

**TENDER DOCUMENT****For****For installation of Cash Dispensers on a CAPEX model including procurement, installation, Site preparation and managed services****M.P. Rajya Sahakari Bank Maryadit, Head Office**

T.T. Nagar, New Market, Bhopal

Phone: 0755-2674774, 2674712

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## CRITICAL INFORMATION

### Summary

1. The RFP document can be downloaded from the Madhya Pradesh e-Procurement Portal [www.mptenders.gov.in](http://www.mptenders.gov.in). M.P. Rajya Sahakari Bank Maryadit reserves the right to change the bank requirements. However, any such changes will be posted on web site.
2. Bidders are advised to study the tender document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
3. Any clarifications from bidder or any change in requirement will be posted on M.P. Rajya Sahakari Bank Maryadit website. Hence before submitting bids, bidder must ensure that such clarifications / changes have been considered by them. M.P. Rajya Sahakari Bank Maryadit will not have any responsibility in case some omission is done by any bidder.
4. In case of any clarification required by M.P. Rajya Sahakari Bank Maryadit to assist in the examination, evaluation, and comparison of bids, M.P. Rajya Sahakari Bank Maryadit may, at its discretion, ask the bidder for clarification. The response clarification shall be in writing and no change in the price of substance of the bid shall be sought, Bided, or permitted.
5. Please note that all the information required as per the bidding document needs to be provided. Incomplete or wrong information in these areas may lead to non-selection.
6. Modification And/ Or Withdrawal of Bids: Bids once submitted will be treated as final and no further correspondence will be entertained. No bid shall be modified after the deadline for submission of bids. No bidder shall be allowed to withdraw the bid if bidder happens to be the successful bidder.
7. M.P. Rajya Sahakari Bank Maryadit has the right to reject any or all tenders received without assigning any reason whatsoever.

**NOTE: M.P. RAJYA SAHAKARI BANK MARYADIT SHALL NOT BE RESPONSIBLE FOR NON-RECEIPT / NON-DELIVERY OF THE BID DOCUMENTS DUE TO ANY REASON, WHATSOEVER.**

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## 1. Disclaimer

All information contained in this Request for Proposals (RFP) provided/ clarified are in the good interest and faith. This is not an agreement and this is not an offer or invitation to enter into an agreement of any kind with any party.

Though adequate care has been taken in the presentation of this RFP document, the interested Firms shall satisfy it-self that the document is complete in all respects. The information published in this document is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required.

Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the RFP document is complete in all respects and firms submitting their bids are satisfied that the RFP document is complete in all respects.

M.P. Rajya Sahakari Bank Maryadit, Bhopal reserves the right to reject any or all of the applications submitted in response to this RFP document at any stage without assigning any reasons whatsoever.

M.P. Rajya Sahakari Bank Maryadit also reserves right to withhold or withdraw the process at any stage with intimation to all who have submitted their bids in response to this RFP. M.P. Rajya Sahakari Bank Maryadit reserves the right to change/ modify/ amend any or all of the provisions of this RFP document without assigning any reason. Any such change would be communicated to the bidders by posting it on Madhya Pradesh e-Procurement Portal [www.mptenders.gov.in](http://www.mptenders.gov.in).

Neither M.P. Rajya Sahakari Bank Maryadit, nor their employees and associates will have any liability to any prospective Respondent interested to apply or any other person under the law of contract to the principle or resolution or unjust enrichment nor otherwise for any loss, expense or damage which may raise from or be incurred or suffered in connection with anything contained in this tender document, any matter deemed to form part of this tender document, the award of the Assignment, the information and any other information supplied by or on behalf of M.P. Rajya Sahakari Bank Maryadit, or their employees and Applicant or otherwise arising in any way from the selection process for the Assignment.

Information provided in this document or imparted to any respondent as part of RFP process is confidential to M.P. Rajya Sahakari Bank Maryadit, Bhopal and shall not be used by the respondent for any other purpose, distributed to, or shared with any other person or organization.

## 2. Notice Inviting Tender (NIT)

**M.P. Rajya Sahakari Bank Maryadit, Bhopal Invites Request for Proposal from OEMs / Product vendors / System integrators for installation of Cash Dispensers on a CAPEX model including procurement, installation, Site preparation, maintenance and managed services in Apex bank and 35 District Cooperative Central Banks across Madhya Pradesh.**

The RFP document can be downloaded from the Madhya Pradesh e-Procurement Portal [www.mptenders.gov.in](http://www.mptenders.gov.in) commencing from **19.05.2025, 12:00 PM IST** and it can be purchased from **29.05.2025 11:00 AM IST**. The bids are to be submitted online through the e-Procurement Portal only. Cost of RFP document is Rs. 11800/- INR (Rupees Eleven Thousand Eight Hundred only) inclusive of GST.

The last date and time for Submission of RFP Responses is **14.06.2025, at 6:00 PM IST**. For eligibility criteria, timelines and other relevant details, please refer the RFP document.

**Managing Director (I/C)  
M.P. Rajya Sahakari Bank  
Maryadit**

### 3. Executive Summary

MP Rajya Sahakari Bank Maryadit (hereinafter referred as APEX Bank), having their Head Office at T.T. Nagar, New Market, Bhopal invites request for Proposal from reputed OEMs / Product vendors / System integrators for installation of Cash Dispensers on a CAPEX model including procurement, installation, maintenance and managed services in Apex Bank and 35 DCCBs of Madhya Pradesh Banks. The more details about banks existing automated banking services are enclosed in **Annexure -1**.

The selected bidder would be required to supply, Install, Cash Dispensers on Capex model including procurement, Installation, maintenance and managed services for the **New as well as existing Cash** dispensers. Presently Bank intends to install approximately 63 CDs at On-site/ Off-site locations spread across M.P. as per the request received from Banks. However, Banks reserves the right to go for additional ATMs apart from declared numbers. It proposes to install CDs as per the scope of work. In this RFP. **Site for the installation of Cash Dispensers would be provided by the Banks at different places at, Urban, Semi-urban and Rural locations.** Site preparation activities as mentioned in the RFP should be done by the selected vendor.

***NOTE: The names mentioned in this RFP like ATM and CD is one and the same thing and it means Cash Dispensers***

This tender is floated by M.P Rajya Sahakari Bank Maryadit, Bhopal on behalf of Apex Bank and 35 DCCBs. The rates will be finalized by Apex bank and the same will be applicable to all DCCBs. The selected vendor should execute the Service Level Agreement (SLA) with M.P Rajya Sahakari Bank Maryadit, Bhopal and the respective DCCBs as per the terms and conditions and rates finalized in this tender within 15 days of Letter of Intent (LOI). Apex bank will coordinate and arrange for a meeting of all the DCCBs at Bhopal for the execution of the Service Level Agreement (SLA).

ATM Switch: M/s Cedge Technologies Ltd., is our ATM Switch vendor and M/s Versatile Card Technologies Pvt. Ltd. is our card vendor. Currently our switch service is enabled for EMV and DI card technology.



#### 4. Bid Data Sheet

Particulars	Details
Tender Inviting Authority	M.P. Rajya Sahakari Bank Maryadit, Bhopal
Address and Concerned person for Correspondence	Managing Director (I/C) M.P. Rajya Sahakari Bank Maryadit T.T. Nagar, New Market, Bhopal - M.P.
Tender Publishing Date	<b>19.05.2025 at 12.00 pm</b>
Last Date and Time for receipt of queries for Pre-Bid	<b>22.05.2025 at 5.00 pm</b> (No any queries will be acceptable after this date and time)
Email address to send the Pre-bid queries	<a href="mailto:cbs@mpapexbank.in">cbs@mpapexbank.in</a>
Pre-Bid Meeting Date	<b>26.05.2025 12.30 pm</b>
Purchase of Tender Start Date	<b>29.05.2025 at 11.00 am</b>
Last date of Bid Submission	<b>14.06.2025 at 6.00 pm</b>
Cost of document	Rs. 11,800.00 (inclusive of GST) + Processing Fees (non-refundable) to be paid online through the e-procurement portal <a href="http://www.mptenders.gov.in">www.mptenders.gov.in</a>
EMD / Bid Security Amount	Rs. 10,00,000/- (Rs. Ten Lakh) to be deposited online through e-procurement portal <a href="http://www.mptenders.gov.in">www.mptenders.gov.in</a> on or before the last date of the submission of bid.
Date and time for opening of PQ & Technical Proposal	<b>16.06.2025 at 12.30 pm</b>
Method of submission of Proposal	Only through e-Procurement portal of MP Government (website <a href="http://www.mptenders.gov.in">www.mptenders.gov.in</a> )
Validity of Bids	Minimum 180 days from the due date of submission of proposal as mentioned in this Tender or the subsequent corrigendum (if any)

**Note:**

- Tender document can be viewed/ downloaded from the website [www.mptenders.gov.in](http://www.mptenders.gov.in).
- Bidder has to submit the document fee & processing fee amount Online.
- Bidder shall upload Tender document with page numbers & indexing (for example, Eligibility criteria 100 pages, Technical Proposal – 100 pages and Financial Proposal – 10 pages).
- Bidder shall attach all the documents and annexures as required in RFP serially.
- Any further corrigendum/addendum shall be uploaded on the e-procurement portal [www.mptenders.gov.in](http://www.mptenders.gov.in)

## 5. Eligibility Criteria

This invitation for RFP is open to all those who are eligible to do business in India under relevant Indian laws as in force at the time of bidding and who fulfil the eligibility criteria mentioned in this document. The pre-qualification criteria for the participating bidders are as given below:

S. No.	Eligibility Criteria	Documents to be Provided
1	The Bidder should be a registered company in India under Companies Act 1956 and should have been in operation for at least three years as on date of RFP publication.	Copy of the <b>Certificate of Incorporation along with MOA and AOA of Bidder</b> should be enclosed-
2	a) If the bidder is Original Equipment Manufacturer (OEM), of Cash Dispensers  b) If the Bidder is not an OEM and is authorized channel partner or representative  (The authenticity of the same may be verified by the Bank with the manufacturer if necessary)	a) In case of OEM a self- declaration is necessary duly signed by the Authorized signatory under company Seal.  b) In case the bidder is not an OEM should submit Manufacturing Authorization Form (MAF) along as per <b>Annexure 7</b> .
3	The Bidder will be one-point contact to provide Cash dispensers and other services as mentioned in this RFP. The selected bidder will provide CDs along with warranty, maintenance, guaranteed uptime etc. and other services as required in the RFP, to the banks as directed by the Apex Bank.	Self-Certified letter agreeing for the same as per <b>Annexure 8</b>
4	The Bidder(s) must have valid GST Registration and PAN number allotted by the respective authorities.	<b>Copy of the Certificate of GST Registration and PAN number should be enclosed</b>
5	Bidder must have positive annual average turnover of at least Rs 15.00 Cr. for the last consecutive 5 years (FY 2018-19, 2019-20 2020-21, 2021-22 & 2022-23) and must be having positive Net Worth in last 5 years.	All the bidders should submit the copies of Audited Balance sheets and Profit & Loss account and CA Certificate as per <b>Annexure 9</b>
6	The bidder should have supplied, installed and maintain minimum 2500 ATMs/Cash dispensers on Capex basis and Providing SIS and managed services in at least 3-4 Banks in India in last 5 years from the date of RFP Publication.	<b>Copies of Work Order/Purchase Order</b> should be enclosed from related Bank to be furnished.
7	Bidder should be currently performing Services as required in this RFP for minimum 2500 ATMs/CDs for Banks and Financial Institutions in that should include all the deliverables mentioned in Annexure 3A of this RFP.	Supported documentary evidence reference letters from Banks see <b>Annexure 3</b>
8	On the date of RFP publication, the bidder should have a minimum 5 Years of Business	Attach Necessary experience certificates on the projects undertaken in last 5 years or more

S. No.	Eligibility Criteria	Documents to be Provided
	Experience of supply, installation and maintenance of Cash dispensers /ATMs to Banks in India and providing SIS and managed services	in the defined format of the bank as per <b>Annexure 10.</b>
9	The bidder/OEM should have valid ISO 9001:2015 or higher Certification.	ISO 9001:2015 or higher Certification.
10	The Bidder should have its owned managed operational centers in India and their own branch, Stock service center at Bhopal/Indore/Jabalpur/Gwalior in Madhya Pradesh. Managed services centers must be performing managed services of ATMs/Cash dispensers but not limited to 24/7 monitoring and uptime and end to end incident management of call escalation for FLM/SLM etc.	List of the branches stock service centers details of Address, contact no., any certifications obtained, number of ATMs managed, name of monitoring tool etc. should be provided in <b>Self-declaration.</b>
11	The bidder shall not have been blacklisted by any State Government, Central Government or NABARD/RBI/any other Public Sector undertaking or a Corporation as on the date of publication of RFP. An undertaking to this effect should be submitted by the bidder on its letter head.	Self-Declaration to this effect should be submitted by the bidder on its letter head as per <b>Annexure 11</b>

**Note:**

- Interested Bidders are advised to study this tender document carefully before submitting their proposal in response to this tender notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications. This tender document is not transferable.
- Proposals of bidders who do not conform to all the above eligibility criteria will not be considered for further evaluation and shall be summarily rejected without any separate notice or assigning any reason whatsoever.
- Consortium of any mode is not allowed.

## 6. Scope of Work

M.P. Rajya Sahakari Bank Maryadit (Apex Bank) aims to become a customer-centric organization. Broadly, the technology platform to be offered by the bidders should facilitate:

- To establish a customer, rather than account focused business.
- To establish new channels for the distribution of products and services to customers.
- To have high operational efficiency and better resource and performance management

MP Rajya Sahakari Bank Maryadit (APEX Bank) is planning to implement ICT based solution on behalf of 35 District Central Cooperative Banks (DCCBs) of Madhya Pradesh. The Bank is looking for the selecting bidder who can provide required number of ATM/Cash dispensers, including installation, managed services including AMC of existing 56 ATMs (List attached in Annexure 13) etc. as per the broad scope below to Apex Bank and DCCB's along with its required services. Bank has initially planned to procure approx. 63 Cash dispensers with an option to freeze the price as per the term of agreement. Please see the Broad scope of work also in this regard.

**Note:** Although the initial order will be for 63 ATMs/Cash dispensers, the bank may go for more or less number of ATMs /Cash dispenser's depending on requirement of the banks at that time. The Bank reserves the right to decide about the additional orders as mentioned above and not binding on it anyway.

### 6.1 Broad Scope of work OR services and deliverables.

The following is the brief details of the scope of work:

- a. Installation of CDs at identified onsite/offsite locations
- b. UPS and batteries
- c. Air-conditioners
- d. Networking
- e. Signage
- f. e-surveillance
- g. Site Preparation (if applicable)
- h. AMC of existing ATMs/CDs

### 6.2 Cash Dispenser (CD) procurement, installation and maintenance

- a) Bidder is responsible for delivery, installation and maintenance of CDs at On-site locations as per the Technical and functional Specifications mentioned in **Annexure 3A** of this RFP document.
- b) The RFP is for front loading CDs.
- c) The CDs are required to be deployed across the length and breadth of the M.P. as per the individual Bank's business requirement at on-site locations.
- d) The CDs should be maintained by the Vendor during the contract period. The Vendor shall have AMC arrangements whereby the maintenance of CDs shall be carried out by OEM or its authorized dealers for a period of agreement (5 years) including warranty period of 1 year.
- e) The CDs deployed should have been certified and integrated with ATM/EFT Switch being used by the Bank. No charges whatsoever will be paid by the Bank for the certification from the Switch vendor.
- f) Bidder should ensure that customization / changes in settings at CD level, if any, are completed to integrated with EFT Switch and ATM network for the existing / proposed Magstripe/EMV/DI cards transactions without any cost to the Bank. Such customization /

changes if any needed are expected to be rolled out at all ATMs by the Vendor before the sign off by the Bank. No charges whatsoever will be borne by the Bank in this connection.

- g) Bidder to provide English/Hindi receipt printing facility in the CDs from the time of operationalization of first CD. If any changes in Cash Dispenser, OEM software are required to be done the same are required to be completed by the Vendor at no additional cost to the Bank.
- h) Bidder should provide all new CDs (not refurbished) with BIOMETRIC functionality compliant with UIDAI standard and should conform to latest EMV/DI standards.
- i) Bidder should provide the feature at each CD which will enable visually challenged person to operate CD machine independently for Cash Withdrawal, Balance Enquiry and PIN change operations.
- j) CDs deployed by vendor has to comply following advisory/guidelines issued by RBI/IBA/GOI/NPCI/others regulatory bodies and any further modifications and new advisories issued during the contract period:
  - i. For terminal Security of CD, Cyber Security and IT Examination Cell (CSITE), RBI Advisory No.3/2017 dated 06.03.2018, Circular RBI/2017-18/206 DBS (CO). CSITE/BC.5/31.01.015/2017-18 dated 21st June 2018.
  - ii. For EMV Compliance of CDM, RBI NOTIFICATION No.DPSS.CO.PD No.1298/02.10.002/2017-18; 30th Oct, 2017.
  - iii. For Anti skimming devices to be installed in all CDs, RBI advisory no.13/2017 dated 01.11.2017.
  - iv. RBI Advisory 14/2017 dated 06.12.2017 on Securing the Ecosystem connecting the Bank's ATM switch to Card Networks.
  - v. CDs with lockable cassette as per RBI circular No. RBI/2017-18/DCM (Plg.) No. 3641/10.25.007/ 2017-18 dated April 12, 2018 on Cassette Swap in ATMs.
  - vi. Circular no. RBI/2017-18/152 (DCM (Plg) No.3563/10.25.07/2017-18) dated 06- 04- 2018 on Cash Management activities of the banks - standards for engaging the service provider and its sub-contractor.
  - vii. Circular no. RBI/2018-19/183 DCM (Plg) No.2746/10.25.07/2018- 19 May 14, 2019 on Outsourcing of Cash Management – Reconciliation of Transactions.
  - viii. Circular no. RBI/2018-19/214 DCM (Plg.) No.2968/10.25.007/2018-19 dated June 14, 2019 on E-surveillance, OTC locks & Grouting.
  - ix. Circular no. RBI/201920/130DBS(CO) CSITE/BC.5/31.01.0 15/2019-20 dated 31.12.2019 on Cyber Security controls for Third Party ATM Switch Application Service Providers.
  - x. "Voice Guidance Support for the visually challenged should be strictly as per the IBA Guidelines issued in this regard vide circular No. CIR/RB/ATMVCP/6846 Feb. 27, 2013 and subsequent changes, if any." Voice guidance should be in English and Hindi.
- k) If any new guidelines are issued by these organizations, the bidder / vendor shall arrange for its compliance / up gradation and bear the cost for the same.
- l) Whenever an OLD MACHINE is being replaced with a new one, the following should be facilitated by the Vendor (The disposal/ replacement of endpoints should be as per the SOP

issued by the Bank for this purpose):

- i. Hard disk of old machine should be provided by vendor to be taken over in the custody of branch manager & preserved in an envelope with the details of the machine written on the envelope like Terminal ID, its Serial Number, OEM Make, Date of Handover, Last transaction date of the machine, Disposal date (180 days from Handover date) etc.
  - ii. The Hard disk to be kept in Branch Custody for 6 months i.e. 180 days from the handover date. Details of the Hard disk to be entered into the Branch Document Register and shall be subjected to audits. After disposal date, if there is no customer disputed transaction data in the disk, the hard disk should be degaussed after permission from Branch Manager and disposed off as per the e-waste policy. Degaussing is simply a demagnetizing process to erase a hard disk. It is required to keep the hard disk for 180 days since that Hard disk contains the EJ, DVSS Images, machine logs etc. of the machine which may be required to resolve customer disputed transactions. The Hard disk to be retained beyond 180 days in case it contains the details of any disputed transaction logs/images/EJ till that disputed transaction is resolved. Hence before degaussing and disposal, Branch should check for any disputed transactions from ATM Reconciliation cell.
  - iii. Encrypted Keypad (EPP) of old machine: - The EPP should be broken off by the vendor in front of Branch Official and disposed of as per e-waste policy immediately No need to retain the EPP.
- m) Bidder shall display the ATM term ID, Helpdesk contact details all atm sites ATM.
- n) The rates for any changes or upgradation which are not covered under the RFP will be mutually decided as per bank need.

### **6.3 Centralized Electronic Journal (EJ) Pulling / software distribution:**

#### **6.3.1 Electronic Journal (EJ)**

- a. Providing the EJ pulling software and its installation on CDs as may be required from time to time will be the responsibility of the bidder / vendor and will be done free of cost i.e. without any cost to the Bank.
- b. The CDs deployed should be compatible with the EJ pulling software agents such as Tranxit / SDMS/Radia /Infobase etc. and /or with any other EJ pulling agent that may be selected by the Vendor for deployment from time to time.
- c. The Vendor should have the facility to extract Electronic Journals of all transactions carried out at each CD, to the Server located at its centralized Managed Service Centre.
- d. CD-wise EJs should be stored in the EJ server of the Vendor at a centralized location for minimum period of 12 months. Bidder to ensure EJ pulling from the ATM at specified time as per Bank/vendor's specifications. CD-Wise EJs pulled are to be spooled separately and pushed to the designated server of the bank on daily basis. ATM-wise EJ data should be made available for a minimum period of twelve months. The EJ data may be purged by the Bidder after seeking confirmation of the Bank's ATM Reconciliation Cell Head Office.
- e. EJ pulling should be done on daily basis and sent to Bank's ATM Reconciliation Cell located at Headoffice as required by the bank. The Vendor should provide EJ viewer facility to the



Bank.

- f. Case of settlement of any claim of the Cardholder by the Bank in the event of non-availability of EJ for the same, the Bank reserves the right to recover the amount of transaction claim from the Vendor even though JP is provided to the Cash providing branch.

### **6.3.2 The process of extracting and sending EJ to Bank's ATM Cell:**

The EJ's will be pulled each day between 00:00 Hrs. and 07:00 Hrs. for the previous day through automated schedules configured for daily EJ pulling at the server.

The EJ's which cannot be retrieved through the automated schedules shall be retrieved and delivered on FTP to Bank's ATM Cell on next day before 1.00 p.m.

Customer transactions will take precedence over the EJ pulling process and if a transaction occurs while EJ is being pulled the EJ process will be stopped to complete the transaction. The remaining part of the EJ will be pulled after the transaction is completed.

### **6.3.3 Content Management**

- a. Vendor should undertake Software and Screen distribution from central location to different ATMs/ CDs rolled out under the tender to facilitate individual configuration and screen displays.
- b. Solution for remote loading of ATM screens and Software distribution should be available and the activity should be carried out by the bidder/vendor free of cost.
- c. The Bank will not provide any software/agent for the same nor pay for these agents separately.
- d. The Bank will provide the ATM screens which should be installed at all the ATMs managed by the Vendor at no additional cost to the bank. Similarly, the Vendor is also required to remove or replace the screens based on the instructions of the Bank at no additional cost to the Bank.
- e. The screen distribution should be platform independent and should support Windows operating systems/other compatible operating system stipulated in the Technical specification of the RFP.
- f. The system adopted should be capable of distributing screens at ATMs running on VSATs, leased lines, CDMA, etc.
- g. The solution should support PCX, GIF, MPEG, FLC, FLI and other audio / video file formats.
- h. The solution should be capable of centralized distribution of screen at scheduled and ad hoc basis. It is expected that EJ Software to distribute Screens to CDs.
- i. The solution should be capable of centralized distribution of software upgrades and patches to the ATMs
- j. The solution should be capable of centralized distribution of antivirus patches to the ATMs.
- k. The solution should be capable of distributing screens at specified number of ATMs.
- l. If Bank desires to revamp the Screens and roll out of which necessitates site visit for deployment of the same, the Vendor shall not charge any additional fees/ charges for this activity if such requirement arises once in a year during Contract period. The once in a year criteria do not apply to the advertising screens or any modifications to screens requiring loading of few screens which can be managed from central location through EJ Software and this activity should be done without any additional cost during the contract period.
- m. The solution should be capable of performing rollback if the ATM needs to be brought to the previous state.

- n. All necessary hardware / software etc. shall be provided by the bidder for screen distribution.
- o. The bidder shall provide the MIS/Reports conforming download format.

#### **6.4 Networking for connectivity of CDs**

##### **6.4.1. Switching**

- a) Switching is done by the respective Switch vendor of the bank. The Bank is having /EFT Switch provided by **Cedge** who is managing it. Driving of CDs will be the responsibility of the vendor. Terminal Master Key's generation, MIS reports and other functions that specifically pertain to the ATM Switch will be managed by the Bank. Providing Data Feed from Bank's ATM Switch to the Managed Service Centre of the selected Vendor also will be responsibility of the Bank.
- b) The necessary connectivity from the Banks switch located at the switch vendor /Bank's Data Centre will be provided by the selected Vendor. Necessary connectivity charges to be built into the cost

##### **6.4.2. Networking -On-site CDs**

- a) All the on-site/off-site CDs connectivity should be provided by the bidder / vendor with the ATM Switch of the bank (either at the site of the switch provider or at the Banks DC) as required and also to the DR if available. In the event of Bank shifting its Data Centre to another location within India, the Vendor will be responsible for backhaul link migration without any downtime and cost to the Bank.
- b) The bank will provide the connectivity for onsite/offsite CDs. The Vendor should ensure the necessary LAN cabling for onsite/offsite CDs.
- c) The detailed note on the network requirement/sizing details should be submitted along with the technical bid in the technical document separately.

##### **6.4.3 Other requirements:**

- a. Vendor should also arrange for VSAT backhaul (Bharti Airtel, HECL, HCL Comnet, etc.etc), 3G,4G,5G Wimax, CDMA backhauls for connecting to the Bank's ATM Switch and DR at respective places
- b. The backhaul link each between Network service provider's Hub/NOC, to Bank's ATM Switch and Disaster Recovery Centre, should be configured with end to end IP Sec, 3DES. Managed Services center of the Bidder also need to be connected to Bank's DC and switch providers DR for ATM monitoring purpose.
- c. A backup link of 2 mbps or higher to the Primary Backhaul links from an alternate network service provider with end-to-end IP Sec/3DES or any higher version should also be provided.
- d. It should provide, install and maintain routers and other network equipment at Bank's DC and DR site of the switch providers and at the vendors Hub/NOC. This should be done in consultation with Bank's.
- e. The Vendor should allocate dedicated IP addressing scheme in co-ordination with Bank's Networking Department/ System integrator of the Bank. Bidder have do Netting in the router which will be kept in DC and DR Site of the switch provider or at the bank. Accordingly, bidder has to deploy Model of router.
- f. The proposed networking plan with all technology details should be enclosed to the Technical Bid.
- g. The Vendor is required to undertake all the up-gradation / installation of Operating System patches as and when required to the network equipment. The Vendor should ensure that their network equipment's installed at Bank's end and DR is on dual power supply. All Network



equipment at remote locations should be IPv6 compliant. Bank will reject the equipment and Vendor will have to replace the equipment at any point of time in case the network equipment deployed by the Vendor are not IPv6 compliance.

- h. The Network should adhere to the following security aspects:
- i. Strong Authentication.
  - ii. IPsec tunnel for the traffic from CD's to ATM switch as advised by the Bank for data confidentiality.
  - iii. Segregation of proposed network from other customers. If total physical segregation is not feasible, network level access controls including firewalls and router based access control should be implemented to ensure that there is adequate logical separation
  - iv. The Bank reserves the right to conduct post-implementation audits of the Network to ensure that the security controls are in place.
  - v. Bidder should have clear Disaster Recovery and Business Continuity Plan and the details of the same should be furnished.

## 6.5. Site Implementation Services (SIS)

### 6.5.1 .Onsite CD's

- a. ATM Site (onsite) will be provided by the Bank i.e. CD room with shutter.
- b. The size of the CD room will be minimum 8X8 ft.
- c. The On-site CDs will be installed at the Bank's branch locations.
- d. The electricity connection up to the CD room will be provided by the Bank. Proper earthing arrangements, connecting to the CD/other equipment's like AC/UPS/ Cameras etc. will be responsibility of the vendor.
- e. Air-condition/UPS is to be provided by the vendor.
- f. Networking arrangements to be done by the vendor including necessary equipment, Cabling etc.
- g. Signage and other furniture will be put up by the Bank.
- h. Any licenses/authorizations required for installation of ATM at selected Centre from authorities, shall be arranged by the vendor. Bank will extend necessary help in this regard if required.
- i. Bank is responsible for-timely payment of Rent, Electricity bills, all applicable taxes, lease deed expenses and any other required / necessary expenses.

### 6.5.2 Indicative Site Work Specifications applicable to Onsite CDs

Bidder would be responsible for Site preparation as per the indicative specifications are given below:-

Item Description
<b>a. FLOORING</b> P/f of 2' x 2'' Vitrified Ivory color tiles for flooring (only). Laying of Tiles for steps and Raisers depending on the site conditions
<b>b. FALSE CEILING</b> Providing and fixing exposed 'T' section are suspended from the ceiling, including necessary framework for the Armstrong type False ceiling.
<b>c. PAINTING</b> Providing & applying 2 coats of enamel paint to the existing Rolling Shutters

**d. FIXED GLAZING**

Providing and fixing external fixed glazing comprising of 6-8 mm Modifloat, Saint Gobain, Asahi make clear glass covered with 80 mm x 50 mm aluminum sections and clip with black color mat finish powder coated. (Need transparent frosted film on glass).

**e. MAIN DOOR**

Providing and fixing glass door comprising of 2" x 2" vertical member and top member, 80 mm x 50 mm top & bottom member, aluminium of Jindal make, black powder coated, floor spring of Indus, Everite, Opel make, clip sections, 8mm clear Modifloat/ Saint Gobain glass. Aluminium sections with groove for vertical, top and bottom members to house wool/ rubber weather strip.

**f. PANELLING**

Paneling at entrance and walls to 7ft. / 8 ft. height made of 1.5" x 1" Aluminium box section with 3 mm ISO Aluminium Composite Panel.

Exterior Paneling of shutter with 3 mm Aluminium Composite Sheet with trap door and all accessories.

**g. PARTITION**

Providing and fixing of 1.5"x1" Aluminium Box Section partition with 3 mm Aluminium Composite panel / sheet lapped on front side and back side (only where backroom is available) with 8 MM thick plywood finished with white color enamel paint. Providing and fixing of flush Door with teak wood louvers, and necessary accessories.

**h. GROUTING**

Drilling 10"-12" holes in the flooring and hammering metal sleeves in these holes. Putting in Anchor fasteners - min. 8" long anchor fasteners as per the industry practiced. Applying resin adhesive (Araldite) over the finished bolt positions for improved bonding.

**i. Color combination:** The same will be provided by Bank to the selected vendor/s

**j. Ramp for Physically Challenged:** To build ramp at the ATM site for accessibility to the physically challenged.

**k. ACCESSORIES :**

Soft Board for displaying notices- 1 no, 12 mm thick soft board covered with 25 mm X 25 mm teakwood frame covered with blue colored carpet cloth.

Brochure Holder -1 No. Fire Extinguisher-1 No., 2 kg. ABCE

Type Burglar Alarm- 1 No,

### 6.5.3. Indicative Electrical work at CD site specifications given below:-

Item Description
<p><b>a. <u>ELECTRICALS</u> :</b></p> <p>Flame Retardant Low Smoke (FRLS) wires of (Finolex / R.R.Kabel /Anchor/Havell's /Polycab) make are to be used.</p> <p>4.0 sq. mm wires are to be provided from main supply and air-conditioner power supply, with earth wires of size 2.5 sq. mm. 2 Nos Metal clad with 20A MCB for Aircons</p> <p>2.5 sq. mm wires are to be provided for UPS supply circuits, lighting circuits and board light supply with 1.50sq. mm. Earth wire. 20 Amps metal clad plug and socket DB is to be provided for input and output supply of UPS</p> <p>15A Cable tops, cables for input and output to and from UPS Unit.2 Nos. Metal clad with 20A MCB for UPS input and Output, Providing and fixing modular type switches/ sockets of make Legard, Mosaic/ M.K India wrap around/ Schneider Electric Clipsal/ Anchor – Ave, Woods / Havell's – Crab Tree.</p> <p>6 Nos light points comprising of 6A Single switch for CFL and LED lights</p>
<p><b>b. <u>MAIN CABLING</u> :</b></p> <p>Providing &amp; laying of 10 Sq. mm. UG cable from ATM main DB to panel board.</p>
<p><b>c. <u>EARTHING</u> For CD</b></p> <p>- Supply &amp; installation of 500 x 500 x 5mm copper plate earthing with 2.5 m long 500mm dia 'B' class G.I. Pipe with No. 8 copper wire from the bottom of pipe to top clamp and perforated holes, cast iron funnel with wire gauze on top of watering arrangement, electrode buried alternative layers of Salt / Charcoal providing double clamp arrangement on top using fastened to the earth electrode with suitable brass bolt and nut as required including masonry chamber construction.</p> <p>- P/f of 6 Sq. mm PVC insulated copper wire with proper conducting from earth pit to UPS .Alternatively the vendor <u>can implement Chemical earthing</u> to the conventional Earthing.</p>
<p><b>d. <u>DATA CABLING</u> :</b></p> <p>Finolex 4 pair Cat - 6 Cable wiring with I / O socket in PVC pipe with proper conducting. Additional Cat 6 cable is required on same root as backup.</p> <p><b>VSAT Cable Conduiting</b> :- Cable to be conduit in flexible pipe with proper clamping from ODU to IDU</p>

### 6.5.4. UPS Requirement

It is responsibility of the Vendor to arrange for *uninterrupted* power supply for ATM functioning. Vendor should install and maintain UPS with minimum 8 hours battery backup.

### 6.5.5. Air Conditioner

Vendor should install and maintain two nos. of Air-conditioners of adequate capacity with timer and stabilizer from reputed Vendors having a good service network across the country. AC installed should be of minimum 1 Ton capacity.

### 6.5.6 Cameras

Vendor to provide 2 cameras, One pin hole camera integrated with CDs and Another external camera (CCTV) located at the secure place at the site.

### 6.5.7. UPS, AC, Cameras Maintenance, contract

*Vendor should provide 2 cameras one at the site and another peephole in CDs.*

The Vendor needs to have tie up arrangements with OEM or their Authorized Service Providers for Annual Maintenance contract (AMC) for UPS, UPS batteries, Air Conditioners, Cameras or any other pertinent item related with ATM/CD installation under this RFP for the entire contract period.

### 6.5.8. Site Maintenance, security and cleaning services (applicable for on-site locations)

The Bank will take care of the site maintenance, Security, Cleaning activities including pest control etc. except for the items supplied by the vendor under this RFP.

### 6.5.9. Cash replenishment activities, stationery item supply etc.

Cash replenishment activities, stationary supplies etc. will be taken care by the individual Banks.

### 6.5.10 E-Surveillance integration at ATM sites

#### 1. Event Based Surveillance activities –

- a. Detection of Intrusion in the ATM, UPS, Control Panel, etc. ATM premises/ adjoining portion of Branch premises, in case of Onsite ATMs wherever, due to structure & lay-out, such overlaps occur.
- b. Camera analytics or any facility, which should be able to detect any person entering ATM room with covered face, face under mask and/or wearing helmet etc.
- c. Alert in case of fire/abnormal heat, smoke, in the ATM premises / adjoining portion of Branch premises in case of Onsite ATMs, wherever, due to structure & lay-out, such overlaps occur.
- d. CCTV Surveillance should be provided in ATM Room and ATM Back room as well as the front entrance area.
- e. Event Based detection of loitering or unauthorized activity, using motion detectors through PIR (Passive Infrared) sensor/ IP Camera on a round the clock basis / or on a shift basis, wherever the ATMs functioning is on a shift basis. In other words, the Trigger action in all the ATMs including the ATMs closed in night, would be on event based basis however, all the ATMs would remain under Surveillance for the 24 hrs basis.
- f. Video verification by viewing images of site on above event.
- g. Storing of Images and Video for any Verification (90 days minimum) (Expandable to meet higher period i.e. 180 days for storing disputed cases in case of any future administrative / regulatory requirements").
- h. Use of 2-Way Audio to deter the attempted crime and the system should be highly capable of clear voice/sound quality and there should be no disconnection even if the connectivity is lost with the command center.
- i. Pre-recorded message of minimum 60 seconds should be played to deter any theft/burglary or any suspicious activity.
- j. Storing of ticket related notes / recordings of conversation with various parties for 90 days minimum. Storing of suspicious / criminal events would be for 180 days or till the closer of the case.
- k. SMS / Emails sent to Bank officials posted at Head Office/branches, on receiving an alert as per mutual agreed procedure. This disposition may be altered as per Bank requirement in future.
- l. Telephone escalation to related parties regarding communication of crime.

- m. Bank should have the authority and discretion to remotely view any of the ATMs under this solution whenever required, carry out mock drills etc. with availability of log details.
- n. Providing mutually agreed reports and service provider is under obligation to provide audio video footage / images as per the requirement of the Bank.
- o. Providing audio – video footage/ images for submission to Police authorities/ Civil Administration authorities, under the law.
- p. The offered system should have various reporting capabilities such as e-Surveillance system down report, system health check report, ATM-wise site-wise alert reports, ticket transaction reports, ATM main power cut reports, chest door Open report, hood Open report, housekeeping attendant report, CRA attendance report and connectivity/ link uptime report etc.
- q. The e-Surveillance vendor will be solely responsible to provide such information or video footage or image or reports to the police or other regulatory authorities on demand and under the permission of Bank's authorities. Suitable penalty will be applicable in case of failure to provide requisite footages.
- r. The Bank may shift its ATMs during the contract period. In these cases, the service provider has to shift the same equipment to the new location and make e-surveillance system live within 7 days. Vendor to provide support for additional sensor requirement as per regulatory/statutory requirement during contract period.
- s. Deinstallation/Dismantling of any e-surveillance equipment from the site will be done without any additional cost to the Bank.
- t. During the currency of the contract, if any additional sensor is required to be installed, the vendor will install the same without any extra cost.
- u. Vendor to provide support for upgradation in CCTV camera technology/resolution as per regulatory/statutory requirement during contract period
- v. The Bank would use this support infrastructure for any other site control measures also.
- w. Minimum front line staff for monitoring in command center should be in the ratio of 1 staff per 100 sites.
- x. Customer credentials should not be captured through any camera/sensor or any type of equipment in ATM cabin installed by the service provider.

## **2. Quick Response Team (QRT) for attending to the sites on event based requirements.**

- a. To attend the site within reasonable time (generally within 15 to 20 minutes in Metro / Urban area, 30 minutes to 40 minutes in Semi Urban / Rural area).
- b. To be able to inform the Police and take their support locally, in dire eventualities.
- c. To take reasonable deterrent action, when encountering the culprits at the event sites.
- d. To support the Bank / Law enforcement authorities up to the extent warranted by the nature of the event.
- e. QRT to be located through GPS (in mobile application).
- f. QRT should have professional knowledge of e-surveillance system and should not be changed on frequent basis from their duties.
- g. Any other related work, which may be included in the agreement after mutual discussion and appreciation of the inherent issues.

## **6.6 Managed Service Centre, Deployment of Monitoring Tool and Incident Management (IM) Services**

- a. Bank will be responsible for providing Switch Data Feed to the Bidder for the purpose of managing the ATMs/ CDs deployed by the Vendor.
- b. Vendor's Managed Service Centre should have highly redundant infrastructure and scalability to cater to the needs of managing Bank's CDs.
- c. Cash Dispensers deployed by the Vendor should be monitored for uptime and incident management on 24x7 basis.

- d. Vendor should provide Monitoring and incident management Services using personnel with requisite skills.
- e. Vendor should provide connectivity between the monitoring System / managed services center and ATM switch / Bank's DC with high level security standards like network connectivity through IPSEC / 3DES dedicated servers located at Bidder's end to remotely run special commands, firewall / De Militarized zone (DMZ), firewalls and other IP security methods and access control methods.
- f. In the event of Bank shifting its Data Centre to a different location, the Managed Service Centre link migration will be responsibility of the Vendor at a cost to be decided by the bank and the vendor mutually.
- g. Vendor should have Centralized Monitoring System. Vendor should deploy a standard Monitoring tool for monitoring CDs rolled out both proactively and reactively reviewing hardware performance and capable to provide remote analysis and resolution of the ATM related problem on 24 X 7 basis from Managed Services Centre.

#### 6.6.1. Incident Management (IM)

The IM system proposed to be deployed by the bidder preferably online web portal, should have the following features:-

- a. When an incident is reported – which can be due to complete outage of CD or CD component, performance related issues, alerts & warnings from ATM/CD or related third party problems (FLM, SLM, Cash, network etc.), a trouble ticket is automatically or manually generated, detailing the type of problem, with time of occurrence and other ATM details.
- b. IM should be capable of carrying out activities manually or automatically for managing the CDs such as call logging, raising the ticket, fault segregation, call transfer, call escalation, and follow up till satisfactory closure of ticket. It should be ensured that the downtime should be restricted to the least minimum.
- c. IM tool should be capable of processing all the status codes generated by ATMs and initiate appropriate action.
- d. IM tool should be capable of capturing even minor link fluctuations and reports generated should capture downtimes.
- e. Forecasting optimum requirements of cash in CD and advising the Cash management agency
- f. Trouble shooting and providing wide ranging MIS for each ATM for meaningful analysis of performance over a period.
- g. Call progress monitoring, escalation and call closure to rectify any type of fault without manual intervention.
- h. IM should have features of automated dispatching of field services calls using phone lines and SMS, to the right engineer / personnel and providing the escalations when the call is not closed in defined time frame.
- i. IM Services should also manage the coordination of incidents that require both single and multiple third party dispatches. For all equipment (UPS, ATM Software on ATM / CD PC, ATM /CD PC, Air Conditioners, VSATs, terrestrial lines or any other communication media, Networking equipment,) installed at different locations. For all other third party components problems, which requires field visit, the call will be dispatched to the respective third party agency and will be tracked to closure.
- j. It is responsibility of the Bidder to dispatch an incident call to the respective vendor/sub-contractor and to track the call and ensure that the error is rectified within a reasonable time not causing major decline in the ATM/CD availability.



- k. Bidder should be able to provide report detailing performance of the ATM channel with segregation of faults on pre agreed criteria.

#### 6.7. Central Help Desk for CD fault reporting and queries

- a) Bidder should provide a help desk (including telephone numbers, emails, etc.) that provides a single point of contact manned by expert personnel for all service teams / managing multiple parties involved in resolving ATM uptime related problems.
- b) The Central help desk should be customized to cater to the Bank's requirements to provide necessary status updates, reports and monitoring facilities.
- c) The Vendor should maintain complete confidentiality in the matters related to CD as they deal with the financial / customer data pertaining to the Bank.

#### 6.8. Banks responsibilities

**The Bank will undertake the following:**

- Supply and Replenishment of consumables such as JP Paper, Receipt paper, etc.
- Cash replenishment.
- Consumable Stationery Replenishment

#### 6.9. Annual Maintenance contract (AMC)

- a. The Vendor should provide Annual Maintenance Services (AMC) during the period of contract for CD , UPS, AC, Communication Equipment's, external camera, Electrical Fittings and Site interior, other items mentioned in point 6 above at no extra cost to the Bank. Cost if any should be inbuilt in the proposal itself.
- b. The Bidder or its authorized business partner to provide on 24x7 support with necessary tools / systems / knowledge base to help field staff for quick resolution for 98.5% uptime of the CD monthly basis. The Software and Hardware maintenance and support should be taken from the OEM or its authorized service partner.
- c. The Bidder or its authorized business partner should have sufficient service centers / locations which are used for storing critical spare parts. Replacement of spare parts whenever required so as to ensure availability.
- d. Selected vendor should enter into a comprehensive Annual Maintenance Contract for the above items.
- e. AMC shall be applicable for a period of 4 years after the expiry of the warranty for One year.
- f. The annual maintenance charges will be paid to the vendor at the contracted rate. AMC will include total hardware equipment, License fees, if any, associated communication and security devices, Operating System and other software provided by the vendor and all other items mentioned in this RFP. This rate of AMC will remain unchanged during the contract period.
- g. However, Bank may decide to avail service if any particular machine is frequently becoming out of order for mechanical reasons for more than -3- times in a month and for two consecutive months, Bank may ask the vendor to replace the machine with another brand new machine at no extra cost to the Bank.
- h. If any of the peripheral, component etc. are not available or difficult to procure or if the Procurement is likely to be delayed, the replacement will be carried out with equipment of equivalent capacity or higher capacity at no additional cost to the Bank, during the currency of the warranty period and AMC.
- i. No separate Engineer visit charges, whatever the case may be will be entertained during the period of the Warrant and Annual Maintenance Contract.
- j. In case of any repairs to ATMs on chargeable basis, (not covered under AMC) the vendor should submit the quote with Service Engineer's visit report duly signed by authorized

official of the ATM controlling branch to the Bank. On receipt of approval, Vendor has to carry out the work within -24- hours. Any delay in resolving the problem will be treated as downtime and penalty will be levied as per the applicable downtime.

- k. ATMs should have protection from Pests, Rats, rodents etc. All types of cords including Patch cords from Wall mount sockets to the equipment will have to be provided by the respective suppliers and will have to be maintained by the vendor utilizing the cable.
- l. After expiry of warranty, AMC will be paid up to vendor on pro rata basis. Any part not covered under AMC has to be clearly stated.

#### 6.10. Maintenance Standard during Warranty/Post Warranty Period

Vendor will ensure 98.5 % uptime of individual ATMs to be calculated on quarterly basis. Vendor will submit uptime report clearly defining vendor SLA uptime report and Call Incidence reports. Vendor will submit these reports within a week after the expiry of every month.

The vendor shall ensure the maximum response time all service calls where the vendor directly or through channel partners. The vendor shall be responsible for timely applying of all the software patches and the same has to be done as part of the Warranty and AMC support services. See clause 6.12.

#### 6.11 Preventive Maintenance

Preventive maintenance should be conducted once in a quarter to ensure that the ATM is maintained in good operating condition and the report should be submitted to the Bank concerned. Preventive Maintenance may be scheduled at a time convenient to Bank i.e. it should not affect the customer service.

#### 6.12. RESPONSE, RESOLUTION TIME and UPTIME AVAILABILITY

A) Uptime availability: Uptime **Guarantee requirement:**

a) **ATM, UPS, and VSAT etc.:** Selected vendor should have to guarantee a minimum uptime of 98.5 % of, calculated on a monthly basis, for all the components. Uptime percentage will be calculated as  $(100 - \text{downtime percentage})$ . Downtime percentage will be calculated as unavailable time divided by total available time, calculated on a monthly basis. Total available time is two shifts a day (7.00AM to 11.00PM) for -7- days a week. Unavailable time is the time involved while any part of the core configuration or system software component is inoperative or operates inconsistently or erratically. If the vendor fails to provide services which results in the uptime of ATM below 98.5%, penalty will be applicable and will be deducted from the due quarterly bills. The Bidder should provide Bank with an alternative arrangement in case of failures. The uptime availability of the CDs in working condition should not be less than 98.5% calculated on average quarterly basis

b) **Air-conditioned unit:** uptime warranty of 95% is to be provided. Failing which, Bank will deduct penalty based on the A/c unit down days on pro rata basis of A/C AMC (This will include warranty period also.)



**B) Service levels:**

Repair Type	Average Response / Resolution Time (Hours)
Critical	4
Non- Critical	8

The repair type is further defined as under:

- a. **Critical:** All fault type attributed to ATM/CDs that render the ATM/Cds completely unusable for the customer.
- b. **Non-Critical:** All issues other than critical.

**6.13 CAP ON PENALTY for response time.**

- a) The total Penalty recoverable for downtime that is not maintaining the uptime as per Service Level, other faults attributable to the Vendor, delay in operationalization of services will be capped at 10% of the total payment due to the Vendor for AMC during the quarter.
- b) This Cap is not applicable for the following: -
  - i. Penalty for delay in operationalizing / making live the Off-site and On-Site CDs beyond the days stipulated above
  - ii. Recovery from the Vendor of the amount of transaction claim settlement done in the event of non-availability of EJ.
  - iii. Recovery from Vendor for the fine / penalty charged by RBI if any with respect to audit.
  - iv. Recovery from the Vendor for disputed transactions settled / penalty paid due to the non-availability of camera footage etc.

**6.14. Training**

Selected vendor shall provide extensive training, on its product, to users including branch officials, as identified by the Bank. This is required since the CD will be basically in rural areas and the bank should handle the immediate First Line Management (FLM). The training should cover features of:

- a) ATM hardware, software,
- b) Cash loading, printer paper loading
- c) Clearing cash and paper jam
- d) Communication devices, security devices, interfaces etc.
- e) Trouble shooting like CD Restarting etc. . . .
- f) Any other area which the vendor feels is necessary to take care urgent needs.

**6.14.1 Hands -on training and exercises**

Selected vendor should give training to the staff members till they are familiar with the things and can handle independently. Training period may differ bank to bank but not exceeding 7 days. Training will have to be provided at Bank's premises or external sites acceptable to the Bank, at Firm's cost. It should include training on the Operating Systems, Middleware, associated system utilities and other products etc. as required by the Bank.

**6.14.2. Access to Monitoring Tool**

- o Vendors shall provide view access to the Centralized Monitoring Tool to the Bank's team

for the purpose of monitoring A T M s / C D s which are down at any particular point with reason for down time. The Vendor will configure it for providing dashboard for real-time health status of ATMs which could be drilled down to provide the information of the ATM's on the basis of fields such as Zone, State, e-gallery, on- site locations at no additional cost to the Bank.

- Such access and view facility with details required should be provided within one month of the first CD going live.

#### **6.15. Cash Management, replenishment and related services**

Bank will undertake the above activities and necessary training /process etc. should be given by the vendor to take care of some of the activities like

- How to handle CD paper jam, JP roll, receipt printer roll etc.
- Cash replenishment in CD's
- Other activities which can be undertaken without waiting for the vendor to visit after discussing with the respective banks

#### **6.16. Camera Footage**

**The same should be made available to the Bank as and when required.**

In case, an Ombudsman Office, Legal Authority, Arbitration Panel or any such offices call for pinhole and external camera footage from the Bank regarding a dispute on non-dispensation of cash case or for fraudulent transactions and if the Vendor is unable to provide the same during the time frame stipulated by the authorized office due to any reason and if the case is awarded against the Bank, the transaction amount settled by the Bank and any penalty amount levied to the Bank will be recovered from the Vendor..

#### **6.17. Compliance of Statutory regulations.**

- The Vendor should ensure that statutory, regulatory and all other guidelines are complied.
- It shall be the sole responsibility of the Vendor to obtain the required licenses, permissions etc. from local or any other authority for transit for any of the items as per RFP.
- Vendor should also ensure that in case, RBI, IBA, Central /State govt. /Police authorities or any other law enforcement agency prescribed any new guidelines will be followed without any extra cost to Bank during the contract period.
- Any penalty charged to the Bank for non-compliance with any guideline or for non-obtainment of required permissions, licenses by the Vendor will be reimbursed by the Vendor to the bank.

**6.18. MIS Report**

Submitting the reports pertaining to performance of CDs will be the responsibility of the Vendor. Some of the reports are given below. The list given above is tentative and actual requirement will be finalized with selected vendor.

Sr .N	Report	Description	Yes/No
<b>Monthly</b>			
1	Network Performance Report	Performance of Managed Services with stress on call logging and escalations	
2	Availability Report	Availability trend analysis, causes of downtime, chronic CDs, action plan for improving availability	
3	Consolidated Cash Out Report with cause and TAT(Turnaround time) analysis	Monthly with CDs ID, Date and reasons	
4	Consolidated Report on CDs down	Due to hardware fault, network problem and spares not available with reasons	
5	Analysis of Optimum cash Recommendations	No. of occasions CDSs went out of cash despite loading cash as per recommendations	
6	Top 10% CDSs (Hits wise and cash dispensed) along with similar data for previous months	Monitoring high footfall CDSs	
7	Consolidated Reports on FLM/SLM calls	Region-wise report of FLM/SLM calls per CDS	
8	Report on Service Calls	zone wise report on service calls per site for CD repairs and maintenance	
9	Report on Site Condition	Report on condition on-site status, repairs necessary/undertaken	
10	Report on Chronic CDSs	CDs down repeatedly for the same reason	
<b>Fortnightly</b>			
11.	Consolidated Exception Report	Consolidated list of CDSs which were out-of-service for more than 4 hours with downtime break up and the reasons	
12.	Performance Report on Priority CDSs	Availability analysis of select CDSs with reasons for downtime	
<b>Weekly</b>			
13	Report on down CDs due to cash out situation	Apex/ DCCBs wise CDS down report due to cash out situation	
14	CDS hits with response code wise including business and tech declines	As above	

15	CDSs which are down for more than 24 hours with reasons	Do	
16	Daily dash board contains txns declines including network wise	Do	
17	list of ATMs which are down due to cash out situation	Do	
18	cash indent for all ATMS ( replenishment )	Do	
19	Consolidated correct and certified CBR	Do	
20	EJ reporting	Do	
21	Daily down time report - how many hours services were not available - ATM wise	Do	
22	Report on Downtime o/a Third Party Components	Report to ensure previous day's faults have been properly escalated, followed up and rectified within the stipulated timelines	
23	24/48 hours Down Report	List of ATMs which were out of service for 24/48 hours with downtime break up and reasons	
24	Current State Reports (thrice a day)	Status of ATMs during the day	
25	Urgent Actionable Information	Urgent actionable information on cash out, cash jams, cash handler, low currency cassette etc., through SMS	
26	Cash Recommendations	Recommendations for optimum amount of cash to be loaded to avoid cash outs and dead cash	
27	Consolidated Cash Recommendations	Consolidated list of all cash recommendations sent to branches	
28	Cash Recommendations Not Followed	List of ATMs which went out of cash o/a non-adherence to cash recommendations sent	
<b>On Demand</b>			
29	Cash Out Report	Incidents of Cash Out	
30	Hourly Current Status report	Current status on demand in crises like Bank strike, rains, floods, etc.	
31	Ticket History Report	For chronically ailing ATMs	
32	ATM-wise History of downtime	Reason-wise	
33	Any other report	As and when required	

## 7. Other terms and conditions:

### 7.1. Payments for CDs, Accessories and SIS

The payments shall be made by the bank:

- a. 70% of the order value for CDs will be paid upon delivery of the machine and remaining 30% of the order value for CDs will be released after installation and machine is operational for customer usage.
- b. 70% of order value for Site Preparation will be paid upon Site Completion and remaining 30% will be released after installation and machine is operational for customer usage.
- c. The amount payable to the vendor shall be inclusive of all costs as quoted in the bid.
- d. In case there is unavailability/downtime of the service during the warranty period, the penalty will be calculated as per the applicable clauses and will be deducted from the consecutive AMC payable to the vendor.

### 7.2. Maintenance Services (other details)

- a. The Maintenance Agreement for **CD and Accessories** will be executed between the bidder and the Bank at Apex Bank. Warranty for the entire CD system with accessories will be free of cost for one year. After the expiry of the warranty period of 1 (One) year, AMC for 4 years shall be effective. The payment for AMC would be made quarterly after the services received by the Banks. Goods and Service Tax will be paid at actuals.
- b. For spare parts / accessories ordered by the Bank, impacting the operation of CD, the response and resolution time will be as per Clause 6.12 B) Service Levels. Penalties will be levied @ Rs 200 per incident per day for incidents which affect the working/operations of the CDs. The penalties will be recovered from any payment due to the bidder under any contract with the Bank. No penalties will be levied for delays on account of uncontrollable circumstances in difficult and extremely remote areas.
- c. Maintenance under this agreement shall cover, inter alia, free provision of such spares, parts, kits, software, including EJ pulling, as and when necessary to ensure that the Equipment function in a trouble-free manner. Bidder shall correct any faults and failures in the Equipment and shall repair and replace worn out defective parts of the Equipment as and when requested by the Bank, 24 hours a day, and 7 days a week. In other words, such services should be made available to the Bank round the clock throughout the year. While Cassettes will have a one year warranty, they will not form part of the AMC.
- d. In cases where unserviceable parts of the Equipment need replacement on account of product malfunction caused by circumstances not attributable to the Bank, Bidder shall repair/ replace such parts at no extra cost to the Bank.
- e. All repairs and maintenance service described herein shall be performed by qualified maintenance engineers totally familiar with the Equipment. The cost of the visit of service personnel for uploading patches, MS agents, upgrade of Operating Systems, etc. will have to be borne by the bidder.
- f. The Bank shall arrange to maintain appropriate environmental conditions such as those relating to temperature, power supply, dust, within the acceptable limits required for equipment similar to that covered by this Agreement. It shall be the responsibility of Bidder to monitor such environmental conditions and bring to the notice of the Bank changes required, if any, well in advance to arrange for rectification.

- g. Any upgradation in hardware and software (uploading patches, MS agents, upgrade of Operating Systems, etc.) for CDs during the contract period will be sole responsibility of the bidder without any extra cost to the bank.

### 7.3 Preventive Maintenance

- a. Bidder shall conduct preventive maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the Equipment and necessary repairing of the Equipment) at such intervals (minimum once in a quarter) as may be necessary from time to time to ensure that the equipment is in efficient running condition so as to ensure trouble free functioning.
- b. All engineering changes generally adopted hereafter by the Bidder for equipment similar to that covered by this agreement, shall be made to the equipment at no cost to the Bank.
- c. Qualified maintenance engineers totally familiar with the equipment shall perform all repairs and maintenance service described herein.
- d. The Bank shall maintain a register at its site in which, the Bank's operator/ supervisor shall record each event of failure and / or malfunction of the equipment. The bidder's engineer shall enter the details of the action taken in such register. Additionally every time a preventive or corrective maintenance is carried out, the bidder's engineer shall make, effect in duplicate, a field call report which shall be signed by him and thereafter countersigned by the Bank's official. The original of the field call report shall be handed over to the Bank's official.
- e. The bidder shall provide replacement equipment if any equipment is out of the premises for repairs.

### 7.4 Maintenance Services (CD site)

- a. There will be a twelve months' warranty for the site from the date of site hand over. Bidder will remedy defects attributable solely due to bidder at no charge to the Bank. The Bank will decide regarding the same which shall be final and binding on the bidder.
- b. The warranty for the entire site including furniture, fixtures, false ceiling, cabling, flooring, UPS, Air conditioners and electrically lit signage will be free of cost for one year. The Bank may enter into AMC for maintenance of site after one year of warranty period at the cost quoted by the bidder and accepted by the Bank.
- c. For SIS AMC, UPS and AC will be critical items for service support. For UPS and AC, the response and resolution time will be 4 hours in metro/urban centers and 6 hours at other centers. For all other vital items like lights, door floor spring, the response and resolution time will be one working day. For all other items which do not impact the operations of the CD, two working days. Penalties will be levied @ Rs.100 per incident per day for UPS, AC and any other incidents which affect the working/operations of the CDs. The penalties will be recovered from any payment due to the bidder under any contract with the Bank. No penalties will be levied for delays on account of uncontrollable circumstances in difficult and extremely remote areas.

#### 7.4.1 Calculation of Downtime

The CD is considered “down” when it cannot dispense cash. "Percentage Downtime" shall mean the aggregate of downtime of the particular CD during a quarter expressed as a percentage of total available time in a quarter -- actual number of days to be taken into account X 24 hours). For example, if the aggregate downtime of a CD works out to 15 hours during a quarter, then the percentage downtime shall be calculated as follows:

$$\frac{15 \times 100}{\text{No of days in quarter} \times 24}$$

The downtime will be calculated on CD basis and not the entire network for the purpose of implementing penal provisions.

If a CD is shut down or is unavailable to the public during pre-determined specific periods as announced by the Bank, for reasons not attributable to the bidder, such time period of unavailability will be excluded from the denominator while calculating the downtime percentage.

"Down Time" shall mean the interval between the time of reporting of failure to the time of completion of repair. Down Time will have the exclusions detailed above. The Branch Manager of the Branch or the Channel Manager has the discretion to decide regarding the exclusions which shall be final and binding on Bidder.

The successful Bidder shall submit monthly uptime reports once in a month within 30 days from the end of the quarter for each ATMs/CDs location and penalty shall be recovered by the Bank while releasing payment for AMC

#### 7.4.2 Penalty for downtime

Bidder shall ensure that the full configuration of the Equipment is available to Bank in proper working condition and ensure 98% uptime, and maximum downtime per instance for each CD should be less than four hours for metro/urban centers and six hours for other centers, counted by the Bank from the time the fault is reported failing which a penalty of Rs. 200/- (Rupees five hundred only) per day will be deducted by the Bank for the period in excess of 4/6 hours, from the Annual Maintenance Charges payable. The downtime will be computed from the time of ticketing of the relative fault at the bidder's Management Centre or reported to the Management Centre by the Bank, whichever is earlier.

Note: However, for any delay, due to reasons not attributable to selected vendor, selected vendor shall produce documentary evidence of the same by means of email communication to BANK, giving the reasons for the delays and for waiving the penalties. BANK and Selected vendor can mutually decide the modalities on case to case basis. However, BANK reserves the right of waiving the penalties

#### 7.4.3 Penalty for non-availability of Cash in CD

In case Bidder services are engaged for cash replenishment then if any penalty imposed by RBI and other regulatory bodies as per the guideline due to non-availability of cash then such penalty amount will be deducted from the due bills of the bidder.



### 7.5 Exclusions to Bidder's liability for penalty

The following exclusions would be taken into account in computing penalty:

- A maximum of 5 hours for quarterly Preventive Maintenance
- Actual Supervisory Time (which should be reasonable & in tune with national average)
- Actual downtime on account of the Switch and network connectivity.
- Core Banking Solution host outages.
- Vandalism
- Non-availability of access to the CD.
- Any other items which is beyond the control of the vendor

Bidder, in all such cases, shall inform the Bank regarding the same.

### 7.6 Replacement of CD machines with recurring issues

- a. Bank will intimate the Vendor/s the locations with CDs having recurring uptime issues as observed over a period of a continuous period of any three months.
- b. Vendor should replace such Make and Model of CDs having inherent/ perennial problems with a new CD within one month from the date of issuance of intimation/notice by the Bank.
- c. If there is a delay in replacement of the aforesaid CDs, viz. not replaced within the stipulated period of one month, Bank will withhold payment of monthly charges for such CDs till they are replaced. However, Bank will continue to use those CDs.

### 7.7 EJ Pulling & Screen Downloading

- a. EJ Pulling, wherever referred, will comprise EJ pulling and screen downloading. All software required for EJ pulling must be factory loaded or loaded at no extra cost to the Bank at the time of installation of the CD. No charges will be payable by the Bank for any other software/patches at any of the CDs including the quarterly visits for preventive maintenance. Agent installation on CDs as may be required from time to time will be the responsibility of the bidder and will be done without any cost to the Bank.
- b. The bidder will have to pull EJ from the date of making the CD operational till which date the Bank will review the arrangement. If the Bank opts for EJ pulling by another MS vendor, the bidder shall fully co-operate in migration of the EJ pulling activity. The bidder will be responsible for loading the Bank approved software agent and must coordinate with the Managed Services Vendor so that EJ pulling is not disrupted.
- c. If the EJ agent is found to be disabled/ disconnected, CD bidder will restore it with no extra cost to the Bank. Bidders are expected to upload 100% EJ (i.e. no missing transaction) within t+1 days from the transaction date.
- d. EJ disabled and EJ disconnected cases have to be resolved within T+1 days. All EJs pulled must be stamped with the 'Event Time'. Any liability to the Bank arising out of disputes in case of non-availability of EJ will be recovered from the Bidder along with penalty.
- e. Since EJ Pulling is the sole responsibility of the Bidder, downloading of new/ modified screens within a stipulated time will also be his responsibility. The Bank may eventually procure its own software for EJ Pulling and it will be obligatory of all bidders to use this software for EJ Pulling.
- f. Customer transaction will take precedence over the EJ pulling process and if a transaction occurs while EJ is being pulled, the EJ process will be stopped to complete the transaction. The remaining part of the EJ will be pulled after the transaction is completed.
- g. CD-wise EJs shall be stored in the EJ Server of the bidder at a centralized location for a



minimum period of 6 months. CD-wise EJs pulled are to be spooled separately and pushed to the designated server on daily basis. The EJ data may be purged by the bidder after seeking confirmation of the Bank.

### 7.8. Penalties for EJ

Bank will levy a penalty of Rs.100/- per instance per day till the date of uploading of EJ in the following cases:

- a) Non-uploading of EJ within T+1 days from the date of transaction, and/or
- b) Uploaded file not having 100% transactions
- c) EJ disabled and EJ disconnected cases not resolved within T+1 days after logging a call with the ATM bidder.

### 8. Termination of contract

Bank reserves the right to cancel the entire/unexecuted part of the Contract awarded at any time by giving 90 days without assigning appropriate reasons in the event of one or more of the following conditions:

- a. Undue delay in Implementation/roll out of CD's beyond the specified periods as per RFP for operationalizing the CD's owing to the reasons attributable to the Vendor.
- b. Failure to integrate / implement the functionality as per the requirements contained in the RFP document, due to reasons attributable to the vendor.
- c. Discrepancies / non-conformance to RFP terms found in Technical Specifications of CDs. Breaches in the terms and conditions of the RFP/ SLA.
- d. The average availability in three consecutive months of all the CDs taken together is less than 98.5%(Excluding the standard exclusions and reasons attributable to the Bank).
- e. In addition to the cancellation of contract awarded, the Bank reserves its right to invoke the Performance Guarantee given by the Bidder.
- f. In case of breach of contract on part of the Vendor or the Bank, the affected party shall serve notice of breach on the other party. The party committing the breach shall, within 90 days of service of such notice take adequate steps to remedy the breach, failing which the affected party may enforce performance in accordance with applicable clauses of the Agreement.

### 9. Termination for Insolvency

The Bank may, at any time, terminate the Contract by giving written notice to the Vendor if the Vendor becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Bank.

### 10. Instructions to the Bidders

This section specifies the procedures to be followed by bidders in the preparation and submission of their bids. Information is also provided on the submission, opening, and evaluation of bids and on the award of contract. It is important that the bidder carefully reads and examines the Tender document.

#### 10.1 Availability of Tender Document

The RFP document is available and downloadable on following websites: <http://www.mptenders.gov.in>. Tender Fees (non-transferable & non-refundable) & EMD must be paid online at e- procurement portal (<http://www.mptenders.gov.in>).

### 10.2 Pre-bid Meetings and Clarifications

The prospective Bidder requiring any clarification on the RFP shall contact Bank through e-mail by sending the queries. The queries, if any, shall be submitted by the bidders as per the format given in **Annexure 4**. Bank would provide clarifications to only those queries which would be received before the due date as mentioned in Bid data sheet. All future correspondence/corrigendum shall be published on [www.mptenders.gov.in](http://www.mptenders.gov.in)

This RFP supersedes any tender issued by the M.P. Rajya Sahakari Bank Maryadit for Cash dispensers

### 10.3. Pre-bid Conference and Issue of Corrigendum

- A Pre-Bid conference of all the interested bidders shall be held at the scheduled date and time. However, bidders are requested to follow the timeline strictly given for submitting the pre-bid queries through email-id mentioned in the Bid Data Sheet.
- It is requested to mention any changes are required for any other items not mentioned in pre bid queries. Bank reserves the right to consider the same if it deems fit. See the price bid format **Annexure 12B**.
- Bank reserves the right to make any kind of amendments or in the terms and conditions of RFP before the due date of submission of bid. Any change/ clarification/ corrigendum would be uploaded on the e- procurement portal. This will form a part of this RFP document.
- Bank at its discretion may extend the due date for the submission of bids.
- Bank reserves its right to accept/reject any or all responses to the RFP without any reasoning.  
Bank will select single vendor who can provide hardware/application/support services.
- Bank reserve right to amend/reissue/cancel the whole RFP depending upon their requirements.
- The information provided by the bidders in response to this Request-For-Proposal (RFP) will become property of Bank, and will not be returned.
- Bank's decision on technical and commercial Proposal evaluation will be final.
- All the cost and expenses incurred by the Bidders will be borne by Bidders.
- Any form of influencing the officials, regarding short listing, status etc. will result in a disqualification.

## 11. Preparation and Submission of Proposal

### i. Completeness of Bids

Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. The response to this RFP should be full and complete in all respects. Failure to furnish the information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of its proposal. The RFP Document is not transferable to any other bidder.

### ii. Language

The bid as well as all correspondence and documents relating to the bid exchanged by the bidder and the purchaser, shall be in English language only.

### iii. Preparation and Submission of Bid

The bidder is responsible for registration on the e-procurement portal ([www.mptenders.gov.in](http://www.mptenders.gov.in)) at their own cost. The bidders are advised to go through the e-procurement guidelines and instructions, as provided on the e-procurement website, and in case of any difficulty related to e-procurement process, may contact the helpline number of e-procurement portal. The Bidder shall submit the proposals online as described below-

- a) Proposal that are incomplete or not in prescribed format may be rejected.
- b) The Financial proposal should be submitted only through the e- procurement Portal.
- c) Technical Proposal - Scanned copy in PDF file format, signed on each page, with file name clearly mentioning: ***“Technical Proposal for Cash Dispensers-ISI-Managed services”*** The proposal should be as per the Technical Proposal format provided in **Annexure 3 : Technical Proposal Formats**
- d) Financial Proposal – Financial bid are strictly in the format provided in provided in Annexure 12B.
- e) Conditional proposals shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of the bids.
- f) Any alteration, erasures or overwriting should be valid only if the person or persons signing the bid initial them.
- g) Bidders are advised to upload the proposals well before time to avoid last minute issues.
- h)
- i) The bid has to be submitted only through online through [www.mptenders.gov.in](http://www.mptenders.gov.in) website. No physical submission of bids would be acceptable.

#### 11.1. Late Bids

Proposal after due date and time shall not be accepted.

#### 11.2. Bid Validity

The bid offer must be valid for 180 days from the due date of submission of proposal as mentioned in this RFP or the subsequent corrigendum (if any). However, Bank may extend this period, if the bidder accepts the same in writing.

#### 11.3 Cost and Currency

The offer must be given in Indian Rupees only. The price will remain fixed for the period

of the contract and no changes for any reason what so ever will be allowed. The bidder shall bear all the costs associated with the preparation and submission of its bid, and the purchaser will in no case be responsible or liable for these costs, regardless of conduct or outcome of bidding process.

#### 11.4 Interpretation of the clauses in the RFP Document

In case of any ambiguity in the interpretation of any of the clauses in RFP Document, the Bank interpretation of the clauses shall be final and binding on the bidder. The decision taken by the Bank in the process of RFP evaluation will be full and final.

#### 11.5. Amendment of RFP Document

At any time prior to the deadline for submission of bids, Bank for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bid documents by amendment. Any such communication shall be posted on website and Bidders are requested to visit the e-procurement website for updates, modification and withdrawal of Offers.

#### 11.6 Deviations

The deviation if any should be mentioned in the format given in **Annexure 5**. Bank reserves the right to take cognizance of the same as it deemed fit, provided it is not affecting the commercials in any way.

#### 11.7. Earnest Money Deposit (EMD) / Bid Security

- a) The Bidder shall furnish a bid security as per the amount mentioned in Bid Data Sheet.
- b) No interest shall be payable on EMD under any circumstances.
- c) Unsuccessful Bidder's Bid security shall be discharged or returned within 60 (sixty) days of expiration of the period of proposal validity or after awarding the Tender to successful Bidder.
- d) In case of successful bidder, the EMD shall be discharged upon signing of agreement and submission of performance bank guarantee.
- e) The EMD shall be forfeited by Bank, on account of one or more the following reasons-
  - If a bidder withdraws its bid during the period of bid validity
  - If the bidder fails to sign the agreement in accordance with terms and conditions (Only in case of a successful bidder)
  - Fails to furnish performance bank guarantee.
  - Information given in the proposal is found inaccurate/incomplete

### 12. Qualification Criteria and Bid Evaluation

#### Tender Opening

- a. Bid Opening shall take place through the e-Procurement Portal. Online Proposals submitted along with Tender Fee (Payable Online through the portal) and EMD/bid security as per the amount mentioned in Bid Data Sheet shall be considered for Bid opening as per the timelines mentioned in the Bid Data Sheet.
- b. In case of EMD/ Bid Security is not received as per the timeline mentioned in Bid Data Sheet, the bid submitted in e-Procurement Portal would be rejected.
- c. During bid opening preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether required bid documents have been furnished and whether the bids are generally in order. Bids not conforming to such preliminary

requirements will be prima facie rejected.

- d. To assist in the scrutiny, evaluation and comparison of offers, the bank may, at its discretion, ask some or all the Bidders for clarification of their offers on any of the points mentioned therein and the same may be sent through email. No change in the prices or substance of the bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by bank in the evaluation of the bids.

### **13. Bid Opening and Qualification-Evaluation Methodology**

#### **13.1 Bid Evaluation Committee**

- The bid evaluation committee constituted by M.P. Rajya Sahakari Bank Maryadit, Bhopal shall evaluate the tenders. Bank reserves the right to involve outside consultants in this committee during evaluation of the bid. The decision of the bid evaluation committee in the evaluation of the Eligibility and Commercial bids shall be final. No correspondence will be entertained outside the process of discussion with the committee.
- Bid evaluation committee will evaluate and compare the bids determined to be substantially responsive. It is bid evaluation committee's intent to select the proposal that is most responsive to the project needs and each Proposal will be evaluated using the criteria and process outlined in this RFP.
- Pre-qualification shall be examined by the bid evaluation committee with respect to compliance, completeness and suitability of the proposal to the project and only the bids which are in compliance to the requirements mentioned in the RFP shall be considered as qualified.
- The bid evaluation committee reserves the right to reject any or all proposal on the basis of any deviations or cancel the tender process if necessary. Their decision will be final.
- The evaluation shall be strictly based on the information and supporting documents provided by the bidders. It is the responsibility of the bidders to provide all supporting documents as listed in Forms necessary to fulfil the mandatory eligibility criteria
- If a Bid is not substantially responsive, will be rejected and may not subsequently be made responsive by the Bidder by correction of the nonconformity.
- Apex Bank's will shortlist the vendors for commercial bid opening and it will be final and no representation whatsoever will be considered by the bank.

#### **13.2 Evaluation of Pre-Qualification and Technical Bid**

Bids shall be first evaluated on the basis of pre-qualification criteria. Only those bids which qualify the pre-qualification criteria shall be considered for Technical Evaluation. Once technically qualified will be eligible for Commercial bid opening.

#### **13.3 Bids Opening and Comparison of Commercial Bids**

- The Commercial Bid of only qualified bidders (in Pre-qualification and Technical bid) will be opened. Those qualified bidders shall be termed as Substantially Responsive. The decision of the M.P. Rajya Sahakari Bank Maryadit, Bhopal in this regard shall be final.

#### **13.4 Bid evaluation criteria for selecting the bidder.**

- All the bidder, fulfilling the pre-qualification criteria will be considered for the technical bid opening, all the documents and Annexures (except commercial documents/offer) will be evaluated by the bank.

- The Technical bids will be evaluated in terms of their compliance with the criteria mentioned in the RFP.
- The Bank reserves the right to evaluate the bids on technical & functional parameters including witness demos of the system and verify functionalities, response times, etc.
- The evaluation will be **Techno + Commercial on weighted average method**, on the basis of the marks obtained in the Technical and functional specifications. It is understood that those who are considered for technical evaluation would have qualified in eligibility criteria. Please see the details of the example on the calculation method below.
- All bidders scoring the cut off 90 marks in Technical and functional evaluation will be considered for further evaluation.
- The section below gives the scoring break-up for the sections.

### 13.5 Bid Evaluation Score Card: (Technical score)

The technical evaluation score card based on which the bidder's proposal will be evaluated is as under:

S.No	<i>Evaluation Component</i>	<i>Maximum Score/marks</i>	<i>Minimum Qualifying Score</i>
1	Score on the basis of the Technical and functional specification sheet -Annexure 2A	100	90

Note:

- Bidder must fulfill all compliance criteria. The scores will depend upon the compliance details /annexures attached wherever required.
- Bidder is required to provide compliance to the technical requirement given by way of standard product features / customization
- Only those bidders achieving at least 90% score as above in the technical and functional specifications will be short-listed and proceed to the next round i.e. commercial evaluation.
- The bid of a vendor who scores **below the 90** in technical and functional evaluation **will not be considered for commercial bid opening.**
- In case all the bidders have scored less than required percentage, then Bank reserves its right to lower the eligibility of 90% at its discretion and its decision will be final and binding on the bidders.

### 13.6 Commercial bid evaluation process:

Commercial bid evaluation will be based on the Commercial **bid format** considering total **cost** for all items mentioned therein.

### 13.7 Selection of the final bidder:

The Tender will be awarded based on Techno Commercial Evaluation i.e. 70% Weightage For Technical bid + 30% Weightage for Commercial bid and the bidder who scores HIGHEST COMBINED SCORE in technical and commercial evaluation (Final Score) will be called as H1 Bidder, And shall be declared as successful bidder.

**Example of calculation for guidance: (Please note that the score mentioned below is for example purpose only)** In this example all the top three who have scored above 70 marks which was the minimum qualifying marks in technical and functional score ( see clause no 6.5 for details).

The “Final Score” of a bidder will be calculated using the formula as given below:



**Total Score =**

- (Bidder's Technical Score/Highest Technical Score amongst all bids)  
 $80/90 \times 0.7 \times 100 = 62.22 +$  (**PLUS**)
- (Lowest Commercial Bid Received/ Bidder's Commercial Bid received)  
 $10/14 \times 0.3 \times 100 = 21.42$

Bid type	Bidder 1 score	Calculation	Bidder 2 score	Calculation	Bidder 3 score	calculation
Technical	80	62.22	90	70.00	75	58.33
Commercial	14	21.42	11	27.27	10	30.00
		<b>83.64</b>		<b>97.27</b>		<b>88.33</b>

**Note:**

- Bidder who scores the highest marks will be selected for undertaking the project and will be referred to as H1 bidder. Bidder's will be ranked as under
- In the above example H1 is Bidder no 2, who have scored the maximum weighted average score will be selected .The ranking is as below :  
 H1: Bidder 2 (97.27)  
 H2: Bidder 3 (88.33)  
 H3: Bidder 1 (83.64)
- In case the selected bidder (H1), is not willing to undertake the project for any reason after issue of Indent letter within the stipulated time as specified in this tender and not responding even after giving a notice, the bank reserves the right to ask the second bidder (H2 bidder) to undertake the project, provided H2 bidder can quote the same cost as quoted by the H1 Bidder and agreeable for the other terms of the bid.
- On commercial evaluation if 2 company bids are found to be same, then privilege will be given to the vendor who had supplied more number of ATMs as mentioned in point no.6 of Pre-Qualification Criteria.
- Banks decision in this regard will be final and no representation whatsoever will be entertained. In case of any dispute the decision of M.P. Rajya Sahakari Bank Maryadit, Bhopal shall be final.

**13.8 Commercial Bid Rejection Criteria**

- Incomplete Price Bid
- Commercial bid submitted in a format not prescribed in this RFP

**13.9 Failure to Agree with the Terms and Conditions of the Tender**

Failure of the successful bidder to execute the work order issued as per the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the proposal or the award, in such event Bank would reject the proposal and forfeit the EMD without assigning any reason.

**13.10 Bid Evaluation-enquiries**

No enquiry shall be made by the bidder(s) during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to the successful bidder(s). However, the Committee/its authorized representative and M.P. Rajya Sahakari Bank Maryadit Bhopal can make any enquiry/ seek clarification from the bidders, which the bidders must furnish within the stipulated time else the bids of such defaulting bidders will be rejected.

## 14. Terms and Conditions Governing the Contract

### 14.1. Performance Bank Guarantee (PBG)

The Successful Bidder shall be required to submit PBG as follows:

The project will carry a performance guarantee for *contract period plus six months*. All Charges with respect to the PBG shall be borne by the bidder. The PBG shall be remaining valid for the contract period plus six months. The Successful Bidder shall have to submit the PBG. The PBG will be discharged / returned by bank upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.

This guarantee may be invoked on violation of any of the condition (s) given below:

- If any of deliverables or services, which shall be given by the selected vendor, does not perform satisfactorily
- The observed output/deliverables of the project is not in accordance with the approved specification.
- If any declaration& document is found to be false.
- The corporation suffers losses by way of some of the module generating illegal/ incorrect reports/output.
- The successful bidder should submit a performance bank guarantee of **amount Rs 300000/-, within 15 days** to the respective Banks, from the date of receipt of purchase order. If the PBG is not submitted within the stipulated time, Bank reserves rights to cancel the order and **forfeit the EMD**.

### 14.2. Taxes and Duties

Rates should be Exclusive of GST and inclusive of all other taxes & duties.

The Vendor shall be entirely responsible for all applicable taxes, duties, levies, charges, license fees, road permits, etc. in connection with delivery of products at site including incidental services and commissioning.

### 14.3. Deduction at Source as per regulations

Wherever the laws and regulations require deduction of such taxes at the source of payment, the Bank shall effect such deductions from the payment due to the Vendor. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Bank as per the laws and regulations in force. Nothing in the Contract shall relieve the Vendor from his responsibility to pay any tax that may be levied in India on income and profits made by the Vendor in respect of this contract.

### 14.4. Transfer / Sub-Contracting

The bidder has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof. However, in case of circumstances beyond the control of bidder, transfer/ sub-contracting may be permissible with the written concurrence of Purchaser. The decision is solely depending upon the Bank.

### 14.5. Corrupt / Fraudulent Practices

The Purchaser requires that the Bidders under this RFP should observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, the Purchaser defines the terms set forth as follows:

- i. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the award of the contract, procurement process or in contract execution;
- ii. In the event of corrupt practice and fraudulence in addition to penal action as per the terms and conditions of the contract, legal action shall also be initiated against the



concerned.

- iii. “Fraudulent practice” means a misrepresentation of facts in order to influence award of contract or a procurement process or an execution of a contract to the detriment of the Purchaser, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of the free and open competition;
- iv. The Purchaser will suspend the award of contract if prima-facie it is established that the vendor had engaged in corrupt or fraudulent practices in competing for the contract in question.
- v. The Purchaser will declare a Bidder ineligible after giving opportunity of being heard, either indefinitely or for a stated period of time, to be awarded a contract if at any time it is found that the Bidder has engaged in corrupt and fraudulent practices in competing for, or in executing, this contract.

#### **14.6. Resolution of Disputes**

- a. Bank and the selected Bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- b. If, after thirty (30) days from the commencement of such informal negotiations, Bank and the selected Bidder have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by a third party acceptable to both, or in accordance with the Arbitration and Conciliation Act, 1996. All Arbitration proceedings shall be held at Bhopal and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English
- c. In case the issues are not resolved in the arbitration proceedings then any further legal action by the parties shall be restricted to the jurisdiction of the Court in Bhopal

#### **14.7. Legal Jurisdiction**

All legal disputes are subject to the jurisdiction of Courts at Bhopal only.

#### **14.8. Indemnity**

The successful bidder(s) shall indemnify, protect and save bank against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components (like system software, software tools, hardware etc.) and the services rendered under this Tender.

#### **14.9. Publicity**

Any publicity by the bidder in which the name of the Indenter/buyer is to be used must be done only with the explicit written permission of the Indenter/buyer.

#### **14.10. Force Majeure**

- The successful Bidder shall not be liable for forfeiture of its Performance bank guarantee, Liquidated Damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- For purposes of this clause, “Force Majeure” means an event beyond the control of the Bidder and not involving the Bidder’s fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of Government in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

- If a Force Majeure situation arises, the Bidder shall promptly notify the authorized representative of Bank in writing of such condition and the cause thereof. Unless otherwise directed by the authorized representative of bank in writing, the Bidder shall continue to perform its obligations under the contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

#### **14.11. Right to terminate the process**

Bank, reserves the right to accept or reject any Tender offer, and to annul the Tendering process and reject all Tenders at any time prior to award of control, without thereby incurring any liability to the affected vendor(s) or any obligation to inform the affected vendor(s) of the grounds for such action.

Bank makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone. Further, this TENDER does not constitute an offer by Bank. The bidder's participation in this process may result in Bank selecting the bidder to engage in further discussions and negotiations.

#### **14.11 Limitation of Liability**

The maximum aggregate liability of successful bidder shall not exceed the order value.

### **Annexure-1: Details of Short Term Cooperative credit structure & Technical Setup of Banks in Madhya Pradesh:**

#### **Short Term Cooperative Credit Structure in Madhya Pradesh:**

The Short-term cooperative credit structure in Madhya Pradesh comprises of 3 tiers. Madhya Pradesh Rajya Sahakari Bank (Apex Bank) is a state level body having its 25 branches, whereas at District level, 2nd tier exists of 38 District Central Cooperative Banks (DCCBs) having its 829 branches and at the 3rd tier 4534 Primary Cooperative Credit Societies (PACS) works at tehsil and village level, which plays a vital role in providing financial support to the farmers for sustainability of agriculture base by providing credit facilities for agriculture loans, diverse Banking facilities including remittance and collection etc.

#### **Automated Banking Services enabled in Banks:**

1. Apex Bank and 38 DCCBs are using Core Banking Software of TCS company i.e. Bancs@24 under rented model. As an ASP, M/s TCS has built up Data Centre at Mumbai & Disaster Recovery Site at Bangalore for CBS solution provided in Cooperative bank.
2. Apex Bank and 35 DCCBs are NEFT/RTGS enabled through sub-membership of Central Bank of India.
3. Apex Bank and 35 DCCBs are DBTL enabled through sub-membership of ICICI Bank.
4. Apex Bank and 38 DCCBs are CTS enabled through sub-membership of IDBI Bank.
5. Apex Bank and 35 DCCBs obtained NFS membership from NPCI through sub-membership of ICICI Bank. (However, in future rest three DCCBs may be considered).
6. Apex Bank and 2 DCCBs (Indore, Khargone) are UPI enabled through sub-membership of ICICI Bank.
7. M/s C-Edge Technology Ltd., Mumbai is the ATM/EFT switch provider for all the banks. Currently the switch is enabled for EMV and DI cards technology.

**Annexure 2. Scope of work- undertaking format**

To  
Managing Director  
M.P. Rajya Shahakari Bank  
T.T. Nagar, New Market Bhopal- MP

Sir / Madam,

**Ref: For installation of Cash Dispensers on a CAPEX model including procurement, installation and managed services**

1. We certify that we have carefully examined the Scope of Work stipulated in the RFP floated by you.
2. We commit to provide services of installation and managed services for ..... Cash Dispensers for a minimum period of 5 years including warranty till .....
3. We hereby undertake to deliver services in its entirety as per the Scope stipulated inter-alia under following descriptions: -
  - a) CD (front loading) procurement, installation and maintenance
  - b) Providing CDs with Technical specifications and Functionality as contained in Part 6 of the RFP
  - c) Centralized Electronic Journal (EJ) pulling / software distribution/ screen distribution/content mgmt.
  - d) Networking for connectivity of CDs
  - e) Deployment of Monitoring Tool and Incident Management (IM) Services
  - f) Central Help Desk
  - g) First Level Maintenance (FLM)
  - h) Second Level Maintenance (SLM)
  - i) Access to Monitoring tool
  - j) Compliance of statutory and other responsibility
  - k) ATM monitoring and Managed Service Centre infrastructure
  - l) MIS Report generation
  - m) AMC
  - n) Installation of CD at On-site and if required at Off-site at identified locations
  - o) Necessary interface with the EFT switch of Cedge without any charges to the Bank if it is not available.
4. However the above undertaking is with following exceptions (Please specify the area of scope which the Bidder will not be able deliver If ANY as per RFP requirement)

\_\_\_\_\_  
Authorized signature (seal) Dated...

**Annexure 3: Technical Proposal- Covering letter**

To  
Managing Director  
M.P. Rajya Shahakari Bank  
T.T. Nagar, New Market Bhopal- MP

Sub: Submission of Technical Proposal

Ref: RFP for **installation of Cash Dispensers on a CAPEX model including procurement and managed services**

Dear Sir/Madam,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, we offer to provide Products and Services detailed in this RFP. We shall abide by the terms and conditions spelt out in the RFP. We attach hereto our responses to technical requirements as per Annexure 3A.

We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to Apex Bank is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so. We attach the details of the organization.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document. We hereby confirm that:

1. We have deposited Earnest Money of Rs ..... (Rupees ....) Online.
2. We have successfully executed orders of similar nature and we have sufficient experience and financial strength in handling orders of this value.
3. We have sufficient qualified manpower and necessary materials and after sales support to execute the order efficiently in the specified time schedule.
4. The quoted rates shall be valid till the completion of the order but not less than 180 days.
5. We further confirm that all chapters of the tender documents have been read, understood and signed and there is no deviation/discrepancy.
6. We give below the Organization details and contact details

**Particulars of the organization:**

	Description	Details (To be filled by the bidder)
1.	EMD details – NEFT/ RTGS UTR No & Date Amount of EMD:	
2.	Name of the company	
3.	Official address	
4.	Phone No. and Fax No.	
5.	Corporate Headquarters Address	
6.	Phone No. and Fax No.	
7.	Web Site Address	
8.	Details of Company's Registration (Please enclose copy registration document )	
9.	Name of Registration Authority	
10.	Registration Number and Year of Registration	
11.	Quality Certificates (ISO 9001:2008) and its Validity	
12.	GST/CST/LST/VAT registration No.	
13.	Service Tax Registration No.	
14.	Permanent Account Number (PAN)	
15.	Yearly Turnover of the Last 5 years 2018-19, 2019-20, 2020-21, 2021-22 & 2022-23	
16.	Name & address of the Banker	
17.	List of Major Clients and the size of orders	

Note: Separate sheets may be attached wherever necessary

It is hereby confirmed that I/We are entitled to act on behalf of our company and empowered to sign this document as well as such other documents, which may be required in this connection.

Yours Faithfully

Authorized signatory

Company seal\_\_\_\_\_

**Annexure 3A TECHNICAL & FUNCTIONAL SPECIFICATIONS (TFS)**

Sl No	Features	Yes /No	Remark
<b>1. Processor</b>			
1.1	9 <sup>th</sup> Generation Intel i5, 2.6 GHz equivalent or higher processor		
1.2	Min. 4 GB RAM or higher		
1.3	2*1 TB IDE/SATA HDD or higher.		
1.4	Two or more USB ports (Front Access)		
1.5	Microsoft Windows® 10 with latest Service Pack		
1.6	1 Ethernet card – 10/100 MBPS with RJ45 port		
1.7	Should be preloaded with CEN XFS 3.0 compliant layer and should be capable of running multi-vendor software without any hardware changes		
1.8	Operating system hardening (with Firewall) should ensure that all the unnecessary ports to be closed and services to be disabled which will reduce the vulnerability of the Cash Dispenser		
1.9	Biometric Reader compliant to <b>UIDAI</b> standards. PIN and Finger print authentication		
1.10	CD should scalable and upgradable in terms of RAM, HDD		
<b>2 Currency Chest</b>			
2.1	UL 291 Certified or Higher standard certified Secure Chest like Cen 1		
2.2	S&G / MAS Hamilton (KABAMAS-CENCON)/equivalent lock. The lock needs to be One Time Combination (OTC) compatible. Any key/ hardware required to operationalize and use OTC must be supplied with the machine.		
2.3	Alarm sensors should be available for temperature status, burglary status, vibration status, duress and chest open status.		
<b>3 Cash Dispenser Module</b>			
3.1	Friction / Vacuum pick technology		
3.2	Multi-media dispenser (currency/tickets) with bunch presenter		
3.3	Dispense minimum 40 bills per transaction		
3.4	Dispense ATM fit used notes and capable of diverting non ATM fit notes		
3.5	Capability to dispense multiple denomination currencies. If there is any new currency introduced by RBI in future, corresponding currency cassettes should be calibrated along-with ATMs without any additional cost to the Bank		
3.6	Removable cassette and indication for proper insertion of currency cassette		
3.7	Should support cassette swapping		



	<b>4.Currency cassettes</b>		
4.1	Four Pick Module with 4 cassettes configuration and should be capable of working even with 2 cassettes.		
4.2	4 programmable secured cassettes, with lock and key / latch. Three cassettes should be configured for Cash dispense at the time of installation.		
4.3	Fourth cassette to be configured at selected locations depending upon the dispense pattern only upon the bank's instruction.		
4.4	1 Divert cassette bin with lock and key / latch		
4.5	Indication of proper insertion of cassettes		
4.6	Each cassette should hold minimum of 3000 notes		
4.7	Dispense at least 4 notes per second		
	<b>5.Hybrid Dip Card Reader</b>		
5.1	Hybrid dip Card Reader for smart card chip and HiCo/LoCo magnetic strip Card		
5.2	Smart card /chip card (EMV v 4.0 standards or later, as certified Rupay standard ) read and write capability		
5.3	Capability to read track 1 & 2		
5.4	Software/firmware/license for using Smart card on ATM		
5.5	Conformance to VISA, MASTER & RuPay standards		
5.6	Anti-skimming will be assembler on Card Reader Device switch shall support this device.		
	<b>6. Customer Interface on ATM</b>		
6.1	15" Touch Screen with with LCD or Higher with 8 functional display keys (FDK)		
6.2	Vandal Screen with Privacy Filter. Vertical view angle of 60°, ±4° Thickness of 0.53mm, ± 0.07 mm.		
6.3	Two rear mirror on fascia. Allow the user identify and prevent shoulder surfing.		
6.4	PIN Shield or Recessed PIN Pad for PIN Security		
6.5	Braille keys on all devices as per requirements to support the visually challenged. Braille signage should be the part of ATM machine for locating ATM parts like card slot, cash dispenser, receipt printer, etc.		
6.6	Bilingual Screen Support		
6.7	Capable of Voice guidance to customer & digitalized WAV files for the same in all the two/ three languages to be provided by the vendor with internal speakers and headphone jack. Bank will provide the required wav/sound files.		
6.8	Fraudulent device inhibitor or equivalent. Card reader slot must be fitted with translucent polycarbonate/plastic/polyvinyl entry indicator protruding out from the body of the machine, suitably illuminated from within with a blinking/flashing light.		

<b>7. DES chip</b>			
7.1	Capable of supporting Remote Key Management –DES/RSA		
7.2	Triple DES chip with encryption / verification / validation software and support for Advanced security feature (AES) in future without any additional hardware or software changes		
<b>8. Software Agent</b>			
8.1	The ATM should be capable of supporting a third party software agent such as SDMS/InfoBase/Radia, tranxit etc. for software up gradation / distribution and EJ pulling purpose.		
8.2	ATM should be able to take daily EJ initialization, auto archiving of EJ's and Marinating duplicate copy of EJ's.		
<b>9. Connectivity</b>			
9.1	Should have Network Interface Card		
9.2	ATM must support TCP/IP on leased line, ISDN, VSAT, CDMA Network		
9.3	Patch cord from I/O box to CD		
9.4	Should have capability to connect to any type of Ethernet network switch		
9.5	Should connect to the existing ATM Switch using NDC or DDC device handler. As and when BIS comes up with an alternate Indian Standard Device Handler, the vendor must provide upgrade to this standard free of charge for banks and switch providers.		
<b>10. Receipt printer</b>			
10.1	40 column Graphic Thermal printer with auto cutter feature to print various information pertaining to the transaction executed by the customer, log of the transactions etc.		
10.2	Capacity to hold ~200m roll for printing around 5000 transaction		
10.3	Printing of receipt should be in Hindi Language also (Bilingual)		
<b>11. Journal Printer</b>			
11.1	36/40 column Graphic Thermal printer to print audit trail as per Bank's requirement		
11.2	Electronic journal to be also written on ATM hard disk. The solution should include an EJ viewer.		
11.3	Support centralized EJ Pulling		
11.4	Low media warning for all items viz. bills, journal roll, consumer printer roll etc.		
<b>12. Operator Interface</b>			
12.1	Maintenance panel, monitor, keyboard with integrated mouse to facilitate all operations related to housekeeping and maintenance of CD. Low media warning for all items viz. bills, journal roll, consumer printer roll etc.		

<b>13. SMPS</b>			
13.1	In-built SMPS to work on 230V 50 Hz power supply.		
13.2	Support input voltage of 230V AC /50 Hz with +/- 5% variation.		
<b>14. Application software</b>			
14.1	Should be capable of handling Device handlers (D912/ NDC) and any other supported by SWITCH .		
14.2	Capability to support MPEG full motion video and image capturing		
14.3	Utility for converting files containing transaction details into ASCII format		
14.4	The software road map should support for remote key and XFS		
14.5	Latest version Windows OS hardened, Installation of Microsoft recommended service pack and patch files. The OS should be supported by Microsoft during the contract period.		
<b>15. Voice Guidance Solution</b>			
15.1	ATM should be able to blank-out the screens and to enable voice prompts through earphone jack upon insertion of earphone jack in the ATM.		
15.2	Customer should be able to complete transactions through PIN-PAD and should receive voice guidance for language choice, volume control, selection and Completion of transactions.		
15.3	Voice prompts should be for guiding customer for mainly transactions like Cash Withdrawal, PIN Change & Balance Enquiry. Voice prompts should cover the complete flow of transactions for these transactions Covering successful and unsuccessful transactions.		
15.4	Bilingual support in Hindi and English		
15.5	Support for issuer and acquirer cards transactions		
15.6	Vendor shall provide any software / hardware or changes there of without any additional cost to Bank for these Requirements		
<b>16. Remote status indicator</b>			
16.1	Should have remote status indicator for : <ul style="list-style-type: none"> <li>i. low paper</li> <li>ii. Low currency/currency jam</li> <li>iii. Currency jam</li> <li>iv. Divert bin full</li> <li>v. CD – out of service</li> <li>vi. Paper jam in printer</li> <li>vii. Printer fatal error</li> <li>viii. Other Status Indicator</li> </ul>		
<b>17. Environmental capabilities</b>			
17.1	Should have a small footprint and energy saving features.		
17.2	Should have a small footprint		

<b>18. Security</b>			
18.1	Should have all standard security features		
18.2	Keypad with Triple DES Encrypted PIN Pad with Remote Key Loading feature		
18.3	Rugged spill proof Triple DES enabled keyboard with polycarbonate tactile/stainless Steel EPP pin pad keys. EPP Keypads to be PCI compliant with sealed metal keypad. EPP key pad with EMV version 4.0 or later		
18.4	The PIN Pad must also meet Global standard requirements on Tamper-resistant Security Module which enables automatic destruction of Secret keys in case of attempt to interface with the encryption system		
18.5	Vendor should provide machine specific firewall to take care of intrusion detection, port scans and other common virus attacks.		
18.6	CD should have Integrated Power Management Solution capable of interfacing UPS system and query the battery status, in-line power & temperature. Software should take the machine out of service if the battery capacity is too low, perform scheduled power offs and automatically start up at the configured date and time. The solution must shut down gracefully to allow completion of the on-going transaction in the event of complete battery discharge.		
<b>19. Integrated surveillance system</b>			
19.1	Solution must be capable of capturing image of the person(s) ensuring that the images so captured are able to identify the persons entering the ATM room and performing transactions at each location.		
19.2	<p>Solution shall use cameras for recording Cash dispensation and activities in CD room.</p> <p>Pin hole camera shall be integrated with ATM and the images shall be stored on the Hard disk of ATM. The CD hard disk capacity shall be sufficient for storing images for 90 days. The e-surveillance software should be integrated within CD.</p> <p>The external Camera (CCTV) shall be located at a secure spot to record all events in front of the CD within the site but shall not be positioned so as to cover the Pin Pad. The external camera connected to ATM shall capture images of the person in front of the Cash Dispensers and shall record the images of cash dispensation &amp; picking up of the cash from cash tray by the person at the ATM with Time Stamp.</p> <p>The Vendor shall arrange for footage of both the Camera in case of ATM transactions whenever requested by the Bank.</p> <p>The Vendor shall provide the images as and when demanded by the Bank. In the event of non-availability of the required footage of the disputed transaction hindering the settlement of the dispute, the claim amount will be recovered from the Vendor from the next bill due.</p>		

19.3	Solution shall be able to store the images in a digital format for minimum 3 months at an average of 300 transactions per day.		
19.4	The back-ups will be taken at quarterly intervals and/or as per the requirement by the Bank.		
19.5	The solution should be able to pull the required images from the central location and share the same over email/sftp/other communication medium with bank officials, as and when required.		
19.6	Solution must be configurable to suit different site requirements and must be capable of performing under extreme light conditions.		
19.7	Solution must be able to capture & stamp the transaction information on the images.		
19.8	The solution must have a search facility to locate an image/ event by date & time, card no., transaction reference no. and CD –ID		
19.9	Support watermarking for image authentication		
19.10	The solution must not degrade the performance of CD, e.g. speed of normal transaction		
<b>20. Functionality</b>			
20.1	Card Based Transactions: i Cash Withdrawal (On us /Off us) ii Balance Inquiry (On us /Off us) iii PIN Change iv Mini Statement (On us / Off us) v Card to Card Transfer vi Transfer of Funds from one account to another vii Utility Bill Payment viii Payment of Taxes		
20.2	Cardless Transactions: i. IMT, ICCW ii. Aadhar Enabled Withdrawal and other transactions		
20.3	Any other type of Card based, Biometric based and Cardless transactions proposed to be deployed by Bank during the contract period.		
20.4	The make and model of the Cash dispensers –front loading to be supplied should be integrated and certified with bank ATM/EFT switch.		
<b>21. CD should be RBI Compliant</b>			
21.1	Anti-skimming		
21.2	Hard-disk encryption		
21.3	Auto run disable		
21.4	Shutter tempering protection		
21.5	TLS 1.2		

21.6	Time base access management		
21.7	Whitelisting Software		

**Note:**

- a) Compliance to the all points mentioned above is compulsory for Technical qualification.**
- b) Each points gets 1 marks each. (Total 100 points)**
- c) Please provide details on Networking in a separate sheet**

**Authorized signatory (name/designation)**

**Company seal and Sign**

**Dated...**

**Annexure -4. Format for Pre-bid Queries-**

To  
Managing Director  
M.P. Rajya Sahakari Maryadit Bank  
T.T. Nagar,  
New  
Market  
Bhopal

Sub: Submission of Pre-bid Queries

**Ref: RFP For installation of Cash Dispensers on a CAPEX model including procurement, installation, Site preparation and managed services**

Dear Sir,

We have gone through the bid document and have following queries:-

S. No.	Page No.	Clause No. in RFP and details	Query/suggestion

Request your kind response of the same.

Yours Faithfully

Authorized signatory

Company seal and Sign

Dated...



**Annexure-5: Technical deviations format**

To  
Managing Director  
M.P. Rajya Sahakari Bank Maryadit  
T.T. Nagar, Bhopal  
Madhya Pradesh

**REF: Technical bid deviations**

**Re: RFP For supply of Cash Dispensers on a CAPEX model including procurement, installation, Site preparation and managed services**

Vendors have to provide the deviations on the eligibility criteria, Functional specifications and deliverables, scope of work, terms & conditions etc. in the below format only. Vendors are requested to provide a reference of the page number, state deviation of their proposal from the RFP requirements:

Page no	Page / Para / Clause no :	Details as per RFP	Deviations from the RFP terms	Remark

It is understood that Apex Bank reserve the right to consider these deviations as it deems fit while evaluation of the technical bid / commercial bid, if it is not affecting the costing in any way.

Yours faithfully

Authorized signatory

Company seal and Sign  
Dated...

**Annexure 6: Check list of details and documents to be attached.****Checklist for Technical Proposal.**

(The technical proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the technical proposal. Please go through the RFP for the details wherever required)

S. No	Particulars	Document Submitted (Yes/No)	File Name & Page No
<b>1</b>	Supporting Documents <i>for Eligibility Criteria as per clause no 5 RFP.</i>		
A	EMD Deposited		
B	NPCI approved certificate for the organization Point no 4 of eligibility criteria		
C	Self-declaration for one point contact to provide Cash dispensers ( <b>Annexure 8</b> )		
D	Document of Incorporation along with MOA and AOA of Bidder		
E	GST Registration.		
F	Permanent Account Number (PAN)		
G	CA Certificate & Balance Sheet & Profit & Loss A/c of Last 5 years of Bidder ( <b>Annexure-9</b> )		
H	<b>List of clients of Bidder</b> whom the Cash dispensers are supplied. ( <b>Annexure 3</b> )		
i	<b>Work Order/Purchase Order</b> Related as per the eligibility criteria		
J	<b>Experience Certificate</b> issued by Bank –( <b>Annexure 10</b> )		
K	Self-Declaration related to blacklist and bankruptcy ( <b>Annexure 11</b> )		
<b>2</b>	<b>Cash dispensers</b>		
A	Compliance on the letter head with seal & signed		
<b>2.1</b>	<b>ATM /Cash Dispensers</b>		
A	Name of make and model of the Cash dispensers – front loading to be supplied and the name of the ATM switch Vendor, the CDs are certified with.		
B	Scope of Work –Undertaking <b>Annexure 2</b>		
C	Technical Proposal- Covering Letter <b>Annexure 3</b>		
D	Technical and Functional Specification on the letter head of OEM with seal & signed as per <b>Annexures 3A</b>		
E	Technical deviations – <b>Annexure 5</b>		

3	Any other documents to support eligibility criteria and Technical as required in this RFP.		
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***Note: Documents of each point must be developed into separate PDF giving its heading***

**Annexure 7: Manufacturers Authorization Form (MAF)**

Ref : No.

Date:

To  
Managing Director  
M.P. Rajya Shahkari Bank  
T.T. Nagar, New Market  
Bhopal- MP

**Ref: RFP For installation of Cash Dispensers on a CAPEX model including procurement, installation and managed services. Tender ID .....**

Dear Sir,

We \_\_\_\_\_ who are established and reputed Manufacturers of \_\_\_\_\_ having factories at \_\_\_\_\_ (Address of the factory) do hereby authorize M/s \_\_\_\_\_ (Name & Address of agent) to submit a bid, and subsequently negotiate and sign the contract with you against the above tender.

We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation. We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Supplier:

- a) Such Products as the Bank may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and
- b) in the event of termination of production of such Products:
  - i. advance notification to the Bank of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and
  - ii. Following such termination, furnishing at no cost to the Bank, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,  
(Name of Manufacturer)  
Dated.....

*Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.*

**Annexure 8: Self Declaration of one-point contact to the Project**

Dated:

**(On Company Letter head)**

To,

Managing Director  
Madhya Pradesh Rajya Shahkari Bank  
T.T. Nagar, New Market  
Bhopal- MP  
Dear Sir,

**One point of Contact for the Project**

**Ref: RFP For installation of Cash Dispensers on a CAPEX model including procurement, installation and managed services. Tender ID .....**

We, \_\_\_\_\_ (Company Name), are hereby submitting our response to Madhya Pradesh Rajya Sahakari Bank Maryadit for "Request for Proposal for Supply, of Cash dispensers – ISI-Managed services at Apex bank and various DCCBs of Madhya Pradesh in accordance with Tender Ref No. \_\_\_\_\_ Release date \_\_\_\_\_.

I, the undersigned, hereby declare that our company \_\_\_\_\_ will be one-point contact to supply Cash Dispensers on a CAPEX model including procurement, installation, Site preparation and managed services. We will provide referenced services to the Apex Bank and DCCBs as directed by the Apex Bank, along with necessary services as mentioned in the RFP.

I also certify that I am competent to make this declaration on behalf of the company.

Thanking you,

(Seal &amp; sign – Authorized signatory)

Name:

Designation

Mobile Number

*Annexure 9: Format for CA Certificate (In letterhead of CA)*

To whomsoever it may concern

We have examined the books of accounts of \_\_\_\_\_ [Bidder's Name]  
having its head office at \_\_\_\_\_ [Address of the Bidder] and hereby certify the  
following financial parameters of the company:

(Rs in Crores)

Financial Year	Turnover of the Company	Profit before Tax	Net Worth
2018-2019			
2019-2020			
2020-2021			
2021-2022			
2022-2023			

This is further certified that we have obtained all the information and explanations, which to the best of our knowledge & belief were necessary for the purpose of issuance of this certificate.

[Chartered Accountant] [Seal & Sign]

UDIN No.:

[Date & Place]



**Annexure 10: Experience Certificate from Banks**

To  
Managing Director  
M.P. Rajya Sahakari Bank Maryadit  
T.T. Nagar, Bhopal  
Madhya Pradesh

Dear Sir/ Madam,

This is to confirm that ----- (Name of the Vendor)  
have been performing following Managed Services for total no. of ----- (no. of Cash  
Dispensers and ATMs) **as on** .....

(Please strike out whichever is not applicable from the below mentioned 1 to 5 items)

1. Centralized EJ pulling
2. Centralized A T M Monitoring
3. Network monitoring
4. End to end incident management and call resolution
5. First Level Maintenance
6. Second Level Maintenance
7. Site preparation for.....number of Sites,

Authorized Signatory

Name of Bank

Bank seal and Sign:

Designation:

Bank Name:

Dated.....

**Annexure 11: Self Declaration of Blacklist & Bankruptcy format**

Dated:

*(On Company Letter head)*

To,  
Managing Director  
M.P. Rajya Sahakari Maryadit Bank  
T.T. Nagar, New Market Bhopal-MP

Dear Sir,

**Ref: RFP For installation of Cash Dispensers on a CAPEX model including procurement, installation and managed services. Tender ID .....**

We, \_\_\_\_\_ (Company Name), are hereby submitting our response to M.P. Rajya Sahakari Bank Maryadit for Tender Ref. No. \_\_\_\_\_ publish date \_\_\_\_\_.

The undersigned, hereby declare that our company \_\_\_\_\_ (Company Name) has not been blacklisting by any State Government or Central Government or any other Public Sector Undertaking or a corporation or RBI/NABARD or any other regulatory bodies and has not been involved in any Bankruptcy filing or for protection from it as on the publication of this RFP.

I also certify that I am competent to make this declaration on behalf of the company.

I have the knowledge of terms & conditions given in the RFP to be initiated against the company in case this undertaking is found to be false.

Thanking you,

Yours faithfully

Authorized signatory  
Dated.....

Company seal and Sign  
Dated...

**Annexure 12: Financial Proposal (covering letter)**

To  
Managing Director  
M.P. Rajya Sahakari Maryadit Bank  
T.T. Nagar, New Market Bhopal- MP

**Ref: RFP For installation of Cash Dispensers on a CAPEX model including procurement, installation, Site preparation and managed services.**

**Tender ID.....**

Dear Sir,

*Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP. We attach hereto our responses to financial proposals as required by the RFP. We have applied for **installation** of Cash Dispensers on a CAPEX model including procurement, installation, Site preparation and managed services*

We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to Bank is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so. We are agreeable to pay all applicable Taxes and duties.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this Tender response for a period of 180 days from the date fixed for bid opening.

We agree that you are not bound to accept any Tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the Tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Thanking you,

Yours Faithfully  
Authorized signatory

Company seal and Sign  
Dated...

**Annexure 12A: Declaration for executing the project**

To  
Managing Director  
M.P. Rajya Sahakari Maryadit Bank  
**T.T. Nagar, Bhopal**

Sir / Madam,

**Ref: RFP For installation of Cash Dispensers on a CAPEX model including procurement, installation, Site preparation and managed services**

We, the undersigned, offer to provide CD installation and Maintenance services, services in conformity with the Terms and Conditions of the captioned RFP and at the prices offered as per the Price bid and is made part of the bid / this offer.

2. While submitting this bid, we certify that:

- Price quoted in bid has been arrived without agreement with any other bidder of this RFP for the purpose of restricting competition.
- The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.
- We have not induced nor attempted to induce any other bidder to submit or not submit a bid for restricting competition.

3. We undertake, if our Bid is accepted, to provide CDs and CD Maintenance Services solution in accordance with the Scope, specifications, terms and conditions and schedule of installation specified in the RFP document...

4. If our Bid is accepted, we will obtain the performance guarantee of a reputed Bank for the due performance of the Contract, for an amount of Rs..... /- for the entire contract period in the format prescribed by the Bank.

5. We agree to abide by the Bid and the rates quoted for a contract period from date of contract / and execute necessary service level agreement for 5 years which shall remain binding upon us.

6. We agree that the price quoted by us will not change during the contract period. We agree that the rates will remain valid for the period of the contract for the CDs for which the Bank may issue additional order of CDs.

7. The CDs deployed should have been certified for ATM Switch being used by the Bank. It is understood that No charges whatsoever will be paid by the Bank for the customization /certification from the Switch vendor.

8. Until a formal contract is prepared and executed, this Proposal, together with your written acceptance thereof and your notification, shall constitute a binding contract between us.

9. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

10. We understand that Bank is not bound to accept the lowest or any Bid that may be received.

We also certify that we have not been blacklisted by any Bank/IBA/RBI/NABARD during the last seven years.

Dated this ..... day of ..... 2024

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*(Signature) (Name)*

*(In the capacity of)*

Duly authorized to sign Bid for and on behalf of

Company seal and Sign

Dated...

**Annexure 12B: Financial Bid format**

<b>Total Cost of Ownership (TCO)</b>				
<b>S.No.</b>	<b>Part A – One Time Cost</b>	<b>Unit Price (in Rs.)</b>	<b>GST (in Rs.)</b>	<b>Total amount (in Rs.)</b>
1.	Cost per Cash Dispenser including all the items as per technical specification, including one year Warranty			
2.	Cost for Site preparation			
3.	Air conditioner			
4.	UPS with batteries per site			
5.	Cameras (2No.) -per ATM /site			
6.	Network equipment cost ,Hardware, implementation etc. per ATM/site			
7.	One Lockable Cassette			
	<b>Total (A)</b>			
	<b>PART B- AMC (for 4 years after one year warranty) per site</b>	<b>Price (in Rs.)</b>	<b>GST (in Rs.)</b>	<b>Total amount (in Rs.)</b>
1.	Cash Dispenser			
2.	Air conditioner			
3.	UPS with batteries			
4.	Cameras			
5.	Network equipment			
	<b>Total ( B)</b>			
	<b>PART C- Managed Services per site (for 4 years after one year warranty)</b>	<b>Price (in Rs.)</b>	<b>GST (in Rs.)</b>	<b>Total amount (in Rs.)</b>
1.	Incident management			
2.	EJ pulling			
3.	ATM monitoring			
4.	Screen Development			
5.	Screen downloading on ATM/CDs			
6.	E-surveillance monitoring			
7.	Managed Service Centre			
8.	Bandwidth cost including back end haul for DC/DR-per site			
9.	Training Charges			
10.	Cash Replishment Charge per ATM (per visit)			
	<b>Total (C)</b>			
	<b>Total Cost of Ownership (A+B+C)</b>			



**Note:** *Don't insert any items in the above sheet.*

**We understand:**

*The AMC, Managed services, Bandwidth etc. will be extended to the existing CDs. The full details of existing number of CDs at different is given in Annexure 13.*

*Necessary taking over report of existing CDs from respective Banks is to be obtained duly signed...*

*a) For Price evaluation purpose the Total Cost of Ownership (TCO) will be taken into account*

*b) The above price quoted is per CD charges payable for on site for all the deliverables and services scoped under the RFP. Bank will not be liable to pay any other charges, taxes, duties, levies etc. except Service tax applicable on payment of these charges as fees. Rate of PART -A will be valid for 3 years from the date of agreement. After 3 years, rate can be mutually decided with L1 bidder.*

*c) It is the sole responsibility of the Vendor to go through the requirements as mentioned in the RFP and factor all costs and consider all eventualities of reduction / escalation associated with the cost of deliverables and services scoped under the RFP for the contract period of 5 years while submitting the Bid.*

*d) Price Bids submitted with condition / assumption will be rejected by the Bank.*

*e) The Bank may issue order/s for any additional requirement at the above rates accepted to the selected vendor and terms and conditions during the course of the contract...*

*f) Bank reserves the right to reject all or any of the Bids submitted without assigning reason to the Bidders.*

*g) The respective banks will sign Installation Acceptance report, format of which will be given to the selected vendor to be signed by the respected Banks authorized person, and the CDs will be treated as commissioned from that date.*

*h) Payment will be made centrally by ATM Cell Head Office of the respective Banks on aggregated basis for all the CDs after deducting the applicable penalty.*

*We accept and confirm the above.*

Sign (Authorized signatory) Seal

Dated this ..... day of.....

### Annexure 13: Detail of Apex Bank and DCCBs Existing Cash Dispenser (CD) in Branch and Mobile Van

S.No.	Bank Name	No. of ATMs	Locations
1.	Madhya Pradesh Rajya Sahakari Bank Mydt.	4	T.T. Nagar, Piplani, Arera Colny, Kotra Sultanabad Bhopal and Wright Town Branch Jabalpur
		1	Mobile Van
2.	Bhopal Co-Operative Central Bank Ltd.	3	T.T. Nagar, Piplani and Berasiya Bhopal
3.	Jila Sahakari Kendriya Bank Mydt, Betul	2	Betul and Multai
		1	Mobile Van
4.	Jila Sahakari Kendriya Bank Mydt, Dewas	1	Kannod
5.	Jila Sahakari Kendriya Bank Mydt, Dhar	4	Dhar, Manawar, Derisarai, Nisarpur
		1	Mobile Van
6.	Jila Sahakari Kendriya Bank Mydt, Chhindwara	2	Chhindwara and Pandurna
7.	Jila Sahakari Kendriya Bank Mydt, Khargone	7	Khargone, Sanawad, karhi, Badwani, Pansemal, Khetiya and Sendhwa
		2	Mobile Van
8.	Jila Sahakari Kendriya Bank Mydt, Khandwa	2	Khandwa and Burhanpur
		1	Mobile Van
9.	Jila Sahakari Kendriya Bank Mydt, Jhabua	1	Para
		1	Mobile Van
10.	Indore Premier Cooperative Bank Ltd.	6	Indore, Manpur, Depalpur, Rau, Maharani Road and Vijaynagar
11.	Jila Sahakari Kendriya Bank Mydt, Mandsaur	2	Mandsaur and Neemach
		1	Mobile Van
12.	Jila Sahakari Kendriya Bank Mydt, Narshinghpur	1	Narshinghpur
13.	Jila Sahakari Kendriya Bank Mydt, Ratlam	1	Ratlam
		1	Mobile Van
14.	Jila Sahakari Kendriya Bank Mydt, Shajapur	2	Shajapur and Agarmalwa
15.	Jila Sahakari Kendriya Bank Mydt, Sehore	4	Sehore, Ichawar, Budhni and Adampur
		1	Mobile Van
16.	Jila Sahakari Kendriya Bank Mydt, Vidisha	2	Vidisha and Devkhajuri
17.	Jila Sahakari Kendriya Bank Mydt, Panna	1	Mobile Van
18.	Jila Sahakari Kendriya Bank Mydt, Raisen	1	Mobile Van
Total		56	

Following terms are used in the document interchangeably to mean:

S.No.		Abbreviation
1	AMC	Annual Maintenance Contract
2	ANSI	American National Standards Institute
3	CD/ATM	Cash Dispenser/Automated Teller Machine
4	ATP	Acceptance Test Procedure
5	PBG	Performance Bank Guarantee
6	BOM	Bill of Material
7	CRA	Cash Replenishment Agency
8	CST	Central Sales Tax
9	DCCBs	District Central Cooperative Banks
10	DD	Demand Draft
11	DIT	Department of Information Technology
12	DES	Data Encryption Standard
13	DR	Disaster Recovery
14	DVSS	Digital Video Surveillance System
15	EMD	Earnest Money Deposit
16	EPP	Encrypted Pin Pad
17	FLM	First Level Maintenance
18	HO	Head Office
19	ISO	International Organization for Standardization
20	IPv6	Internet Protocol version 6
21	LAN	Local Area Network
22	LD	Liquidated Damage
23	LST	Local Service Tax
24	MAF	Manufacturer Authorization Form
25	MPRSB	Madhya Pradesh Rajya Sahakari Bank Mydt (Apex Bank)
26	MTBF	Mean Time Between Failure
27	MTTR	Mean Time To Restore
28	MVCDMS	Mobile Van With Cash Dispenser Managed Services (OPEX MODEL)
29	NPCI	National Payments Corporation of India
30	NEFT	National Electronic Funds Transfer
31	NI Act	Negotiable Instruments Act
32	OEM	Original Equipment Manufacturer
33	OS	Operating System
34	PDI	Pre Delivery Inspection
35	PERT	Project Execution and Review Technique
36	SLM	Second Level Maintenance