



CANBANK COMPUTER SERVICES LTD

(A Subsidiary of CANARA BANK)

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RFQ for Supply, Installation, Configuration & Commissioning of Desktop Computers and All-in-One PCs with 3 Years Warranty & 2 Years Comprehensive AMC.

Bid Details in Brief

Sl. No.	Description	Details
1.	RFQ No. and Date	CCSL/RO/RFQ/PC/08/2024-25 dt. 12.08.2025
2.	Brief Description of the RFQ	RFQ for Supply, Installation, Configuration & Commissioning of Desktop Computers and All-in-One PCs with 3 Years Warranty & 2 Years Comprehensive AMC.
3.	Address for Communication and Submission of Quotation.	CANBANK COMPUTER SERVICES LIMITED, NO. 218, J P ROYALE, 1 ST FLOOR, 13 TH CROSS, MALLESWARAM, BANGALORE - 560 003
		Tel - 080-23469661 /2 Email: pratham@ccsl.co.in Vice President - CCSL, Bangalore
4.	Date of Issue	12/08/2025, Tuesday
5.	Last Date of Submission of Quotation	20/08/2025, Tuesday, up to 3.00 PM
6.	Date and time opening of Eligibility Criteria and Commercial (Price) Bid	20/08/2025, Tuesday 4.00 PM
This document can be downloaded from CCSL's website http://ccsl.co.in		

1. About CCSL

Canbank Computer Services Limited (CCSL), promoted by PSU Banks, established in 1994 with a vision to offer Software solutions for the Banking Fraternity and Financial Institutions. CCSL has also a division for Share Transfer Registry (R & T). The Registered Office is in Bangalore with Service Centres Pan-India for ATM Services. It is IT Subsidiary of Canara Bank.

2. Objective of this RFQ

In order to facilitate fast track deployment of new applications and meet urgent needs of our projects we, propose to shortlist vendors for procuring Desktops and All in One PCs with specified configuration as per Section 9 in the RFQ at a fixed cost.

3. Scope of Work

The scope of the proposed RFQ is for **Supply, Installation, Configuration & Commissioning of Desktops and All-in-One PCs** as per technical specifications provided in Annexure- 1 in the RFQ at a Fixed Cost along with Onsite support during the **Warranty period of 3 years** from the date of installation, completion and acceptance. These PCs would be deployed in CCSL HO at Malleswaram, Bangalore. Bidders should also provide comprehensive onsite **AMC for 4th & 5th year after expiry of 3 Years warranty period** with response time of 4 hours and resolution time of 8 hours. Initial requirement will be for 05 Desktops and 05 All-in-One PCs.

4. **Single Point of Contact** The selected Bidder shall appoint a single point of contact, with whom CCSL will deal with, for any activity pertaining to the requirements of this RFQ.

5. Eligibility Criteria

The Eligibility Criteria are furnished below:

1. The bidder should be a Company / Firm registered since the **last three years**.
 - a) In case the Bidding Company is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 3 years as on date of submission of the bid.

2. The bidder should have minimum **Annual Turnover of Rs. 50 Lacs each** during the **last three financial years i.e. 2022-23, 2023-24 and 2024-25 (Audited Balance Sheet to be enclosed)**
3. The bidder should not be currently blacklisted by any bank / institution in India.
4. **The bidder should be Authorized to Quote for the OEM products and support as per the Technical Specifications of this RFQ. Please enclose all necessary supporting documents.**

6. The Bidding Document

RFQ shall mean Request for Quotation. The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding document. Submission of a bid not responsive to the Bidding Document in every respect will be at the Bidders risk and may result in the rejection of its bid without any further reference to the bidder.

7. Content of Bidding Document

The Bid shall be in 2 separate envelopes, **Envelope- A and Envelop- B.**

8. Period of Validity of Bids

Bids shall remain valid for a period of 30 days after the date of bid opening.

CSSL reserves the right to reject a bid valid for a period shorter than 30 days as non-responsive, without any correspondence.

9. Signing of Bid

The Bid shall be signed by the Bidder or a person or persons as the case may be, duly authorized to sign on behalf of the Bidder. All pages of the bid to be signed by the Authorized Signatory.

10. Submission of Bid

Envelope bidding process. The Bid shall be prepared in 2 different envelopes, Envelope A, Envelope B. Each of the 2 Envelopes shall then be sealed and put into an outer envelope marked as **"Request for Quotation for Supply, Installation & Commissioning of Desktops and All-in-One PCs"**

11. Right to Reject, Accept/Cancel the bid

CCSL reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever.

12. Bid Evaluation Process

The Bid Evaluation will be carried out in 2 stages: Stage 1 – Envelope A " i.e. Eligibility Criteria and Envelope B i.e. Price Bid. Only those Bidders who have submitted all the required forms and papers and comply with the eligibility criteria will be considered.

13. Opening of Bids

Bids will be opened in 2 stages: Stage 1 – In the first stage the Eligibility bid i.e. Envelope A" will be opened. Envelope B will be opened for qualified bidders only as part of the process for finalizing the Price.

14. Notification of Award / Purchase Order

After selection of the **L1 bidder**, and after obtaining internal approvals and prior to expiration of the period of Bid validity, CCSL will issue Purchase Order to the selected **L1 Bidder**. Once the selected Bidder accepts the P.O, the selected Bidder must complete the Supply, Installation and Commissioning of the Desktops and All-in-One PCs within 15 days from the date of Purchase Order.

15. Key Deliverables:

Hardware – Supply, Installation & Configuration

Operating System License – Installation & Configuration

16. Delivery Schedule, Warranty and Location

- Delivery of Desktops and All-in-One PCs should be within 07 days from acceptance of Purchase Order.
- Installation and commissioning/completion should be within 2 working days from the date of delivery of desktops.
 - If the Delivery of all the above Hardware items, exceeds 25 days from the
 - date of Purchase Order, then penalty @ Rs. 1,000/- per day will be levied.
 - All the Hardware to delivered at CCSL office situated at Malleswaram, Bangalore, Karnataka.

- All the above Hardware supplied should have 3 years Comprehensive Onsite Warranty.

17. Payment Terms

- a. For Hardware, Invoice has to be submitted along with Hardware delivery and **payment will be released within 7 days from the date of Invoice.**

18. Payment Mode

By way of Cheque or Online transfer to the account of the successful Bidder.

19. Delivery Address:

Bangalore:

Canbank Computer Services Limited
RTA Division, No. 218, J P Royale, 1st Floor
13th Cross, Sampige Road
Malleshwaram, BANGALORE – 560 003

Installation Certificate for each installation should be signed by CCSL and the Bidder.

20. Post-warranty Hardware Maintenance / AMC

The successful bidder shall provide Comprehensive On-Site Maintenance (AMC) of the Hardware / Software / Licenses with back-to-back support with the OEM, for a period of 2 years, after expiry of the warranty period of 3 years. The successful bidder should provide necessary documents to CCSL to confirm that they have executed similar contract with respect to the OEM.

RFQ for Supply, Installation, Configuration & Commissioning of Desktops and All-in-One PCs

Annexure = 1: Technical Specifications

Sr. No	Area	Quantity	Technical Specifications
A	Desktops	05	
1	Make		Bidder to specify the Make
2	Model		Bidder to specify the Model
3	Processor (CPU)		Intel Core i5 (13th/14th Gen)
4	RAM		16 GB DDR4 (Expandable to 32 GB or more)
6	Storage		512 GB SSD (NVMe preferred)
7	Monitor		21.5 Full HD (1920x1080), LED display
7	Graphics		Integrated Intel UHD/Iris Xe or AMD Radeon Graphics
8	Operating System		Windows 11 Pro (64-bit) Pre-loaded
9	Keyboard & Mouse		USB Keyboard & Mouse (same brand preferred)
10	Ports		Minimum 2× USB 3.0, 1× HDMI, 1× Ethernet, Audio Jack
11	Quantity		05
12	Warranty		Minimum 3 Years On-site Warranty

Sr. No	Area	Quantity	Technical Specification
A	Desktops	05	
1	Make		Bidder to specify the Make
2	Model		Bidder to specify the Model
3	Processor (CPU)		Intel Core i5 (13th/14th Gen)
4	RAM		16 GB DDR4 (Expandable up to 32 GB or more)
6	Storage		512 GB or 1TB SSD (NVMe preferred)
7	Display		23.8" Full HD (1920x1080), IPS panel with anti-glare
7	Graphics		Integrated Intel Iris Xe Graphics
8	Operating System		Windows 11 Pro (64-bit) Pre-loaded
9	Webcam		HD or FHD Webcam with privacy shutter
10	Ports		Minimum 2× USB 3.0, 1× USB-C, HDMI Out, Audio Jack, Ethernet
11	Wi-Fi & Bluetooth		Wi-Fi 5 / 6 and Bluetooth 5.0 or higher
12	Keyboard & Mouse		USB or Wireless Keyboard & Mouse Bundle (same brand preferred)
13	Warranty		Minimum 3 Years On-site Warranty
14	Quantity		05

Signature of the Bidder's Authorized Representative with Seal:

Date:

Place :

Annexure II - Bidder Information (Bidder's Letter Head)

Ref : CCSL/RO/RFQ/PC/08/2024-25 dt. 12.08.2025

Details of the Bidder Organization				
1	Name of the Bidder			
2	Address of the Bidder			
3	Constitution of the Company (Public Ltd / Pvt Ltd)			
4	Details of Incorporation of the Company.			
5	Goods & Services Tax (GST) Registration Numbers			
6	Permanent Account Number (PAN)			
7	City			
8	State			
9	Pin Code / State Code			
10	GSTIN Number			
11	HSN Number			
12	Name & Designation of the contact person to whom all references shall be made regarding this RFQ			
13	Telephone No. (Cell # and Landline # with STD Code)			
14	E-Mail of the contact person:			
15	Fax No. (with STD Code)			
16	Website			
17	Major Customer / Clients	Enclose details of customers along with P.O Copy		
Financial Details (as per audited Balance Sheets) (in Cr)				
18	Year	2022-23	2023-24	2024-25
19	Net worth			
20	Turn Over			
21	Profit after TAX (PAT)			

**** (Audited Balance Sheet copy to be enclosed)**

Signature of the Bidder's Authorized Representative with Seal:

Date:

RFQ for Supply, Installation, Configuration & Commissioning of Desktops and All-in-One PCs

Annexure = III: BILL OF MATERIAL

CCSL/RO/RFQ/PC/08/2024-25 dt. 12.08.2025

Item Wise Prices

(Details of all line items of the Commercial Bid, including AMC charges)

Line Items	Item Name / Part No	Unit Price including 3-years Comprehensive Warranty	4th Year AMC	5th Year AMC	Sub Total	Quantity	Total Price
1	Desktop PC					05	
2	All-in-One PC					05	

(Total Price in Words)

- Taxes extra as applicable.

Signature of the Bidder's Authorized Representative:

Date: