

**REQUEST FOR EXPRESSION OF INTEREST****FOR**

EMPANELMENT OF VENDORS FOR PROVIDING COMPREHENSIVE ONSITE AMC SERVICES FOR COMPUTER HARDWARE ITEMS/MODEMS AT BRANHES/OFFICES UNDER HYDERABAD-1, HYDERABAD -2, HYDERABAD -3,RANGA REDDY,WARANGAL-1,WARANGAL-2 and NIZAMABAD REGIONS IN TELANGANA STATE UNDER CANARA BANK, CIRCLE OFFICE HYDERABAD.

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

Address : CANARA BANK, TM SECTION, CIRCLE OFFICE, MCH No. 10-3-163 & 10-3-163/A, Plot No. 85, Sy. No. 628, Beside Rail Nilayam SECUNDERABAD - 500026

Phone No: 040- 27725271/73

Email : tmscohyd@canarabank.com



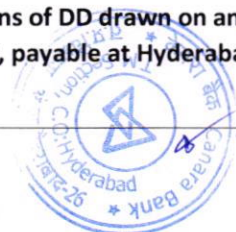
Bid Details in Brief Description

Sl. No.	Description	Details
1.	EOI No.and Date	EOI 01/2021-22 dated 19/02/2022
2	Brief Description of the EOI	Request for Expression of Interest for Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items/Modems at Branches/Offices under Hyderabad-1,Hyderabad-2,Hyderabad-3,Ranga Reddy,Nizamabad,Warangal-1 & Warangal-2 in Telangana State under Canara Bank Circle Office Hyderabad.
3.	Location Address for submission of Tender [Address for Communication]	CANARA BANK, TM SECTION CIRCLE OFFICE, MCH No. 10-3-163 & 10-3-163/A Plot No. 85, Sy. No. 628, Beside Rail Nilayam SECUNDERABAD - 500026 Tel -040-27725271/273 Fax- Email:tmscohyd@canarabank.com
4.	Date of Issue	19-02-2022,Saturday
5.	Last Date of Submission of Queries for Pre Bid Meeting	28-02-2022,Monday,3.00 PM
5.	Date of Pre Bid Meeting	02-03-2022,Wednesday, 3:00PM
6.	Last Date of Submission of Bids	07-03-2022,Monday upto 3:00PM
7.	Date and Time of Opening Bid	07-03-2022,Friday upto 3:30PM
9.	Application Fees (Non Refundable)	Rs.5000/-+GST

This document can be downloaded from Bank's website

<http://www.canarabank.com/enelish/announcements/expression-of-interest>. In that

event, the bidders should pay the Application Fee for EOI document by means of DD drawn on any scheduled Commercial Bank for the above amount in favour of Canara Bank, payable at Hyderabad and submit the same along with the EOI.



Disclaimer

The information contained in this Expression of Interest ("EOI") document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Canara Bank (or Bank), is provided to the bidder(s) on the terms and conditions set out in this EOI document and all other terms and conditions subject to which such information is provided. This EOI document is not an agreement and is not an offer or invitation by Canara Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as "Bidder" or "Bidders" respectively). The purpose of this EOI is to provide the Bidders with information to assist the formulation of their proposals. This EOI does not claim to contain all the information each Bidder require. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this EOI. Canara Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this EOI. The information contained in the EOI document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder require. Canara Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the EOI document or to correct any inaccuracies therein, which may become apparent.

Canara Bank reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this EOI and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank's Website <http://www.canarabank.com/english/announcements/expression-of-interest> and it will become part and parcel of EOI.

It may be noted that corrigendum, addendum, amendments, time-extensions, clarifications, response to bidder's queries, if any to EOI will not be published through any advertisement in newspapers or any other media. Prospective bidders shall regularly visit Bank's website for any change/development in relation to this EOI.

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

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



Abbreviations used in this Document

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



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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 is having Technology Management Section, Circle Office, Hyderabad. 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 to context or the meaning thereof, shall mean 'Canara Bank', described in more detail in Paragraph 1 above and which has invited bids under this Expression of Interest and shall be deemed to include its successors and permitted assigns.

2.2. 'EOI means this Expression of Interest for Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items/Modems at Branches/Offices under Hyderabad-1, Hyderabad-2, Hyderabad-3, Ranga Reddy, Nizamabad, Warangal-1 & Warangal-2 Regions in Telangana State under Canara Bank Circle Office Hyderabad.

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

3. About EOI

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

4. Objective

4.1. Canara Bank invites application from reputed Bidders to submit their "Expression of Interest" who fulfills the eligibility criteria as given below for Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items/Modems at **Branches/Offices under Hyderabad-1, Hyderabad-2, Hyderabad-3, Ranga Reddy, Nizamabad, Warangal-1 & Warangal-2 Regions in Telangana State under Canara Bank Circle Office Hyderabad.**

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

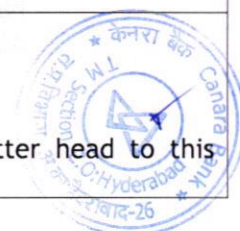
4.3. The bank is looking for Comprehensive AMC Services (Onsite Maintenance, Repairs, replacement of spare parts and other related works for ensuring uninterrupted working of Bank's Computer Hardware Items) from bidders who have sufficient experience, resources and established facilities for providing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



5. Eligibility Criteria

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

SL NO	Eligibility Criteria	Documents to be submitted along with the EOI
1	The bidder should be a registered Partnership firm/LLP or Private/Public Limited Company and in existence.	a. Suitable proof establishing the incorporation of the firm/company like Partnership Deed/ Certificate of Registration/Incorporation/ Commencement of Business as per Indian Companies Act, 1956 or Indian Companies Act, 2013 etc.
		b. Copy of Registration regarding GST.
		c. PAN Card of firm/company also to be submitted.
2	The Turnover from AMC business of the Bidder should be minimum Rs. 2 Crore each during last three financial years (i.e.2018-19, 2019-20,2021-22).	a. Audited balance Sheet for last 3 Years (i.e. 2018-19, 2019-20,2021-22).
		b. Certificate from Company's Chartered Accountant specifying the Turnover from AMC Business for last 3 years.
3	The Bidder should have positive Net Worth as on 31/03/2021 or 30/09/2021(latest).	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.
4	The Bidder should have minimum experience of Ten (10) years in providing Hardware Maintenance Services to any of the Public Sector Banks /Private Banks/ PSUs/Govt Departments/Govt Institutions, having expertise in maintenance of minimum of 500 Desktops & 100 Printers under AMC(as on 31/12/2021).	Bidder has to submit purchase order copies/reference letter/documentary proof duly mentioning the number of Desktops, Printers and other IT Assets covered under Comprehensive AMC by the bidder during the last 10 years from Public Sector Banks/Private Banks/PSUs/Govt Departments/Govt Institutions in India as per Annexure - 6.
5	The bidder shall have Service Centre in Hyderabad-1,Hyderabad-2,Hyderabad-3,Ranga reddy,Nizamabad,Warangal-1 & Warangal-2 with minimum of 15 engineers having experience in maintenance of hardware items.	Details of the Service Centre in Hyderabad-1,Hyderabad-2,Hyderabad-3,Ranga Reddy,Nizamabad,Warangal-1 & Warangal-2 with documentary proof should be provided as per Annexure-9. Details of the minimum 15 Qualified Service Engineers having experience in maintenance of Hardware Items present in Hyderabad,RangaReddy,Nizamabad,Warangal should also be provided.
6	The bidder should not have been currently blacklisted / barred / disqualified by any Govt, or PSU or PSB or regulator/statutory body or institution during Last two years.	A self-declaration in bidder's letter head to this effect must be furnished.



7	The Selected Bidder providing AMC Services to Bank shall conduct background verification check for the Service Engineers deployed to Bank and to provide the certificate in this regard.	A self-declaration in bidder's Letter head to comply with the condition must be furnished.
		The Selected bidder should also submit the background certification report of their service engineers.
8	Non-disclosure agreement	Non-Disclosure agreement (as per ANNEXURE-8) to be submitted by the bidder.

6. Application Money and EMD:

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

Application fees for Rs.5000/- plus GST (Non Refundable)	By way of DD favouring "Canara Bank" payable at Hyderabad.
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6.2. MSEs are exempted from paying Application Fee.

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

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

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

6.4.2. The Bidder should not provide any commercial proposal with the response to this EOI.

7. Scope of Empanelment:

7.1. Empanelment would be for Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items at Branches/Offices under Hyderabad-1, Hyderabad-2, Hyderabad-3, Ranga Reddy, Nizamabad, Warangal-1 & Warangal-2 Regions in Telanganad State under Canara Bank Circle Office Hyderabad.

7.2. Empanelment would be for THREE YEARS. However, the Bank reserves the right to cancel or extend the validity period of empanelment. Bank's decision will be final in this regard.



7.3. The indicative list of various IT Hardware Items to be covered under AMC are:

- 7.3.1. Servers (Including OS),
- 7.3.2. Storage.
- 7.3.3. Server Racks.
- 7.3.4. Desktops.
- 7.3.5. All-In-One Computers.
- 7.3.6. Laptops.
- 7.3.7. Tablet PCs.
- 7.3.8. Multi task Printers.
- 7.3.9. Colour and Mono Laserjet Printers.
- 7.3.10. Dot Matrix Printers.
- 7.3.11. Scanners.
- 7.3.12. Video Conferencing Equipment, Network Switches
- 7.3.13 Any other IT Hardware Items.

7.4. During the AMC period, the Bidder should extend the On Site Service Support. The scope of AMC shall include:

- 7.4.1. Rectification of Bugs/defects if any.
- 7.4.2. Ensuring uptime of 99.90%.
- 7.4.3. Preventive Maintenance quarterly.
- 7.4.4. Maintenance of Servers and Other Items including Software.

7.5. Limited tenders (RFQ) will be floated amongst the qualified/selected empanelled vendors as and when necessary during the empanelment period for providing AMC Services for various Computer Hardware Items/Modems at Branches/Offices under Hyderabad-1, Hyderabad-2, Hyderabad-3, Ranga Reddy, Nizamabad, Warangal-1 & Warangal-2 Regions in Telangana State under Canara Bank Circle Hyderabad. Such RFQ will be issued to all the empanelled vendors.

7.6. Individual tender/s will contain details of the Hardware Items to be covered under AMC, instructions, terms and conditions, Scope of Work and location details of the Hardware Items.

7.7. Empanelled vendors are required to respond to all the RFQs (Request for Quote) floated by our Offices.

7.8. Depending on the quote submitted by the empanelled vendors, order for AMC Services will be awarded to L1 vendor (Lowest Bidder) for the respective RFQ.

7.9. Vendors failing to respond to any three RFQs during the period of empanelment may be delisted from the Bank's empanelment.

7.10. The Firm Order on Successful Vendor will have among others the following terms and conditions:

- 7.10.1 Order to be accepted within Seven (7) Working days of receiving the order.
- 7.10.2. Performance Bank Guarantee for 50% of the order value to be submitted to the Bank within Fifteen (15) working days from the date of acceptance of the Order.



- 7.10.3 . AMC Agreement to be executed within 21 days of acceptance of the order.
- 7.10.4 . However, AMC to be commenced from the date of order (or) from the date mutually agreed by Banks successful vendor.
- 7.10.5 . AMC Payment will be released quarterly in arrears after deducting TDS and LD/Penalties if any.
- 7.10.6 . Vendor failing to accept the order or not commencing the services or not submitting the Performance Bank Guarantee within the stipulated timelines for the order issued to them on even one occasion may be delisted from the Bank's empanelment.
- 7.11. The guidelines issued by various regulatory authorities on Minimum Wages Act, applicable labour laws, from time to time are to be strictly followed by the empanelled vendors for the resources deployed to the Bank.

8. Empanelment Procedure

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

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

9. De-empanelment of bidders

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

10. Broad Scope of Work for AMC Services:

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

- 10.1. The empanelment is for providing AMC Services for Computer Hardware Items at Branches/Offices under Hyderabad-1, Hyderabad-2, Hyderabad-3, Ranga Reddy, Nizamabad, Warangal-1 & Warangal-2 Regions in Telangana State under Canara Bank Circle Office Hyderabad.
- 10.2. Empanelled vendors are required to mandatorily respond to our limited RFP/RFQ floated for providing AMC Services.



- 10.3. The panel of vendors selected through this process will be empanelled for a period of three (3) years with a provision for review on yearly basis.
- 10.4. The requirement of Onsite AMC Services will be for Computer Hardware Items/Modems at Branches/Offices under Hyderabad-1, Hyderabad-2, Hyderabad-3, Ranga Reddy, Nizamabad, Warangal-1 & Warangal-2 Regions in Telangana State under Canara Bank Circle Office Hyderabad.
- 10.5. The Successful Vendor should ensure smooth functioning of the Bank's Computer Hardware items covered under AMC.
- 10.6. The Successful Vendor providing AMC Services should have sufficient resources, spare parts and capabilities to execute the order.
- 10.7. The Successful Vendor should invariably maintain the Standards, and to follow the stipulations with regard to Bank's Data and Information as undertaken by the Vendor in the Non-Disclosure Agreement.
- 10.8. The Bidders agreeing to the Bank's terms and conditions stipulated in Clause 7.10 & 7.11 need only apply for empanelment as Bank will not change these terms and conditions while floating limited RFP/RFQ among the empanelled Vendors.
- 10.9. Details of the Hardware Items to be covered under AMC and detailed Scope of Work will be provided in the limited RFP/RFQ to be floated amongst the empanelled Vendors.

11. Bid Document & Cost:

- 11.1. This document can be downloaded from Bank's website <http://www.canarabank.com/english/announcements/expression-of-interest>. In that event, the bidders should pay the Application Fee of Rs.5000/- + GST for tender document by means of DD drawn on any scheduled Commercial Bank for the above amount in favour of Canara Bank, payable at Hyderabad and should be kept along with the bid cover. Submission of the cost of the bid document in other than the bid cover is liable to be rejected on grounds of non-payment of the cost of the bid document.
- 11.2. The Bidder shall bear all costs associated with the preparation and submission of the bid and the Bank will not be responsible for the costs, regardless the conduct or outcome of the bidding process. The Bank is not liable for any cost incurred by the bidder in replying to this EOI. It is also clarified that no binding relationship will exist between any of the respondents and the Bank until the execution of the contract.

12. Pre-Bid Queries:

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

All communications regarding points requiring clarifications and any doubts shall be given in writing to the CANARA BANK, TM SECTION, CIRCLE OFFICE, MCH No. 10-3-163 & 10-3-163/A, Plot No. 85, Sy. No. 628, Beside Rail Nilayam SECUNDERABAD - 500026 or an email can be sent to tmscohyd@canarabank.com by the intending bidders before 03:00 PM on 02/03/2022 (Wednesday).

- 7.1. No queries will be entertained from the bidders after the above date and time.
- 7.2. No oral or individual consultation shall be entertained.



- 7.3. The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's website <http://www.canarabank.com/english/announcements/expression-of-interest> 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

8. Pre-Bid meeting

- 8.1. 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 EOI.

Date & Day		Time	Venue
02/03/2022	Wednesday	3.00PM	CANARA BANK, TM SECTION, CIRCLE OFFICE, MCH No. 10-3-163 & 10-3-163/A, Plot No. 85, Sy. No. 628, Beside Rail Nilayam SECUNDERABAD - 500026

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

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

9. Amendment to EOI

- 9.1. 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.
- 9.2. 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.
- 9.3. 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.

10. Preparation of Bids



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

11. 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.

12. Submission of Bids

- 12.1. The sealed envelope containing the response to EOI along with the required documents shall be superscribed on the top of the envelope “Empanelment of Vendors for providing Comprehensive Onsite AMC Services for Computer Hardware Items/Modems at Branches/Offices under Hyderabad-1, Hyderabad-2, Hyderabad-3, Ranga Reddy, Nizamabad, Warangal-1 & Warangal-2 Telangana State under Canara Bank Circle Office Hyderabad, in response to EOI 01/2021-22 dt 19/02/2022” 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
07/03/2022	Monday	Up To 3.00 PM	CANARA BANK, TM SECTION, CIRCLE OFFICE, MCH No. 10-3-163 & 10-3-163/A, Plot No. 85, Sy. No. 628, Beside Rail Nilayam SECUNDERABAD 500026

- 12.2. If the last day of submission of bids is declared as a holiday under NI Act by the Government subsequent to issuance of EOI, the next working day will be deemed to be the last day for submission of the EOI. The Bid/s which is/are deposited after the said date and time shall not be considered.
- 12.3. 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.
- 12.4. The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.

