:

- (i) Please specify whether the service support will be rendered by the Bidder / Dealers / 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.

Please specify whether the Service Support is available at all Circle Offices of the Bank as per the list enclosed as per Annexure III.

ANNEXURE - V - 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: 02/10-11 dated 09-12-2010

This has reference to your above EOI for Empanelment of ATM and other related peripherals. Mr./Miss/Mrs. _____ 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 -VI - Manufacturer's Authorization Form (MAF)

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,

Tender Reference No.EOI-02/10-11 dated 09-12-2010

We _____ who are established and reputed manufacturers of ATMs and related equipments of _____ (mention various models available) 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.