

Ref: CO/DBD/ATM/137/R1/2022-23



REQUEST FOR PROPOSAL (RFP)

FOR

**SUPPLY, INSTALLATION AND MAINTENANCE
OF 850 CASH DISPENSERS ALONG WITH 1 KVA UPS**

RFP Ref No. - CO/DBD/ATM/137/R1/2022-23

Date: 18.04.2022

Pre-Bid Meeting	26.04.2022 at 11:00 AM
Last Date for receipt of bids	16.05.2022 at 03.00 PM
Date and time of opening Technical bids	16.05.2022 at 03:30 PM

Issued by:

**DIGITAL BANKING DIVISION,
INDIAN BANK, HEAD OFFICE,
NO 66, RAJAJI SALAI,
CHENNAI – 600001.**

This document is the property of Indian Bank and is meant for exclusive purpose of Bidding as per the Specification, Terms, Condition and Scope indicated in it. This document should not be copied, transferred, reproduced, distributed or recorded on any medium, including all forms of electronic medium, without written permission of Indian Bank. The use of contents of this document for any purpose other than stated herein is strictly prohibited and shall amount to copyright violation and thus, shall be punishable under the Indian Law.



SCHEDULE

1)	RFP Reference Number and Date	RFP No. CO/DBD/ATM/137/R1/2022-23 Date: 18.04.2022
2)	Last date for seeking Pre-bid clarifications/ queries through email to following email ids <u>atmprocurement@indianbank.co.in</u>	22/04/2022 by 11:00 AM
3)	Pre Bid meeting	26.04.2022 at 11:00 AM
4)	Last Date & Time for submission of Bids in Online & Offline Mode	16.05.2022 at 03:00 PM Address for physical submission Chief Manager Indian Bank, Head Office, Information technology department (Procurement Section) #66 Rajaji Salai, Chennai, Pin 600 001 URL for Online submission of bid e-procurement portal: https://www.tenderwizard.in/indianbank
5)	Documents to be submitted physically by Bidders (Offline Mode)	1. DD towards Cost of bid document (Alternatively bidders can transfer the cost of bid document in the following account number through NEFT/RTGS/IMPS/UPI etc.: Account No.: 743848138 Account Name: INDIAN BANK, H.O. TECHNOLOGY MANAGEMENT DEPARTMENT-II IFSC Code: IDIB000H003 Branch: Harbour (If bidder submits Bid price direct to Bank Account, Proof for Transfer with Reference number should be submitted) 2. Integrity Pact 3. Bid Security (Earnest Money Deposit). Note: Companies registered as Micro/Small Units under MSE/NSIC should submit documentary proof for claiming exemption for point no. 1 & 3.

6)	Documents to be submitted Online	<p>a. Eligibility Criteria, along with all supporting documents required.</p> <p>b. All Annexure and forms as per this RFP on Bidder's letter head with authorizing person's signature and Bidder seal on all pages.</p> <p>c. Indicative commercial</p> <p>d. All supporting documents and product literature in support of Technical specifications.</p> <p>e. Relevant brochures</p> <p>f. Compliance to Technical Specifications.</p> <p>g. Any other information sought by the Bank with relevant to this RFP</p> <p>h. Cost of Consumables and Spares.</p> <p>i. If the bidder is not an OEM, then Manufacturer's Authorization Form to be submitted.</p>
7)	Date of opening of Technical (Part I) Bids (Online & Offline) & Conformity to Eligibility Criteria	16.05.2022 at 03:30 PM
8)	Date of Online Reverse Auction (Part II)	Will be intimated to qualified bidders (as per RFP) through email after technical evaluation of the bids submitted.
9)	RFP Document Cost	<p>Non-refundable Rs. 50,000/- in the form of DD favouring "Indian Bank". (Mode of submission: Offline) (Alternatively bidders can transfer the cost of bid document in the following account number through NEFT/RTGS/IMPS/UPI etc.:</p> <p>Account No.: 743848138 Account Name: INDIAN BANK, H.O. TECHNOLOGY MANAGEMENT DEPARTMENT II IFSC Code: IDIB000H003 Branch: Harbour (If bidder submits Bid price direct to Bank Account, Proof for Transfer with</p>

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		Reference number should be submitted)
10)	Online Bid Submission Details	This RFP will follow e-Procurement (e-Tendering) process and the same will be conducted by Bank's authorized e-Procurement service provider M/s Antares Systems Limited through website: https://www.tenderwizard.in/indianbank

This Request for proposal (RFP) document can be downloaded from the website: <https://indianbank.in/tenders> & e- procurement portal: <https://www.tenderwizard.in/indianbank>. Clarifications, Modifications and Date of Extensions, if any, will also be posted on the same websites and paper publication will be done for the information regarding publishing the RFP. Clarifications, Modifications and Date of Extensions, if any, will be posted in website & e- procurement portal only.

The term "Bid", "Bid Document" & "Quote/Quotation" bears the same meaning in this RFP.

This RFP document is the property of Indian Bank & is not transferable. If a holiday is declared on the date mentioned above, the bids shall be received /opened on the next working day at the same time specified above and at the same venue unless communicated otherwise.



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SECTION I - REQUEST FOR PROPOSAL (RFP)

Indian Bank (The Bank) invites sealed bids for supply, installation and maintenance of 850 Cash Dispensers with 1 KVA UPS providing 8 hours power backup with 1 years warranty & 6 years comprehensive AMC with EJ pulling services for 7 years as described in this bid document. The details are given below:

RFP Reference	CO/DBD/ATM/137/R1/2022-23	Dt: 18.04.2022
Price of RFP	Rs.50,000/- (Rupees Fifty Thousand Only)	
Pre-Bid meeting with bidders	26.04.2022 at 11.00 AM	
Last Date for receipt of bids	16.05.2022 at 03.00 PM	
Date and time of opening Technical bids	16.05.2022 at 03:30 PM	
Addresses for Communication:		
Digital Banking Division, Indian Bank, Head Office, 2nd floor, 66, Rajaji Salai, Chennai-600001 Phone Nos. 044-25269708/044-25279818 e-mail: atmprocurement@indianbank.co.in		



SECTION – II INVITATION FOR BIDS (IFB)

1. Indian Bank, a premier Nationalised Bank having its Corporate Office at 254-260, Avvai Shanmugham Salai, Royapettah, Chennai – 600 014, has national presence in more than 5732 locations and international presence in Singapore and Srilanka. It has been serving the nation with a team of dedicated staff for more than 113 years. The Bank is engaged in diversified banking activities. The Bank is also a pioneer in introducing the latest technology in Banking including introduction of ATMs/ Cash Recyclers etc. The Bank has installed more than 3180 ATMs/CDs and 1745 Cash Recyclers (BNAs) till date.
2. Bank invites sealed bids from eligible bidders for the supply, installation and maintenance of 850 Cash Dispensers with 1 year warranty & 6 years AMC along with 1 KVA UPS providing 8 Hours battery backup with 3 year warranty and 4 year AMC with EJ pulling services for 7 years.
3. The complete RFP has also been published at the Bank's official website <https://indianbank.in/tenders> & Bank's present E-Tender website www.tenderwizard.in/indianbank For the purpose of downloading and applications made on such a form shall be considered valid for participating in the RFP process.
4. The Bidders who want to participate in the bidding process are required to submit non-refundable fee of Rs.50,000/- (Rupees fifty thousand only), towards cost of Bid document. The amount has to be paid by way of DD favouring Indian Bank, payable at Chennai. Cost of bid documents should be paid before pre-bid meeting. Bidders who do not attend the pre-bid meeting can submit the DD along with the technical bid. Further information can be had from the bank at the addresses given below from 10.00 hrs to 17.00 hrs on all working days. Alternatively, bidders can transfer the cost of bid document through NEFT/RTGS/IMPS/UPI etc as per details given in schedule 5.

Addresses for Communication:

**Digital Banking Division,
Indian Bank, Head Office, 2nd floor,
#66, Rajaji Salai, Chennai-600001
Phone Nos. 044-25269708/044-25279818
e-mail: atmprocurement@indianbank.co.in**

5. Bidders should enroll/register before participating through website - <https://www.tenderwizard.in/indianbank>. Bids have to be submitted online only at the above mentioned website. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the bid documents. Any other documents sent by any other mode will not be accepted except for the documents asked to be submitted physically by bidders (Offline Mode) mentioned under schedule 5) of this RFP.



6. Benefits to Micro and Small Enterprises (MSEs) as per the guidelines of Public Procurement Policy issued by Government of India:
- (i) As per the above policy, Bank reserves the rights to procure 25% of the total requirements i.e. 213 Cash Dispensers along with 1 KVA UPS, from Micro and Small Enterprises (MSEs) provided such MSEs are complying with the eligibility criteria and technical specifications of the RFP, quote their price within the price band of L1+15% and agree to bring down their price to L1 price.
 - (ii) If L1 bidder is an MSE, 100% procurement will be done from the L1 bidder subject to the other terms and conditions of the RFP.
 - (iii) In case of more than one such MSE, the supply shall be shared proportionately to RFP quantity.
 - (iv) Within this 25 (Twenty five) per cent quantity, a purchase preference of Four per cent (that is, out of 25 (Twenty five) per cent quantity is reserved for MSEs owned by Scheduled Caste (SC)/Scheduled Tribe (ST) entrepreneurs and 3% reservation for women owned MSEs (if they participate in the RFP process and match the L1 price). Provided that, in event of failure of such SC/ ST MSE to participate in RFP process or meet RFP requirements and L1 price, four per cent sub-target shall be met from other MSE
 - (v) MSEs are also exempted from payment of cost of bid document.
 - (vi) To avail the above benefits, the bidder should have registered with District Industries Centres or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or Udyog Aadhaar or any other body specified by Ministry of Micro, Small and Medium Enterprises.
 - (vii) Bidders seeking the above benefits shall also submit the documentary proof (as stated above) along with Section IX (19) for having registered with the above agencies (such as Entrepreneur's Memorandum – EM II) at the time of pre-bid meeting & upload during submission of the technical bids.

7. Make in India:

This RFP is further governed by Government of India, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion order number P-45021/ 2/2017-B.E.-II dated 15th June 2017 for the Public Procurement (Preference to Make in India), Order 2017, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 28th May 2018, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 29th May 2019, revision order no DPIIT Order No. P-45021/2/2017-PP(BE-II) dated June 04, 2020 and subsequent revision order no. . P-45021/2/2017-PP (B.E.-II) dated 16th Sept 2020, clarification dated 04.03.2021 and all other notices and clarification related to Make in India Guideline.



8. Please note that:
- (i) The Bank is looking for one vendor i.e. L1 to undertake the various activities as specified in the RFP document.
 - (ii) The cost of preparing the bids, including visit / visits to the Bank is not reimbursable.
 - (iii) The Bank is not bound to accept any of the bids submitted and the Bank has the right to reject any/all bid/s or cancel the RFP without assigning any reason whatsoever at any stage of procurement.
 - (iv) Bank reserves the right to negotiate with the lowest quoted bidder (L1 bidder) under exceptional circumstances.
 - (v) All pages of the Bid Document, Clarifications/Amendments if any should be signed by the Authorised Signatory and kept with technical bid. A certificate to the effect that the Authorised Signatory has authority to bind the company should also be attached along with the technical bid.
 - (vi) This RFP is not transferable. Only the Bidders who have officially purchased this RFP document or downloaded from the Bank's website and paid the requisite RFP document fee shall be entitled to quote.
 - (vii) Each bidder is eligible for submitting only one Bid in response to this RFP.
 - (viii) This RFP is not an offer by the Bank, but an invitation to receive offers from Bidders. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of the Bank with the Bidder.
 - (ix) Any publicity by the Bidder, in which the name of the Bank is to be used, should be done only with the explicit written permission of the Bank.
 - (x) This RFP is meant for the exclusive purpose of bidding as per the terms, conditions and specifications indicated and shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.
 - (xi) Bank reserves the right to change the dates, timing mentioned above or elsewhere mentioned in the RFP, which will be communicated by placing the same as corrigendum under Tender section on Bank's website.
9. The condition of prior turnover and prior experience may be relaxed for Start-ups (as defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document (Rule 173 (i) of GFR 2017).



10. Restriction of Bidders from Countries sharing Land Borders with India:

As per Ministry of Finance, Govt. of India, Department of Expenditure, Public Procurement Division's office memorandum F.No.6/18/2019-PPD dated 23.07.2020, regarding insertion of Rule 144 (xi) in the General Financial Rules (GFR) 2017, any bidder from a country which shares a land border with India will be eligible to bid either as a single entity or as a member of a JV / Consortium with others, in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with the Competent Authority. The Competent Authority for registration will be the Registration Committee constituted by the Department for Promotion of Industry and Internal trade (DPIIT). Political & Security clearance from the Ministries of External and Home Affairs respectively will be mandatory.

However, above condition shall not apply to bidders from those countries (even if sharing a land border with India) to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects. Updated lists of countries to which lines of credit have been extended or in which development projects are undertaken are given in the website of the Ministry of External Affairs, Govt. of India. "The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority"

Definitions pertaining to "Restriction of Bidders from Countries sharing Land Borders with India" Clause

"Bidder" (including the term 'tenderer', 'consultant' 'vendor' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency, branch or office controlled by such person, participating in a procurement process.

"Bidder from a country which shares a land border with India" means:

- a. An entity incorporated, established or registered in such a country; or
- b. A subsidiary of an entity incorporated, established or registered in such a country; or
- c. An entity substantially controlled through entities incorporated, established or registered in such a country; or
- d. An entity whose beneficial owner is situated in such a country; or
- e. An Indian (or other) agent of such an entity; or
- f. A natural person who is a citizen of such a country; or
- g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above .



SECTION III - INSTRUCTIONS TO BIDDERS

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1. Introduction:

- 1.1 The Bidder is expected to examine all instructions, forms, annexures, terms and specifications in the RFP Documents. Failure to furnish all information required by the RFP Documents may result in rejection of its bid and will be at the Bidder's own risk.
- 1.2 Pre-bid Meeting:
- A pre-bid meeting is scheduled to be held at 11.00 hours IST on 26.04.2022. Bidder's designated representatives (maximum two persons) may attend the pre-bid meeting through WebEx. WebEx meeting link will be shared to those bidders would submit bid document cost before prebid meeting.
 - In case the probable bidder wants to participate in the Pre-Bid Meeting to be held on the date specified in this bid, they should register themselves with the Bank by sending the **cost of bid document i.e. Rs. 50,000/- (Rupees Fifty Thousand Only - non-refundable)** by way of Demand Draft in favour of Indian Bank payable at Chennai or alternatively through NEFT/RTGS/IMPS/UPI etc as per details given in schedule 5. **Only those Bidders or their Representatives (Maximum 2 persons) who have registered with the Bank will be allowed to participate in the pre-bid meeting.** Such Bidders who have submitted DD (or paid online as per schedule 5) for attending pre bid meeting are not required to submit the DD for cost of Bid Document along with technical bid.
 - Companies registered as Micro/Small Units under MSE/NSIC should submit documentary proof for participation in pre-bid meeting.
 - The purpose of the meeting will be to clarify issues and to answer questions raised by the probable bidders.
 - The bidder is requested to submit questions in writing two days in advance to the Bank before the pre bid meeting date, in the format provided in **Section IX (11)**
 - Text of the questions raised (without identifying the source of enquiry) and the responses given, together with amendment to the bid document, if any, will be ported in our web site and informed to the bidders who have raised queries in writing.

2. Amendment of RFP

- 2.1 At any time prior to the deadline for submission of bids, the Bank, for any reason, whether at its own initiative or in response to a clarification(s) requested by a prospective Bidder, may modify the RFP Document by modification(s) / amendment(s).
- 2.2 The amendments if any, will be published in the e-procurement website and will form part of the RFP document.

3. Documents constituting the bid

The Bid prepared by the Bidder shall comprise the following components:



3.1 Technical Bid

The Bidder shall furnish as part of its technical bid as per the format provided in **Section X**, documents establishing the bidder's eligibility to bid and its qualifications to perform the Contract, if its bid is accepted.

For submitting Technical bid, Bidders shall use the original Section IX & X published by the Bank as part of the RFP.

The documentary evidence of the Bidder's eligibility to bid and qualifications to perform the Contract if its bid is accepted, shall establish to the Bank's satisfaction that, the Bidder has the financial and technical capability necessary to perform the Contract and that, the Bidder meets the qualification requirements.

Note: All the documents and certificates as per **Section VIII and Section IX** should be submitted along with the technical bid.

- Bid Form (Section IX (1) of the bid document) as per enclosed format should be enclosed with the technical bid.
- Bid security as per enclosed format (Section IX (2))
- Undertaking letter to provide 8 Hrs battery backup using 1 KVA UPS for the CD, network device & 1 CFL/LED light and to demonstrate the same within 4 weeks after identifying the L1 Bidder.
- The bidders should also submit their indicative commercial bids as sought in the e-tendering system. The indicative commercials provided by the bidder during e-tendering process will be considered as online sealed bid. The indicative commercial bid of the technically qualified bidders will be opened by Bank Officials on the date of online reverse auction.

Any bid document not accompanied by the above will be rejected.

3.2 Integrity Pact

Bidders shall submit Integrity Pact (IP) along with the technical bid in the format provided in Section IX (10) of the RFP. Integrity Pact is an agreement between the prospective bidders and the buyer committing the persons/officials of both the parties not to exercise any corrupt influence on any aspect of the contract. Any violation of the terms of Integrity Pact would entail disqualification of the bidders and exclusion from future business dealings.

The integrity pact begins when both parties have legally signed it. Integrity Pact with the successful bidder(s) will be valid till 12 months after the last payment made under the contract. Integrity Pact with the unsuccessful bidders will be valid 6 months after the contract is awarded to the successful bidder.



3.3 Commercial bid

3.3.1 The bidder has to submit the commercial offer online.

3.3.2 Commercial bid will be finalized through online reverse auction. Commercial bid as per enclosed format (**Section XI** of the bid document) shall be submitted by the successful bidder **ONLY** after online reverse auction process.

3.3.3 For both goods manufactured in India or goods of foreign origin already located in India and goods offered from outside India, the price should be quoted in Indian Rupees only.

3.3.4 The bidder shall indicate on the appropriate Price schedule, specifying the unit prices of the goods proposed to be supplied.

3.3.5 Commercial offer should give all the relevant price information in line with "Price Composition".

3.3.6 It should be as per the format Section-XI only.

3.3.7 It should not contain any other terms and conditions or additional documents forming part of Bid Document.

4. Documents establishing Bidder's eligibility and qualification.

All bids submitted shall also include the following information:

- i. Copies of original documents defining the constitution or legal status, place of registration and principal place of business of the company etc.
- ii. The Bidder should furnish a brief write-up, backed with adequate data, explaining its available capacity and experience (both technical and commercial) for the manufacture and/or supply of the required systems and equipments within the specified time of completion after meeting all their current commitments.
- iii. The Bidder should clearly confirm that all the facilities exist in its factory for inspection and testing and these will be made available to the Bank or its representative (External or Internal) for inspection.
- iv. Details of Service Centres and information on service support facilities that would be provided in the Service Support Form enclosed.
- v. Reports on financial standing of the Bidder such as profit and loss statements, balance sheets and auditor's report for the past three financial years.

5. Documents establishing goods' conformity to RFP Documents

5.1 The Bidder shall furnish, as part of Technical bid, documents establishing conformity to the RFP Documents of all goods and services, which the Bidder proposes to supply under the Contract. (As per section X – Technical bid)



- 5.2 The documentary evidence of conformity of the goods and services to the RFP Documents may be in the form of literature, drawings and data, and shall consist of:
- A detailed description of essential technical and performance characteristics of the Cash Dispenser and UPS.
 - An item-by-item commentary on the Bank's Technical Specifications demonstrating responsiveness of the Cash Dispenser and UPS to those specifications, or a statement of deviations and exceptions to the provisions of the Technical Specifications, if any.
- 6. Bid Security (Earnest Money Deposit) & Cost of Bid Document**
- 6.1 The Bidder shall furnish, as part of its bid submission, bid security shall be denominated in INDIAN RUPEES only and shall be in the form of a bank guarantee issued by a Scheduled Bank in India or a Foreign Bank located in India, in the form provided in the Bidding Documents, for a sum of Rs.1,20,00,000/- (Rupees One Crore Twenty Lakhs only) and valid for one hundred and Eighty (180) days beyond the last date for submission of the bid, favouring Indian Bank with additional claim period of 45 days.
- 6.2 Any bid not securing in accordance with clause 6.1 above will be rejected by the Purchaser as non-responsive.
- 6.3 The bid security is required to protect the Purchaser against risk of bidder's conduct during the period of bid validity.
- 6.4 Unsuccessful Bidders' bid security will be discharged or returned after the expiration of the period of bid validity prescribed by the Bank or on completion of administrative formalities of the procurement.
- 6.5 The successful bidders' bid security will be discharged upon the Bidder signing the Contract with the BANK and furnishing the performance security.
- 6.6 The bidder shall be liable for forfeiture of bid security:
- If a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form; or
 - In the case of successful Bidder (L1 bidder), if the Bidder does not honour his final bid submitted during the online reverse auction or fails to sign the Contract with the BANK or to furnish performance security within the stipulated period, in accordance with the Terms & Conditions of the RFP or Contract.
- 6.7 In exceptional circumstances, the Purchaser may solicit the Bidders' consent to an extension of the period of validity of the bid and bid security. The request and the responses thereto shall be made in writing or by fax or email. The bid security provided under clause 6 shall also be suitably extended. A bidder may refuse the request without forfeiting its bid security. A bidder granting the request will not be required nor permitted to modify its bid.
- 6.8 No interest will be payable on the Bid security amount.



- 6.9 MSE (Micro and Small Enterprises) are exempted from Bid Security for which concerned enterprise needs to provide the supporting documents certifying the eligibility of the bidder during the current year.
- 6.10 The Bid Security (Earnest Money Deposit) shall be submitted as per the format at Section-IX (2).
- 6.11 Cost of Bid Document **Rs. 50,000/- (Rupees Fifty Thousand only)** along with technical bid to be submitted in the form of DD favouring Indian Bank, payable at Chennai, if not participated in the pre-bid meeting, or through electronic transfer as detailed in schedule 5.
- 6.12 MSE/NSIC registered bidders are exempted from submitting the bid cost. Such bidders should submit the copy of registration certificate and other document along with declaration as per section IX (19) for claiming exemption for Cost of Bid document as proof which should be valid for the current period.

Please note: Relaxation if any, extended by GOI/ competent authorities for furnishing EMD/Bid Security shall be passed on to eligible bidders

7. Period of validity of bids

Bids shall remain valid for the period of 180 days after the last date for submission of bid prescribed by the Bank. A bid valid for a shorter period shall be rejected by the Bank as non-responsive.

8. Format and signing of Bid

- 8.1 All pages of the bid, except for un-amended printed literature, shall be initialled & digitally signed by the authorised person(s) signing the bid.
- 8.2 Any interlineations, erasure or overwriting shall be valid only if they are initialled by the authorised person(s) signing the Bid.

9. Deadline for submission of Bids

- 9.1 Deadline for bid submission is: 16.05.2022 at 03:00 PM. The online bid (to be submitted on e-tender portal) and offline bid document along with required enclosures should be submitted either in person or it can be sent by post but it should reach the concerned office on or before 03:00 PM on 16.05.2022.
- 9.2 In the event of the specified date for the submission of bids, being declared a holiday/strike for the Bank, e-tendering website will receive the bids up to the appointed time as mentioned in schedule 4, however physical documents, to be submitted offline, can be submitted on the next working day upto the appointed time.
- 9.3 The Bank may, at its discretion, extend this deadline for the submission of bids by amending the Bid Documents, in which case all rights and obligations of the Bank and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.



9.4 Any bid received by the Bank after the deadline for submission of bids prescribed by the Bank will not be accepted and returned unopened to the bidder.

10. Late Bids:

Any bid (Technical or Online Commercial or both) submitted by the bidder after the deadline for submission of bids prescribed by the Purchaser, pursuant of clause-9, will be rejected.

11. Clarification of Bids

During evaluation of the bids, the Bank may, at its discretion, seek clarification from the Bidder(s). The request for clarification and the response shall be in writing, and no change in the substance of the bid shall be sought, offered, or permitted. If deemed necessary, the vendor is required to give presentation on the system offered.

12. Acceptance of Terms and Conditions:

The bidders submitting their bids in response to this RFP should accept all the terms and conditions in total without any deviation or condition. Bidders shall submit a copy of the RFP document duly signed by the authorized person with seal for having accepted the terms and conditions without any deviations. Any additional or different terms and conditions proposed by the bidder would be rejected unless expressly assented to in writing by the bank.

13. Evaluation and Comparison of bids

13.1 General Evaluation

13.1.1 The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

a. Bids from Agents without proper authorisation from the manufacturer shall be treated as non-responsive.

13.1.2 Arithmetical errors will be rectified on the following basis –

a. if there is discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the bidder does not accept the correction of errors, its bid will be rejected.

b. If there is a discrepancy between words and figures, the amount in words will prevail.

13.1.3 The Bank may waive any minor informality, non-conformity, or irregularity in a bid which does not constitute a material deviation, provided such waiver does not



prejudice or affect the eligibility of any Bidder. This shall be binding on all bidders and the Purchaser reserves the rights for such waivers.

13.1.4 Prior to the detailed evaluation, the Bank will determine the substantial responsiveness of each bid to the RFP documents. For purposes of these clauses, a substantially responsive bid is one which conforms to all the terms and conditions of the RFP Documents without material deviations. Deviations from or objections or reservations to critical provisions such as those concerning Bid Security, Warranty, Force Majeure, Applicable Law and Taxes & Duties will be deemed to be material deviation. The Purchaser's determination of a Bid's responsiveness is to be based on the contents of the Bid itself without recourse to extrinsic evidence.

13.1.5 If a Bid is not substantially responsive, it will be rejected by the Purchaser and may not subsequently be made responsive by the bidder by correction of the non-conformity.

13.2 Technical evaluation

13.2.1 The bidder should satisfy all the qualification criteria mentioned in Section VIII of this bid and technical specifications as per **section X**.

13.2.2 Point to point conformity of the goods offered, to the Technical specifications provided in the RFP.

13.2.3 The bidder & Manufacturer should extend support for the quoted model of the Cash Dispenser and UPS at least for seven years, i.e. initial warranty period of 1 years and subsequent AMC period of 6 years.

13.3 Commercial evaluation

13.3.1 Commercial evaluation will be done through online reverse auction. After technical evaluation, only the eligible Bidders will be communicated of the date and time of the online reverse auction process, business rules for the auction and the details of the agency who shall conduct the reverse auction. The bidder should have valid digital certificates to participate in the online reverse auction.

13.3.2 The prices shall be quoted in Indian Rupee only.

13.3.3 The rates quoted during online reverse auction shall include all costs, duties including excise duty, levies, insurance, freight, warranty, AMC, charges for incidental services, installation and grouting charges etc.

13.3.4 Goods and Service Tax (GST) applicable shall be extra as applicable.

14. Bank's right to accept any bid and to reject any or all bids

14.1 The Bank reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders.



14.2 The Bank reserves the right to entrust the work of AMC to any vendor after the expiry of warranty period at its discretion.

14.3 The RFP shall be read in conjunction with any amendment issued subsequently.

15. Bank's right to vary quantities

The Purchaser reserves the right at the time of award of contract to increase or decrease, the quantity of goods & services originally specified in the schedule of requirements (Section VI) without any change in price or other terms and conditions. The Bank at its discretion and requirements may increase or decrease quantum of purchase by upto 10% in respect to the quantity specified in the RFP.

Repeat order can be placed within 1 year from the date of last supply date of original purchase order subject to no downward trend in prices and the cumulative repeat order quantity should not exceed more than 25% of original quantity as mentioned in original purchase order.

16. Liabilities of Bank

This RFP is not an offer by Bank, but an invitation for bidder responses. No contractual obligation on behalf of Bank whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officials of Bank and the bidder.

17. Bid Proposal and Ownership

The Bid submitted and all supporting documentation/templates are the sole property of Indian Bank and should not be redistributed, either in full or in part thereof, without the prior written consent of Bank. Violation of this would be a breach of trust and may, inter alia cause the Bidder to be irrevocably disqualified. The bid and all supporting documentation submitted by the Bidder shall become the property of Indian Bank and will not be returned.

18. Bid Pricing Information

By submitting a signed bid, the Bidder certifies that the Bidder has arrived at the prices in its bid 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. No attempt by the Bidder, to induce any other bidder to submit or not to submit a bid for restricting competition, has occurred.

19. Disclaimer

a. The Bank and/or its officers, employees disown all liabilities or claims arising out of any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or



conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of Bank and/or any of its officers, employees.

- b. In case of Amalgamation/Merger of Indian Bank, the products & Services to be provided by the selected bidder under this RFP will be extended to the New/Merged Entity, at no additional cost and with the same terms & conditions.

20. Information for selection of vendor:

- 21.1 Prior to expiration of the period of bid validity, the Purchaser will inform to selected bidder in writing or by electronic means, further confirmed in writing by registered letter, that the bidder has been selected as vendor by the Purchaser.
- 21.2 The information for selection will constitute the basis for formation of the Contract.

21. Negotiation

The Bank reserves the right to further negotiate on the price offered, with the L1 vendor, if the price quoted is found unreasonable or in any exceptional circumstances.

22. Awarding of Contract

After the online reverse auction, Bank will rank the bidders in the ascending order of the final amount quoted by them during the online reverse auction. The lowest quoted bidder L1 bidder, the second lowest quoted bidder as L2 bidder and the third lowest quoted bidder as L3 bidder and so on. If any bidder does not quote any price during reverse auction, then the price quoted by them in indicative commercial will be taken as their quoted price.

Contract will be awarded to the L1 bidder, who will be declared as the successful bidder based on prices offered during commercial evaluation.

If for any reason, L1 Bidder backs out after issuance of Purchase order or the purchase order given to the L1 Bidder does not get executed in full / part, the Bank may Invoke Performance Bank Guarantee and blacklist the Bidder for a period of Three year.

As mentioned in the section II, clause no. 6(i), the Bank reserves the rights to procure 25% of the total requirements, i.e. 213 Cash Dispensers and UPS from Micro and Small Enterprises (MSEs) provided such MSEs are complying with the eligibility criteria and technical specifications of the RFP, quote their price within the price band of L1+15% and agree to bring down their price to L1 price. Under such circumstances, the remaining quantity, i.e. 75% of the total requirements will only be awarded to the L1 bidder who is not Micro and Small Enterprise (MSE).



23. Signing of Contract

Within Fifteen (15) days from the date of receiving the Purchase Order, the Successful bidder(s) shall provide acceptance of the purchase order, sign the contract as per the format provided in section IX (3) and return it to the Bank. Also a Service Level agreement shall be entered into, which will contain the service related clause of the RFP, such as warranty, AMC, uptime, down time penalty, termination, settlement of disputes etc. All contracts will be valid for 7 years from the date of installation of the last cash dispenser under the contract.

Integrity pact executed between the Bank and successful bidder(s) is deemed to be a part of the contract.

24. Performance Security

Within Fifteen (15) days of the receipt of Purchase order from the BANK, the successful bidder shall furnish performance security in accordance with the Conditions of Contract, by signing the Performance Security Form (Section IX (4)) provided in the RFP Documents.

Failure of the successful bidder to comply with the requirement of signing of contract and performance Security shall constitute sufficient grounds for the annulment of the award and bank may blacklist the bidder for next three years, in which event the BANK will call for new bids (re-tender).

25. Coverage of all Banks under the EPF & MP Act 1952

The Successful bidder has to submit attendance, salary, appointment letters etc. of all the outsourced employees for any type of services engaged either through contractors or directly. If engaged through contractors, list of all the contractors engaged for any/all services and whether the said contractors are covered independently under the EPF & MP Act 1952. The agreement of contracts with the contractors, the PF code number of the contractors, if covered, the attendance of the contract employees, the remitted PF challan with the ECR should be submitted.

26. Exemptions to Micro & Small Enterprises

MSEs registered under Single Point Registration Scheme of NSIC are exempted from payment of cost of RFP. For availing this benefit, such bidders must submit the copies of relevant Registration Certificates clearly indicating their capacity and monetary limit during the pre-bid meeting. In case the capacity and monetary limit specified in the registration certificate is less than the tender value, bidder must get assessed the competency of the unit to execute contract of the higher value keeping in view of the pending load on the unit from inspection agency of NSIC for higher capacity / competence.



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However, the exemption is only for Bid Security at the time of submission of RFP/tender documents. If such a bidder is successful in the RFP process, then performance guarantee as per the RFP document shall be submitted.

27. Non-Disclosure Agreement

The authorised representative of the bidder shall submit a non-disclosure agreement given in Section IX format 12 herein on behalf of the Bidder Company and individual capacity of all the persons contracted.



SECTION-IV

INSTRUCTIONS TO BIDDERS FOR E-TENDERING

1. GENERAL

These Instructions for e-Tendering supplement other terms and conditions of this RFP.

2. INSTRUCTIONS

2.1. RULES FOR WEB PORTAL ACCESS

1. Bidder should be in possession of Digital Certificate in the name of company/bidder with capability of signing and encryption for participating in the e-tender. Bidders may use Digital Certificates issued in the name of individuals upon submission of authorization certificate from the company for the same to the e-tendering service provider and prior approval from Bank officials. Bidders are advised to verify their digital certificates with the service provider at least two days before due date of submission and confirm back to Bank.
2. e-tendering will be conducted on a specific web portal website - <https://www.tenderwizard.in/indianbank> meant for this purpose with the help of the Service Provider identified by the Bank as detailed above.
3. Bidders will participate in e-tendering event from their own office/place of their choice. Internet connectivity/browser settings and other paraphernalia requirements shall have to be ensured by Bidder themselves.
4. In the event of failure of their system, internet connectivity (due to any reason whatsoever it may be) either the service provider or Bank is not responsible.
5. In order to ward-off such contingent situation, Bidders are advised to make all the necessary arrangements/alternatives such as back-up power supply, connectivity whatever required so that they are able to circumvent such situation and still be able to participate in the e-Tendering process successfully.
6. However, the Bidders are requested to not to wait till the last moment to quote their bids to avoid any such complex situations.
7. Failure of power at the premises of bidders during the e-Tendering cannot be the cause for not participating in the e-Tendering.
8. On account of this, the time for the e-tendering cannot be extended and Bank is not responsible for such eventualities.



9. Bank and/or Service Provider will not have any liability to Bidders for any interruption or delay in access to site of e-tendering irrespective of the cause.
10. Bank's e-tendering website will not allow any bids to be submitted after the deadline for submission of bids. In the event of the specified date and time for the submission of bids, being declared a holiday/strike for the bank, e-tendering website will receive the bids up to the appointed time as mentioned in schedule 4, however physical documents, to be submitted offline, can be submitted on the next working day upto the appointed time. Extension/ advancement of submission date and time will be at the sole discretion of the Bank.
11. However, during the submission of bid, if any bidder faces technical issues and was unable to submit the bid, in such case the Bank reserves its right to grant extension for bid submission by verifying the merits of the case and after checking necessary details from Service Provider.

2.2. REGISTRATION

To use the Bank's e-tendering Portal (<https://www.tenderwizard.in/indianbank>), bidder needs to register on the e-tendering portal. The bidder should visit the home-page of the portal and to the Portal Enrolment for new bidder link.

The following steps are to be followed during the registration process

- a) Fill all the relevant and requisite details to complete the Enrolment form provided in the Bank's e- tendering portal
- b) Upload the scan copy of the PAN Card and GST Registration certificate
- c) Acknowledgement copy will be generated with user id & password and the same will be sent to their registered email id.
- d) After verification by department/service provider, the id will be activated.
- e) At the first login, DSC details will be automatically captured by the system.
- f) Clarification/ Amendments and Extension of last date of bid submission (if any) will be uploaded in the e-tendering portal under Corrigendum/ Amendment.

Training to the Bidder for participating in the bids through e-tendering Website will be provided by the service provider M/s. Antares Systems Limited.

Note: Please contact M/s. Antares Systems Limited's support desk (as given below), to get your registration accepted/activated and for further clarifications.

Support Desk Contact Details

M/s. Antares Systems Limited
#24, Sudha Complex, 3rd Stage, 4th Block



Basaveshwaranagar, Bangalore – 560 079.
Support Contact No. 080-40482100, 99432 77499, 8951944383
Support Email: gunaseelan.m@antaressystems.com

2.3. SUBMISSION OF BIDS THROUGH E-TENDERING PORTAL

The Bid documents, to be uploaded as part of online bid submission, are as follows:

- a. Eligibility Criteria, along with all supporting documents required.
- b. All forms and annexures as per this RFP on Bidder's letter head with authorizing person's signature and Bidder seal on all pages.
- c. All supporting documents and product literature in support of Technical specifications.
- d. Relevant brochures
- e. Compliance to Technical Specifications as per Technical Bid.
- f. Any other information sought by the Bank with relevant to this RFP.
- g. If the bidder is not an OEM, then Manufacturer's Authorization Form to be submitted.

Bidder should upload all the copies of relevant documents without fail in support of their bid and as per the instructions given in RFP documents. If the files to be uploaded are in PDF format, ensure to upload it in "Searchable" PDF Format. After filling data in predefined forms bidders need to click on final submission link to submit their encrypted bid.

Please take care to scan documents so that total size of documents to be uploaded remains minimum. **All documentation evidence provided to the Bank shall be in PDF Format. The Scanned Documents shall be OCR enabled for facilitating "search" on the scanned document.** Utmost care may be taken to name the files/documents to be uploaded on e-tendering portal.

2.4. BID RELATED INFORMATION

Bidders must ensure that all documents uploaded on e-tendering portal as files or zipped folders, contain valid files and are not corrupt or damaged due to any processing at bidder PC system like zipping etc. It shall be the responsibility of bidder themselves for proper extractability of uploaded zipped files.

Any error/virus creeping into files/folder from client end PC system cannot be monitored by e-tender software/server and will be bidder's responsibility only.

2.5. OFFLINE SUBMISSIONS

In addition to uploading the documents in our e-Tendering portal, Bidders should also submit the following in a sealed envelope, super scribing with the RFP Reference number, due date, Name of the Bidder, etc.



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- a) DD towards Cost of bid document (Bidders may also remit the amount in the account number mentioned in Schedule 9)
- b) Integrity Pact
- c) Bid Security (Earnest Money Deposit)

Note: Companies registered as Micro/Small Units under MSE/NSIC should submit documentary proof for claiming exemption for Cost of Bid document.

The bidder is requested to submit the original documents in a Sealed Envelope on or before 16.05.2022, 03.00 PM to the address mentioned under schedule 4 of this RFP. The envelope shall be super scribed as “**Supply, Installation and Maintenance of 850 Cash Dispensers along with 1 KVA UPS**” and the words ‘DO NOT OPEN BEFORE (16.05.2022 at 03.30 PM)’.

2.6. OTHER INSTRUCTIONS

For further instructions like system requirements and manuals, the bidder should visit the e-tendering portal (<https://www.tenderwizard.in/indianbank>), click on System Requirement Manual/ User Manual.

The following ‘Four Key Instructions’ for bidders must be assiduously adhered to

- a. Obtain individual Digital Signing Certificate (DSC or DC) well in advance before bid submission deadline on e-tendering portal.
- b. Register your organization on e-tendering portal well in advance before bid submission deadline on e-tendering portal
- c. Get your organization’s concerned executives trained on e-tendering portal well in advance before bid submission deadline on e-tendering portal
- d. Submit your bids well in advance of bid submission deadline on e-tendering portal (Bank will not be responsible any problem arising out of internet connectivity issues).

Note: While the first three instructions mentioned above are especially relevant to first-time users of the e-tendering portal, the fourth instruction is relevant at all times.



SECTION V - CONDITIONS OF CONTRACT

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1. DEFINITIONS

1.1 In this contract, the following terms shall be interpreted as indicated:

- a. **"The Contract"** means the agreement entered into between the Bank and the Supplier, as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;
- b. **"The Contract Price"** means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations;
- c. **"The Goods"** means all of the equipment, machinery, and / or other materials which the Supplier is required to supply to the Bank under the Contract;
- d. **"The Services"** means those services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as grouting, installation, commissioning, provision of technical assistance, training and other such obligations of the Supplier covered under the Contract;
- e. **"The Purchaser"** means Indian Bank.
- f. **"Bank"** where applicable, means Indian Bank
- g. **"The Supplier"** means the individual or firm supplying the Goods and Services under this Contract.
- h. **"The Project Site"**, where applicable, means the place or places where the Cash Dispensers will be installed.
- i. **"Cash Recycler"** means the machine which can accept, recycle and dispense currency as bunch.
- j. **"Cash Dispenser"** means the machine which can dispense currency as bunch.

2. USE OF CONTRACT DOCUMENTS AND INFORMATION;

- 2.1 The Supplier shall not, without the Bank's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Purchaser in connection therewith, to any person other than a person employed by the Supplier in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 2.2 The Supplier shall not, without the Bank's prior written consent, make use of any document or information pertaining to this contract except for purposes of performing the Contract.

3. PATENT RIGHTS

If at the time of supplier supplying, installing and commissioning the equipment in terms of the present contract/order or subsequently it appears at any point of time that an infringement has occurred of any patents, trademarks or other rights claimed by



any third party, then in respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, supplier shall indemnify the Bank and keep it indemnified in that behalf. Successful Bidder's aggregate liability under the contract shall be limited to a maximum of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the Successful Bidder(s) that gave rise to claim, under this tender.

This limit shall not apply to third party claims for

- a) IP Infringement indemnity
- b) Bodily injury (including Death) and damage to real property and tangible property caused by vendor/s' gross negligence. If a third party asserts a claim against bank that a vendor product acquired under the agreement infringes a patent or copy right, vendor should defend bank against that claim and pay amounts finally awarded by a court against bank or included in a settlement approved by vendor.

3.1 The Supplier shall:

- a) at its expense defend Bank against any IP Claim; and
- b) Indemnify Bank by paying the damages, costs, and attorneys' fees with respect to the IP Claim that are either awarded against Bank in a final, non-appealable court judgment, or required to be paid by Bank in a settlement of the IP Claim.

3.2 Supplier's obligations set forth in this Section are subject to Bank's:

- a) providing Supplier prompt notice that the IP Claim has been threatened or brought, whichever is sooner (the "Claim Notice");
- b) providing relevant documentation and information to the supplier with respect to the IP Claim or Resolution; and
- c) Complying with all court orders.

4. PERFORMANCE SECURITY

4.1 Within 15 (fifteen) days of receiving the purchase order, the selected vendor/s shall furnish to the Bank performance security by way of Bank Guarantee, called Contract Performance Guarantee, equivalent to 3% of the Contract amount valid for complete 7 years plus sixty (60) days with additional 1 year claim period (or) for 5 years plus sixty (60) days and claim period for 1 year after date of expiry. If the Contract Performance Guarantee is submitted for 5 years then before 3 months prior to the expiry of the validity of the Bank guarantee, fresh / renewal Bank guarantee equivalent to the same amount and valid for 2 years plus sixty (60) with additional claim period of 1 year shall be submitted by the service provider for extending the validity of the performance bank guarantee.

If the Bank guarantee for extended period is not received by the Bank at least 1 month prior to the expiry of the original guarantee, the Bank reserves right to invoke the



guarantee and the amount will be held with the Bank until submission of the renewal guarantee or till the end of the contract period, whichever is earlier.

- 4.2 Performance security submitted by the vendor shall be invoked by the Bank as compensation for any loss resulting from the vendor's failure to complete its obligations under the Contract.
- 4.3 The Contract Performance Guarantee will be discharged by the Bank and returned to the vendor not later than sixty (60) days following the date of completion of the vendor's performance obligations under the Contract, including any warranty obligations.

5. INSPECTIONS AND TESTS

- 5.1 The Bank or its representative shall have the right to inspect and / or test the Goods/ services to confirm their conformity to the Contract specifications. The Bank shall notify the vendor in writing, in a timely manner, of the identity of any representatives retained for these purposes.
- 5.2 Any charges payable to the Bank representative designated for inspection shall be borne by the purchaser (charges payable to the Bank representative will be borne by Purchaser i.e. Indian Bank).
- 5.3 The inspections and tests may be conducted on the premises of the vendor or its subcontractor(s), at point of delivery and / or at the Goods' final destination. If conducted on the premises of the vendor or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Bank i.e. Successful bidder shall make arrangements at their premises for inspection and tests.
- 5.4 Should any inspected or tested Goods/ functionality fail to conform to the Specifications, the Bank may reject the Goods, and the vendor shall either replace the rejected Goods or make alterations necessary to meet specification requirements at no additional cost to the Bank.
- 5.5 The Bank's right to inspect, test and, where necessary, reject the Goods after the Goods' arrival in the destination shall in no way be limited or waived by reason of the Goods having previously been inspected, tested and passed by the Bank or its representative prior to the Goods' shipment.
- 5.6 Bank shall carry out pre-delivery inspection of the Cash Dispensers at the vendor's factory or point of dispatch at Bank's cost. However, Bank reserves the right to direct the vendor for delivery without pre-delivery inspection.
- 5.7 Vendor should demonstrate all the functionality of Cash Dispensers during PDI including DVSS etc at the Vendor's factory/warehouse which does not require support of Bank's switch.



- 5.8 Test bed of one machine for testing all functionality must be set-up by the successful Bidder at Bank's Head Office, Chennai, within two weeks from the date of Purchase Order.
- 5.9 The vendor shall provide unrestricted access to its premises and records being maintained with regard to the job being performed as per its contract with the Bank, to the authorized personnel of the Bank/ its auditors (internal and external)/ any statutory/regulatory authority/ authorized personnel from RBI to carry out any kind of process of audit including that of its operations and records related to services provided to the Bank, in the presence of representatives of the vendor, at any point of time giving advance notice. RBI or persons authorized by it shall access the records of Bank and the vendor related to this agreement and cause inspection.

6 PACKING

The vendor shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination and also during open storage before unpacking the goods for installation. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the Goods' final destination and the absence of heavy handling facilities at all points in transit.

7 DELIVERY AND DOCUMENTS

Delivery of the goods shall be made by the vendor in accordance with the terms specified in the Schedule of Requirements. The details of shipping and / or other documents are to be furnished by the vendor are as follows.

- i. One copy of the Invoice showing contract number, goods description, quantity, unit price, total amount;
- ii. Delivery Note, Railway Receipt or acknowledgement of receipt of goods from the Consignee;
- iii. Copy of Insurance Certificate (In the case of global insurance policy, copy of the global insurance policy along with a letter from the insurance agency confirming the coverage of the equipments supplied as part of this procurement to be furnished i.e. specific reference to the coverage of the equipments supplied as part of this procurement to be furnished);
- iv. Original/Copy of Transit Insurance Policy & Original of Storage cum erection policy.
- v. Inspection Certificate issued by the nominated inspection agency, if any
- vi. Cash Dispenser Software License Certificate;



8 INSURANCE

The goods supplied under the Contract shall be fully insured against loss or damage incidental to transportation, storage and erection. The transit insurance shall be for an amount equal to 110 percent of the invoice value of the Goods from "Warehouse to final destination" on "All Risks" basis including War Risks and Strikes.

The vendor should also insure the goods in Indian Territory for the invoice value under Storage cum Erection policy till three months from the date of delivery. Any damage happened to the goods due to non-availability of storage cum erection policy, the vendor has to bear the losses.

Copy of the global insurance with specific reference to the coverage of the equipments supplied as part of this procurement to be furnished for transit insurance.

9 INTEGRATION

The scope of the assignment is furnished below:

- a. Supply, grouting, installation, integration, commissioning and maintenance of Cash Dispensers.
- b. Supply, installation and operationalisation of 1 KVA UPS providing 8 hours power backup.
- c. Maintenance of Cash Dispensers under initial warranty period of 1 year and subsequent AMC for 6 years from the date of installation. Maintenance of UPS & Batteries under initial warranty period of 3 year and subsequent AMC of UPS for 4 years from the date of installation.
- d. EJ pulling from the Cash Dispensers and transmission of EJ data to Bank's servers for a period of 7 years.
- e. Bank will provide Server at DC and DR locations for Terminal Security Solution with necessary Hardware (Windows 2016 server or higher) and Oracle database (on Linux environment).

However, bidders shall submit specifications of the Server & Required Software's in a separate sheet along with bid. The specification must cater the requirement of minimum 2000 CDs. Successful bidder should be able to install their application on the hardware supplied and connect to oracle database provided by the bank.

Successful Bidder(s) will have to provide TSS Client & Server licenses and related software for TSS implementation and should provide necessary support throughout the contract period in the Bank's DC & DR.

- f. It is the bidder's responsibility to provide full support for integration of the CDs with the ATM Switch, NPCI, VISA, Master Card etc. for EMV, Antiskimming, VG, Terminal



Security, RBI Control Measures, OTC Lock, TLS and other functionalities as per the scope of the RFP at no extra cost to the Bank.

10 INCIDENTAL SERVICES

The vendor is required to provide the following services.

- a. Performance or supervision of on-site assembly and / or start-up of the supplied Cash Dispensers;
- b. Furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied Goods;
- c. Performance or supervision or maintenance and / or repair of the supplied Goods, for a period of time agreed by the parties, provided that this service shall not relieve the vendor of any warranty obligations under this contract;
- d. Training of the BANK personnel, at the vendor's plant and / or on-site, in start-up, operation, first level maintenance of the supplied Goods.
- e. Technical support through new onsite resource(s) provided at the Bank's Head Office from 10 a.m. to 6 p.m. on all Bank's working days of the Bank to ensure uptime of the Cash Dispensers supplied and also to ensure 100% EJ pulling from all Cash Dispensers deployed by the respective vendor. The main objective of having onsite resource is to monitor the Cash Dispensers and to maintain the Uptime. Coordination with EJ team, TSS team, Bank's Network Team, Recon Team and Field service engineer will be additional responsibility.
- f. Prices charged by the vendor for the incidental services, should form part of the price quoted during online reverse auction.

11 WARRANTY

- 11.1 The vendor shall provide warranty that the Goods supplied under the Contract are new, unused, of the most recent or current models and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The vendor shall provide further warranty that all Goods supplied under this Contract shall have no defect arising from design, materials or workmanship (except when the design and / or material is required by the BANK Specifications) or from any act or omission of the vendor, that may develop under normal use of the supplied Goods in the conditions prevailing in the country of final destination.
- 11.2 This warranty shall remain valid for 1 (one) Year for CD and for 3 (three) years for UPS & Batteries after the Goods have been installed at the final destinations as per delivery instructions.
- 11.3 The Bank shall promptly notify the vendor in writing of any claims arising under this warranty.



Ref: CO/DBD/ATM/137/R1/2022-23

- 11.4 Upon receipt of such notice, the vendor shall with all reasonable speed, repair or replace the defective Goods or parts thereof, without cost to the Bank.
- 11.5 If the vendor, having been notified, fails to remedy the defect(s) within a reasonable period, the BANK may proceed to take such remedial action as may be necessary, at the vendor's risk and expense and without prejudice to any other rights which the Bank may have against the vendor under the Contract.
- 11.6 During the warranty period vendor is required to maintain, repair and replace any defective or failed components of the Cash Dispenser and UPS excluding consumables like currency cassette (warranty of currency cassette to be provided as per clause 11.8 & 11.9), ribbons and paper roll stationery, at no additional cost to the Bank. No other components of the Cash Dispenser and UPS are excluded for this purpose.
- 11.7 If the chest door lock is faulted, the same has to be replaced by cutting the chest door at bidder's cost. However, replacement & cut open on account of wrong password combination, forgot password by the custodian/ CRA will be the responsibility of the Bank. But the Chest door lock replacement along with cut open due to lock malfunction / defect will be the responsibility of the successful bidder during the contract period.
- 11.8 All currency cassettes including reject bin (Divert Cassettes) shall be covered under replacement warranty for a period of 2 years against manufacturing defects and early failure of internal mechanisms. However, this warranty will not be applicable if the currency cassettes are faulted due to wear & tear or due to physical damages caused while handling the cassettes by cash loading officials.
- 11.9 All the components except consumables as mentioned in 11.6 are covered under onsite comprehensive warranty without any exclusion for replacement due to defect or malfunction at no cost to the Bank. However, all currency cassettes including reject bin (Divert Cassettes) shall be covered under replacement warranty for a period of 2 years against manufacturing defects and early failure of internal mechanisms
- 11.10 During warranty/AMC period the vendor has to submit Preventive Maintenance (PM) Report on quarterly basis (Electronic system generated report) to the Bank's head office, mentioning the date of PM on a case to case basis. The vendor shall submit the Preventive Maintenance call slips to the local bank's representative once Preventive Maintenance is performed. Non-submission of the PM reports shall attract a penalty of one engineer visit charges per quarter per Cash Dispenser / UPS.
- 11.11 If the Preventive Maintenance is not undertaken during each quarter a grace period of two weeks would be given to the vendor for completion of the same for the quarter and if not completed within the grace period, the total warranty/AMC period would be extended by three months for the quarter for that particular Cash Dispenser/UPS.
- 11.12 Warranty should not become void if the BANK buys any other supplemental hardware/ software from a third party and installs it with/in these machines in the presence of the



representative of the vendor and after tested by the vendor. However, the warranty will not apply to such third-party hardware/ software items installed by the Bank.

12 PAYMENT TERMS

a. For Cash Dispensers and UPS:

- 12.1 On Delivery: Seventy (70) % of the basic cost of the Cash Dispensers & UPS + 100% of GST shall be paid on receipt of Goods at the destination and on submission of invoices, at the Bank's Office at Chennai, along with the documents specified in point 7 above duly acknowledged by the Bank's representative at the respective site / location for the receipt of goods and
- 12.2 On Final Acceptance: Twenty (20) % of the basis cost for the Cash Dispensers & UPS shall be paid on submission of claim along with the installation certificate issued by the bank's representative in Proforma enclosed. If the installation is delayed for more than 3 months due to reasons attributable to the Bank, payment will be made by the Bank on submission of the claim by the vendor along with "Site Not Ready" certificate issued by the branch and the undertaking letter from the vendor to install the goods at no additional cost to the Bank as and when the site is ready. However, warranty period will start from the date of actual installation of the terminals only.
- 12.3 The remaining Ten (10)% of the basic cost of Cash Dispensers & UPS will be held by the Bank as retention money, during the warranty period and the same will be released after the warranty period after deduction of further penalty if any during the warranty period, as per the "Penalty for downtime" stipulated in the RFP.
- 12.4 First payment will be made after successful installation of minimum 50 Cash Dispenser terminals.

b. For AMC payment

- 12.5 Payment for AMC will be made quarterly in arrears on submission of Invoices and Preventive Maintenance (PM) reports for the particular quarter and upon successful completion of the performance obligations for the particular quarter (AMC) or warranty period, whichever is applicable. The TDS or any other tax deductions implemented by Govt. on all payments will be deducted at the applicable rate as per provisions of the applicable law.

c. For EJ Pulling

- 12.6 Payment of EJ pulling services will be made quarterly in arrears on submission of invoices and based on the actual number of EJ files received by the Bank. The TDS on all payments will be deducted at the applicable rate as per provisions of the applicable law.



- 12.7 Bank will make the payment on prorata basis (based on the number of EJ files received in Bank's server). If the EJ files are not received on some days of the particular month then payment will not be made for that particular day.

d. Facility Management

- 12.8 Payment for Facility Management will be made quarterly in arrears on submission of Invoices for the particular quarter and upon successful completion of the performance obligations for the particular quarter. The TDS or any other tax deductions implemented by Govt. on all payments will be deducted at the applicable rate as per provisions of the applicable law.

13 CHANGE ORDERS

- 13.1 The Bank may at any time, by a written order given to the vendor make changes within the general scope of the Contract in any one or more of the following:
- drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the BANK;
 - the method of shipment or packing;
 - the place of delivery; and / or
 - the Services to be provided by the vendor;
- 13.2 If any such change causes an increase or decrease in the cost of, or the time required for, the vendor's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the contract or delivery order shall accordingly be amended. Any claims by the vendor for adjustment under this clause must be asserted within thirty (30) days from the date of the vendor's receipt of the Bank's change order.

14 DELAYS IN THE SUPPLIERS'S PERFORMANCE

- Delivery of the Goods and performance of Services shall be made by the vendor in accordance with the time schedule prescribed by the Bank in the Schedule of Requirements.
- If at any time during the Contract, the vendor or its subcontractor(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the vendor shall promptly notify the Bank in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the vendor's notice, the Bank shall evaluate the situation and may at its discretion extend the vendor's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.
- After the successful pre-dispatch inspection, if the inspection is carried out, the vendor has to deliver and install the Cash Dispensers along with the UPS at identified sites. The delivery and installation has to be completed as follows:



Cash Dispenser delivery, grouting and installation along with the UPS delivery and installation has to be completed within 6 weeks for north east states and 4 weeks for remaining parts of the country from the date of issue of delivery instruction by the Bank.

If the vendor fails to deliver and install the Cash Dispenser within the specified limit, the Vendor shall be liable for the penalty as per the LD clause.

- d. However, this penalty will not be applicable if the delay is with the prior written approval of the Bank(s) or if the site is not ready.

15 LIQUIDATED DAMAGES

If the vendor fails to deliver any or all of the Goods or fails to perform the Services within the period(s) specified in the Contract, the BANK shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the price of the delayed Goods i.e. on the cost of equipments excluding the applicable taxes or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10% cost of delayed goods. If the equipments are not delivered or installed in time, the Bank may consider termination of the contract.

16 TERMINATION FOR DEFAULT

The Bank, without prejudice to any other remedy for breach of contract, by written notice (with a notice period of 30 days) of default, sent to the vendor, may terminate this Contract in whole or in part:

- a. If the vendor fails to deliver any or all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the BANK; or
- b. If the vendor fails to perform any other obligation(s) under the Contract and fails to cure the same **within a curing period granted by the Bank through a written notice**; or
- c. If the vendor, in the judgement of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purpose of this clause:

“corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and

“fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the BANK, 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 BANK of the benefits of free and open competition.

- d. In the event the Bank terminates the Contract in whole or in part, the BANK may procure, upon such terms and in such manner as it deems appropriate, Goods or



Services similar to those undelivered, and the vendor shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the vendor shall continue performance of the Contract to the extent not terminated.

17 FORCE MAJEURE

The vendor shall not be liable for forfeiture of its performance security, 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 vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the vendor shall promptly notify the BANK in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the vendor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. Unless otherwise directed by the Bank, the vendor shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure. Notwithstanding above, the decision of the Bank shall be final and binding on the vendor.

18. ADOPTION OF INTEGRITY PACT

- 18.1 The Pact essentially envisages an agreement between the prospective bidders and the Bank, committing the persons /officials of both sides, not to resort to any corrupt practices in any aspect/ stage of the contract.
- 18.2 Only those bidders, who commit themselves to the above pact with the Bank, shall be considered eligible for participate in the bidding process.
- 18.3 The Bidders shall submit signed Pre Contract integrity pact as per the format in Section– IX - 10. Those Bids which are not containing the above are liable for rejection.
- 18.4 Foreign Bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principles or associates.
- 18.5 Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary. Bidders to disclose any transgressions with any other company that may impinge on the anti corruption principle.
- 18.6 Integrity Pact in respect this contract would be operative from the stage of invitation of the Bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.



- 18.7 The Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form the part of the Contract Agreement till the conclusion of the contract i.e. the final payment or the duration of the Warranty /Guarantee/AMC if contracted whichever is later.
- 18.8 Integrity Pact, in respect of a particular contract would be operative stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
- 18.9 Integrity pact shall be signed by the person who is authorized to sign the Bid.
- 18.10 The Name and Contact details of the Independent External Monitor(IEM) nominated by the Bank are as under:

Shri. Brahm Dutt, IAS (Retd) Email: dutt.brahm@gmail.com	Shri. Girraj Prasad Gupta, ICAS (Retd) Email: gpgupta1804@gmail.com
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- 18.11 Change of law / policy / circular relating to Integrity Pact vitiate this agreement accordingly with immediate effect on written intimation.

19 LIMITATION OF LIABILITY

Vendor's aggregate liability for actual direct damages shall be limited to a maximum of the Contract Value, provided that this limit shall not apply to (1) the infringement indemnity; or (2) bodily injury (including death) and damage to real property and tangible personal property caused by Vendor's negligence. Vendor shall not in any event be liable for any indirect or consequential damages, or for loss of profit, business, revenue, goodwill, anticipated savings or data, or third party claims except with respect to bodily injury (including death) and damage to real and tangible personal property for which Vendor is legally liable.

For the purposes of this Section, "Contract Value" at any given point in time, means the aggregate value of purchase orders placed by Bank on the Vendor under this project.

For (1) the infringement indemnity; or (2) bodily injury (including death) and damage to real property and tangible personal property claims, the vendor shall reimburse the actual loss incurred by the Bank.

20 LIABILITY OF VENDOR

- 20.1 Vicarious Liability- The Selected Bidder shall be the principal employer of the employees, personnel/individual, engaged by the selected Bidder and shall be vicariously liable for all the acts, deeds, matters or things, whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in the Bank shall accrue or arise, by virtue of engagement of personnel/individual, etc. by the selected Bidder, for any assignment under the contract. All remuneration, claims, wages dues etc. of such employees, agents, contractors, sub-contractors etc. of the selected Bidder shall be paid by the selected Bidder alone and the

Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the selected Bidder 's employees, personnel/individual, etc. The selected Bidder shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the Bank through the action of selected Bidder employees personnel/individual, etc.

- 20.2 The Bidder shall be absolutely responsible for the payment of salary, all other statutory obligations to the employees engaged/to be engaged by the bidder to pay salary / wages, bonus, arrears, employment, terminal benefit, compensation and other claims whatsoever and the Bank has no connection in relation to such matters.
- 20.3 Bidder shall be responsible for fulfilling the requirement of all statutory provisions of relevant enactments viz. Minimum Wages Act, Payment of Wages Act, Industrial Disputes Act, Gratuity Act, Contract Labour (Regulations and Abolition) Act and all other labour and industrial enactment at their own risk and cost in respect of all AGs by Bidder. The Bank shall be indemnified for any action brought against it for any violation/non-compliance of any of the provisions of any of the acts, etc. hence non compliance or violation of any of these provisions of any of the Acts will be treated as breach of contract and shall lead to the termination of the contract. The Bidder shall maintain all records required to be maintained under statutory enactments and the Bidder shall submit to the Bank a certificate every month to the effect that Bidder has and is complying with all the statutory regulations as said heretofore.
- 20.4 The relationship between the Bank and the selected bidder is on principal to principal basis. Nothing contained herein shall be deemed to create any association, partnership, joint venture or relationship or principal and agent or master and servant or employer and employee between the Bank and Supplier hereto or any affiliates or subsidiaries thereof or to provider any party with the right, power or authority, whether express or implied to create any such duty or obligation on behalf of the other party

21 SETTLEMENT OF DISPUTES

If any dispute or difference of any kind whatsoever shall arise between the purchaser and the vendor in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.

If after 30 days the parties have failed to resolve their disputes or difference by such mutual consultation, then either the Bank or the vendor may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the goods under the contract.



Arbitration proceedings shall be conducted in accordance with the following rules of procedure.

The dispute resolution mechanism to be applied shall be as follows:

- (1) In case of dispute or difference arising between the Bank and a domestic vendor relating to any matter arising out of or connected with this agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the respective Bank and the Vendor; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the Arbitrator appointed subsequently, the Presiding Arbitrator shall be appointed by the Indian Banks Association, India which appointment shall be final and binding on the parties.
- (2) If one of the parties fails to appoint its arbitrator within 30 days after receipt of the notice of the appointment of its Arbitrator by the other party, then the Indian Bank' Association, both in cases of the Foreign Supplier as well as Indian Supplier, shall appoint the Arbitrator. A certified copy of the order of the Indian Bank' Association making such an appointment shall be furnished to each of the parties.
- (3) Arbitration proceedings shall be held at Chennai India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- (4) The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the Arbitral Tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.
- (5) Where the value of the contract is Rs. 10 million and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator shall be appointed by agreement between the parties; failing such agreement, by the appointing authority namely the Indian BANK' Association.

Notwithstanding any reference to arbitration herein,

- (a) The parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and
- (b) The Bank shall pay the vendor any monies due to the vendor.

Submitting to arbitration may be considered as an additional remedy and it does not preclude the parties to seek redressal/other legal recourse.



22 APPLICABLE LAW

The Contract shall be interpreted in accordance with the laws of India.

23 SCOPE OF WORK

Indian Bank is looking for bidder/s who can supply, install and maintain 850 Cash dispensers alongwith 1 KVA UPS and also maintain them during onsite comprehensive warranty period of 1 year (for CD) & 3 years (for UPS & batteries) and post warranty, onsite comprehensive AMC of minimum 6 years (for CD) and 4 years (for UPS) including spare part replacement, FLM support and SLM to maintain minimum 98.5% uptime of the CD. The Successful bidder should support the equipment, TSS, TLS implementation & EJ pulling for at least 7 years from the date of installation.

The following services are expected to be delivered by successful bidder during the contract period without any additional cost to the Bank:

- 23.1 The successful bidder will have to provide the Cash Dispensers as per the Technical specification (Section X) and should have total responsibility for supplying, integrating, testing, installing Cash Dispensers and making them operational. The Cash Dispensers have to be interfaced with Bank's ATM EFT Switch (BASE 24). However, the Bank reserves the right to change the switching interface at any point of time. In such cases, it will be binding upon the successful bidder to provide the required support including terminal testing to commission the Cash Dispensers with new switching interface.
- 23.2 Bidder has to provide technical support for cash dispenser hardware / software integration with Bank's EFT switch and Terminal Security Solution.
- 23.3 It is the responsibility of the successful bidder to deploy the existing and new (if any) display screens in Cash Dispensers as and when released by the Bank. As per clause 8.1 of Section X of technical specifications, Content Management Client Software should be available in the Cash Dispenser for loading icons and audio files from remote server of the bidder. If bidder has to manually load the screens, the same has to be done by the bidder and no charges for such activity will be paid by the Bank.
- 23.4 The Bank may outsource the Cash Dispenser Managed services to an outside agency. The successful bidder should provide & install all the software and other utilities required for facilitating the Managed services for the new Cash Dispensers also.
- 23.5 Bidder to install the software & other utilities supplied by the bank post testing, during PM visits. If any urgent installation is required before the PM schedule, site visit charges will be paid on mutually agreed terms. Any subsequent re-installation



of software on account of CD OS re-installation etc by the vendor will have to be done at no cost to the Bank.

- 23.6 Successful bidder will be required to grout the Cash Dispensers as per the specification mentioned in the Clause 14.5 of Section X (Technical Specification).
- 23.7 The successful bidder must ensure EJ pulling is enabled on the day of making the Cash Dispenser operational. The system should be enabled for EJ pulling and all software required for EJ pulling must be loaded at the time of installation of the Cash Dispenser at no extra cost to the bank.
- 23.8 The successful bidder must ensure compliance of Terminal security solution in all Cash Dispensers to comply RBI circular no-DBS(CO).CSITE/BC/5/31.01.015/2017-18 dated 21.6.2018 on "Control Measures for ATMs – Timelines for Compliance" on the day of making the Cash Dispenser operational. All software required for control measures compliance must be loaded at the time of installation of the Cash Dispenser.
- 23.9 The selected bidder should update /supply/ install necessary changes in endpoints, if any, due to regulatory compliances as on the date of RFP or explicitly mentioned in the RFP (all Regulatory/Statutory/NPCI/RBI/UIDAI etc. guidelines, Industry regulations and audit compliance), the same should be available at no additional cost to the Bank irrespective whether it being minor or major modifications. However, if there are any additional hardware changes required, Bank will pay at mutually agreed rates. If any additional new third party software is required (excluding upgrade/patches of existing softwares), Bank will supply required software licenses or pay the cost for the software licenses at mutually agreed rates.
- 23.10 The following are the other works to be undertaken by the successful bidder:
- Vendor to connect the Cash Dispenser to the EFT switch for making the cash dispenser online. Network level connectivity will be arranged by the Bank.
 - Vendor to connect the Cash Dispenser to their Terminal Security Solution. Network level connectivity will be arranged by the Bank.
 - User acceptance test with screens and audio in regional language.
 - User training/ admin function training.
 - Signoff.
 - Product wrapping.
- 23.11 Under Facility Mangement services, selected bidder has to provide following services from 10:00 AM to 6:00 PM on all Bank's working days:
- Monitoring of CDs for maintaining minimum 98.5% uptime.
 - Implementation and monitoring of TSS & TLS services and to provide support to field engineers for TSS connectivity for all CDs
 - Ensuring 100% EJ pulling for all CDs and pushing the same to Bank's server.

- d. SLM Call Logging for all the CDs and monitoring for timely resolution of the call lodged.
- e. Policy Pushing, Screen Pushing, etc in CDs.
- f. Support during installation and shifting of CDs.

The said services have to be delivered from a single centralized location of the Bank.

Initially, the selected bidder has to provide one resource for facility management service. However, Bank may ask to deploy second resource as per requirement and payment will be made accordingly for the actual number of deployed resources.

Also, the cost quoted for onsite Facility Management Services should not be less than Government Minimum wage criteria for skilled labour in Area A category (i.e Metro)

- 23.12 Selected bidder will provide full support during the DR drill as and when conducted by Bank. If required, Bank may ask to provide resource(s) for onsite support during DR Drill at no cost to Bank.

24 INSTALLATION

The vendor has to grout, install the Cash Dispenser along with the UPS and commission the same within the specified period. The Bank will inform the places of installation and the Bank will be responsible for provision of site infrastructure such as power and LAN connections. Vendor is responsible for all unpacking, assembling, wiring, installations, cabling between hardware units (Stabilizer, UPS and Cash Dispenser) and connecting to power supplies. The Vendor shall test all hardware operations and accomplish all adjustments necessary for successful and continuous operation of the hardware at all installation sites.

Bank will provide the power and LAN point at the shortest distance possible as per site conditions. Inter connections between UPS & Stabilizer and between UPS & Cash Dispenser will be the responsibility of the vendor.

25 Disposal of Old CDs/ATMs/BNAs/SNAs

The Bank proposes to offer approximately 1000 CDs/ATMs/BNAs/SNAs under buyback. The machines under buyback may not necessarily be from the site where new machine is to be installed. The number of CDs/ATMs/BNAs/SNAs under buyback may not be in the ratio of 1:1 and may be less than/more than 1:1. Successful Bidder must agree to buyback of existing terminals of Diebold, NCR, Wincor, LIPI, AGS and Hyosung make CDs/ATMs/BNAs/SNAs on "AS IS WHERE IS" basis, preferably in same district or city. The entire process of removing of old CDs/ATMs/BNAs/SNAs from the existing sites and disposal as e-waste following proper govt. guidelines to be ensured by the bidder without any extra cost to the Bank.



Wherever necessary, successful bidder should also undertake de-installation of existing CDs/ATMs/BNAs/SNAs and installation of new CDs on the same day to minimize the downtime of CDs and handover the hard disk of the old terminals to the respective branches. This should be done as part of the project and vendor should take back existing CDs/ATMs/BNAs/SNAs and install the new CD simultaneously. Bank will release the payment to Successful Bidder after adjustment of the cost of old CDs/ATMs/BNAs/SNAs (buyback cost) finalized as per RFP on confirmation of replacement & removal of old CDs/ATMs/BNAs/SNAs from sites. The individual delivery orders will specify whether it is new site of replacement order with buyback.

Bidder has to ensure that before delivery of new CD at site, the old CDs/ATMs/BNA/SNA is removed and space is available for proper placement of new CD.

Post removal of old ATMs successful bidder need to remove old CDs/ATMs/BNAs/SNAs from site within a week for disposal of the terminal.

26 MAINTENANCE OF CASH DISPENSER/UPS UPTIME

The vendor will accomplish preventive and breakdown maintenance activities to ensure that all hardware execute without defect or interruption for at least 98.5% up-time for 24 hours a day, 7 days a week of operation of the machine.

If any critical component of the entire configuration is out of service for more than two days, the vendor shall immediately replace either the defective unit without any loss of time on receipt of service call from the Bank.

If the downtime is more than 7 days due to critical component failure attributable to the bidder and the bidder is unable to rectify, the bidder is liable for replacement of the entire unit at its own cost.

If the chest door lock is faulted, the same has to be replaced by cutting the chest door at vendor's cost. If the chest door lock is not getting opened due to wrong entry of password, then bank will reimburse the cut-open charges for replacement of the lock.

27 DELAYS IN REPAIR

Any Cash Dispenser/UPS including the software components / hardware equipments that are reported to be down on a given date should be repaired immediately. The downtime should not exceed as per the below mentioned time clause (i.e., Resolution time).

Maintenance Service calls are classified into two types:

- a) Type 1 Calls - severe defects in the Cash Dispenser / UPS due to which the CD is completely down or unable to transact and dispense cash to customers;
- b) Type 2 Calls - operational defects in Cash Dispenser / UPS but CD is able to transact and dispense cash to customers.



Service Provider should ensure the response time as set below:

	Response time	Resolution Time		
		Metro/ Urban	Semi- Urban/Rural	North East states
Type 1 calls	4 hours after logging call	T+1	T+1	T+3
Type 2 calls	8 hours after logging call + normal travel time from nearest support centre	T+2	T+2	T+3

* T denotes date of reporting the problem. (T+1 means resolution to be provided on next calendar day.)

Bank will decide and inform vendor the category of CD's location i.e. Metro, Urban, Rural & Semi Urban.

However, some machines are located in prominent locations i.e at airport, railway station or any other VIP locations selected by bank. Bank will share the list of locations (upto 10% of total share of respective vendor) to each vendor and resolution time of these VIP location machines will be 4 to 8 hours.

Service Provider (successful bidder) shall submit monthly call log reports to the bank for calculation of downtime. Overall downtime should not exceed 1.5% per Cash Dispenser/UPS, calculated on quarterly basis on round the clock basis (calendar year basis).

In case the Service Provider (successful bidder) fails to meet any one of the above standard of maintenance, there will be a penalty of Rs. 2,000/- (Rupees Two Thousand only) per day or part thereof per Cash Dispenser/UPS subject to a maximum of Rs 20,000/- (Rupees Twenty thousand only) per Cash Dispenser/UPS, calculated on quarterly basis for not complying to the UPTIME as specified by the Bank. The penalty for downtime is applicable for not complying to uptime during the 1st year of warranty year also.

The penalties will be recovered from any payment due to the vendor under any contract with the Bank. No penalties will be levied for delays on account of uncontrollable circumstances in difficult and extremely remote areas. Vendor will have to provide necessary confirmation that delay in service or Part replacement was beyond their control to the concerned Branch Official / Zonal officials. if vendor fails to resolve the problem within 45 days then Bank may ask to vendor to replace the machine with new machine with same or higher configuration at no extra cost to Bank.

The fault reporting by the Bank will be through a telephonic message/email/SMS/through onsite support engineer. Service Provider should also provide an online facility for the Bank to register complaint and Service Provider should immediately redress the same and update the records in the website for online

verification. Service Provider shall submit monthly call log reports to the bank for calculation of downtime. If the monthly call log report is not submitted immediately after completion of the month, then the penalty calculation provided by the Bank as per Bank's switch data will be considered final during payment of invoices

During the warranty & AMC period, Service Provider is required to maintain, repair and replace any defective or failed components of the Cash Dispenser and UPS excluding consumables like **currency cassette, ribbons and Stationery**, at no additional cost to the Bank. No other components of the Cash Dispenser and UPS are excluded for this purpose. If the chest door lock is faulted, the same has to be replaced by cutting the chest door at Service Provider's cost. However, replacement & cut open on account of wrong password combination, forgot password by the custodian will be the responsibility of the Bank.

Replacement of any spare parts suspected to be damaged due to reasons such as voltage fluctuation, earthing issue, zero battery backup should be done at no cost to the Bank during the warranty period and AMC period. The Cash Dispenser system supplied by the successful bidder (Cash Dispenser, UPS, voltage stabilizer and isolation transformer) should be capable of protecting the spare parts from the above hazards and prevent any damage to the whole system or any part of it. However, physical damages and damages due to calamities such as flood, fire, storm and lightning are exempted.

28 Facility Management Availability

The resource for facility management should be available for 8 hrs on all Bank's working days. If for some reason the deputed resource is absent, then alternate resource should be allocated for continuation of the service. In case of no service, for the days of absence, applicable penalty derived by below formula will be deducted

$$\frac{(\text{"Monthly charge"} \times \text{"No of days of absence"})}{(\text{No of working days in that month})}$$

29 ANNUAL MAINTAINENCE

The vendor must give firm commitment to provide maintenance services at the price quoted during the online reverse auction. The per annum rate of AMC quoted by the bidders for Cash Dispensers and UPS shall not be less than 8% of the cost of the Cash Dispenser & UPS.

All the parts of Cash Dispensers and UPS except consumables, currency cassettes, retract cassette, purge bin and paper roll stationery and batteries are covered under the scope of AMC. The vendor is also expected to maintain the equipments supplied for at least seven years from the date of installation.



During the AMC period the vendor is required to perform Preventive Maintenance (PM) on quarterly basis and submit call reports without fail. Bank reserves the rights to withhold the payment of AMC for the quarter for Non-performance or non-submission of PM reports.

During Preventive Maintenance, functioning of DVSS system, TSS and EJ pulling agent should also be checked and the data backup (EJ & images/videos) has to be handed over to the branch for preserving the same. Bank will provide the media in the form of CD, DVD, USB drive or external Hard Disc. The preventive maintenance certificate duly signed by branch officials with seal should also include Earthing status, Power voltage status, Successful EJ connectivity with docket number and Successful TSS connectivity with docket number, duly signed by the branch officials with seal.

The Bank will pay AMC Charges in arrear after the warranty period for each year centrally on a quarterly basis. The amount would be paid by the bank at the in the beginning of successive quarter (taxes extra) after receipt of the Demand note (invoice). The TDS or any other applicable taxes on all payments will be deducted at the applicable rate as per provisions of the applicable law

If PM is not done by the vendor or PM report is not submitted by the vendor, then Bank will deduct one engineer visit charges per quarter per CD as a penalty against not doing the PM activities.

The Performance Guarantee will be linked to the AMC obligations of the vendor. The Performance Bank Guarantee shall be submitted as per the standard format of the Bank.

30 TRAINING

For each hardware and software component installed, the vendor is required to train the designated Bank technical and end-user personnel to enable them to effectively operate the total system.

31 TECHNICAL DOCUMENTATION

The Technical Documentation involving detailed instruction for operation and maintenance is to be delivered with every unit of the equipment supplied. The language of the documentation should be English.

A Complete write-up on security features of the Cash Dispensers should be provided with the technical bid.



SECTION – VI SCHEDULE OF REQUIREMENTS

1. BRIEF DESCRIPTION

Supply, grouting (for Cash Dispenser only), installation and maintenance of 850 Cash Dispensers along with 1 KVA UPA with 8 hours power backup for Indian Bank.

QUANTITY OF SYSTEMS TO BE PROCURED

850 Cash Dispensers along with 1 KVA UPS with 8 hours power backup are to be installed in various Centres/Branches across the country and the bidder will have to guarantee that support will be available for the Cash Dispensers across the country for a term of minimum 7 years. However, Indian Bank may procure $\pm 10\%$ of the quantity specified.

Repeat order can be placed within 1 year from the date of last supply date of original purchase order subject to there is no downward trend in prices and the cumulative repeat order quantity will not exceed more than 25% of original quantity as mentioned in original purchase order.

PLACEMENT OF ORDERS

Individual delivery instructions would be placed by the bank as and when the sites are getting ready.

2. DELIVERY SCHEDULE

The complete system has to be delivered with all accessories and software and installation should to be completed within 6 weeks for north east states and 4 weeks for remaining parts of the country from the date of issue of individual sitewise delivery instruction by the Bank.

3. VALIDITY OF PRICES

Though the validity of prices shall be one year from the date of contract/order, in case the whole quantity is not absorbed by the Bank during the validity period then the validity period of the prices shall be extended by another 180 days.



Ref: CO/DBD/ATM/137/R1/2022-23

SECTION – VII SCOPE OF WORK FOR ELECTRONIC JOURNAL (EJ) PULLING SERVICES

PLEASE REFER SECTION X (TECHNICAL BID) FOR SPECIFICATIONS

- a) The Cash Dispensers supplied shall be provided with EJ pulling software agents with content management capabilities. Agent installation on Cash Dispensers as may be required from time to time will be the responsibility of the vendor and will be done free of cost, i.e., without any cost to the Bank. Site visits related to EJ pulling/EJ agent shall be made at no extra cost to the Bank.
- b) Vendor shall have the facility to extract the EJs of all the transactions in each of the Cash Dispensers, to a centralized location /Server. This solution should also be able to pull the other logs (such as currency validation logs, impound activity log, serial number tagging logs etc.) stored in the cash Dispenser.
- c) Vendor has to provide EJ on T+1 basis for reconciliation purposes to Bank as per the standard format available at the Cash Dispenser, till such time that an industry standard common format is arrived at.
- d) Cash Dispenser-wise EJs shall be stored in the EJ server/ or at TSS server of the Vendor at a centralized location for minimum period of 1 (one) year. Cash Dispenser-Wise EJs pulled are to be spooled separately and pushed to the designated server at Bank end on daily basis. The EJ data may be purged by the vendor after seeking confirmation from the Bank.
- e) EJ pulling shall be done on daily basis and the EJ files are to be sent to Banks' designated servers on T+1 basis. The Vendor will not be responsible for cases related to network and other Infrastructure issues attributable to the Bank. However, the Vendor has to arrange for pulling the EJ data subsequently without any loss of data once the network and infrastructure related issues have been rectified.
- f) Vendor shall also provide EJ viewer facility to the Bank.
- g) In 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 disputed transaction amount along with penalty, if any, charged by the statutory authorities, such as banking Ombudsman, etc., from the vendor.
- h) The process of extracting and sending EJ to Bank's DC:
 - i. 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.



Ref: CO/DBD/ATM/137/R1/2022-23

- ii. The EJ's which cannot be retrieved through the automated schedules shall be retrieved and delivered to the Bank on next day before 1.00 p.m.
- iii. 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.
- iv. Vendor shall provide 4 Mbps leased line connectivity between Bank's data centre and the EJ server of the Vendor (successful bidder's EJ server) and maintain the same throughout the contract period for pulling EJ remotely and also for pushing the screens, audio files, currency templates and software patches. In case the leased line is already available to the vendor location, then the vendor to ensure that the line is upgraded to minimum 4 Mbps connectivity.
Bank will provide the necessary router at the Bank's end for the successful bidder to terminal the links. Cross connection up to bank's rack shall be arranged by the successful bidder.
- v. This link shall be used for pulling EJ files and camera images from the Cash Dispensers and also for pushing the screens, audio files, software patches to the Cash Dispensers remotely.
- vi. If vendor uses the TSS server for EJ pulling then same server will be also used for pushing the screens, audio files, currency template, camera images and software patches, etc. The above said activities will be done by vendor without any cost to bank.
- vii. All EJs pulled must be stamped with the 'Event time'. All EJs must contain information regarding Counterfeit notes detected and impounded.
- viii. Vendor has to provide any MIS reports as and when required by the bank/ demanded by statutory authorities.



SECTION VIII - QUALIFICATION CRITERIA

The eligibility criteria for the bidders and the documentary proof to be submitted to establish the eligibility for each criterion are as under:

No.	Eligibility Criteria for bidders	Document / proof to be submitted																
1	Bidder should be a company registered in India as per Companies Act 2013 with minimum 3 years of experience in the business of supplying, installing, commissioning and managing Cash Dispensers / CR for a minimum period of 3 years as on 31.03.2022.	i. Copies of Certification of incorporation / constitution / legal Status / registration of the bidder. ii. Copy of purchase orders (all pages) which was issued before 01.04.2019 for supply and installation of Cash Dispensers / CR. iii. A certificate from the same Bank clearly mentioning that the services of bidder were availed for a minimum of 3 years.																
2	The average turnover of the bidder should be at least Rs.30 Crores or above from ATM/CD/Cash Recycler/ Bunch Note Acceptor business in India for the last 3 consecutive financial years.	Audited balance sheets of the bidder for last three consecutive audited financial years of the bidder. (2019-20, 2020-21 & 2021-22). Certificate from a Chartered Accountant to confirm that the profit shown in the audited balance sheets is solely from the ATM/CD/Cash Recycler/ Bunch Note Acceptor business in India.																
3	The bidder should have a positive tangible net worth from business in India during the last three consecutive financial years.	If the Balance sheet is provisional, the CA or CFO of the company should certify the same along with seal. Bidder to submit Financial Position for the last three financial years in below format <table border="1" data-bbox="810 1361 1449 1621"> <thead> <tr> <th></th> <th>2019-20</th> <th>2020-21</th> <th>2021-22</th> </tr> </thead> <tbody> <tr> <td>Net Worth</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Turnover</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Net Profit (Profit After Tax)</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		2019-20	2020-21	2021-22	Net Worth				Turnover				Net Profit (Profit After Tax)			
	2019-20	2020-21	2021-22															
Net Worth																		
Turnover																		
Net Profit (Profit After Tax)																		
4	The bidder should have "supplied & installed" at least 3000 Cash Dispenser / ATMs and / or BNAs of same make proposed to be delivered under this RFP amongst at least two Scheduled Commercial Banks in India and should have executed and installed a single order for supply of minimum 200 Cash Dispensers for any Public/ Private sector	Purchase Order and Certificate of installation issued by Banks clearly mentioning the make and model of the terminals and the quantity.																

Ref: CO/DBD/ATM/137/R1/2022-23

	bank during last 3 financial years and functioning satisfactorily as on date of the bid submission.	
5	The Bidder/OEM should not have been Blacklisted/ terminated by any Government/ Public sector organization/PSU Bank / IBA / RBI /any regulatory authority during the last five years from the date of this RFP for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices, at any point. If a bidder chooses not to disclose any such issue, and the same comes to Bank's notice at a later date, the Bank will be free to revoke/terminate contract entered with the vendor and invoke Bank guarantee at its discretion. The Bank may also Blacklist the company for 3 years.	Certificate from company secretary or external auditor to be submitted as per Section IX (20).
6	The Bidder should have Branches or Service Centres or Authorised Service Centres / Franchise in state capitals and at least in 100 centres all over India and the branches/service centres should have been in existence at least for the past 1 year. These Centres should cover all major cities in India.	Bidder should submit the list of service support centres and the escalation matrix to be used by the Bank for service support. Format as per Section IX (9) of the RFP.
7	All bidders should sign the Integrity Pact. on non-judicial Stamp paper of requisite value (including witness) .	Format as per Section IX (10) of the RFP.
8	The bidder should be the Original Equipment Manufacturer(OEM) or their authorized representative in India. Either the Cash Dispensers manufacturer(OEM) or their authorized distributor in India can directly bid in the RFP but not both of them can bid for the same make of Cash Dispenser. In case the bidder is an authorized representative but unable to perform obligations as per contract during contract period, the OEM should perform all the obligations on behalf of bidder as spelt out in the RFP and agreement executed by the authorized representative	Manufacturer authorization letter form (MAF) duly signed by the OEM.

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	subsequently.	
9	The production unit / factory of the brand of the Cash Dispensers being quoted should be ISO 9001:2015 certified. If the production unit is outside of India, it should meet equivalent international standards.	Copy of valid certificates
10	Bidder/OEM should not be classified as a loan defaulter of any Bank.	Certificate from existing Bankers to be submitted.

Other Terms and Conditions:

1. The bid should be accompanied by bid security as per Section IX (2).
2. Manufacturer's Authorisation as stipulated in the bid should be submitted for Cash Dispenser & UPS.
3. The organisation should be able to extend 24x7 support.
4. The systems offered should meet all the technical specifications as stipulated in the bid.
5. The bidder / Manufacturer should extend support for the quoted models of Cash Dispenser and UPS for seven years.
6. Either the Cash Dispenser Manufacturer or their Authorised Distributor in India can directly bid in the RFP but not both.
7. An undertaking/guarantee in writing to be produced from the original manufacturers of the Cash Dispenser & UPS to comply with the contract in case the authorised distributor (bidder) of their product fails to execute the terms of the contract.
8. All bids submitted shall also include the following information.
 - a) Copies of original documents defining the constitution or legal status, place of registration and principal place of business of the company etc.
 - b) The Bidder should furnish a brief write-up, backed with adequate data, explaining its available capacity and experience (both technical and commercial) for the manufacture and supply of the required systems and equipments within the specified time of completion after meeting all their current commitments.
 - c) The Bidder should clearly confirm that all the facilities exist in its factory for inspection and testing and these will be made available to the Purchaser or its representative for inspection.



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9. Vendor shall indemnify, protect the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights, agency / dealership etc., or such other statutory infringements in respect of the entire software and hardware supplied by the vendor.

9.1 The obligations set forth in this Section will not apply to an IP Claim if the alleged infringement is based on, caused by, or results from:

- a) Modification of the hardware / software, for which IPR claim is received, other than by Vendor;
- b) use of the Cash Dispenser other than as provided by this RFP; or
- c) use of other than the latest Cash Dispenser version Vendor has made available or provided to Bank;

Compliance to eligibility criteria should be clearly mentioned in the Qualification Application document (S No. 8 of Section VIII) by providing appropriate details.

Bids submitted which are not meeting the above criteria, will be liable for rejection. Bidder must comply with all the above mentioned criteria. Non-compliance of any of the criteria will entail rejection of the bid summarily. Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made. INDIAN BANK reserves the right to verify / evaluate the claims made by the bidder independently. Any decision of INDIAN BANK in this regard shall be final, conclusive and binding upon the bidder.



SECTION IX - BID FORM AND OTHER FORMATS

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1. BID FORM

Date: _____

To

The Assistant General Manager (DBD)
CO: Digital Banking Division
Indian Bank
Head Office Building (IIInd Floor)
#66, Rajaji Salai, Chennai-600 001, India

Having examined the RFP Documents (Ref:CO/DBD/ATM/137/R1/2022-23 dated 18.04.2022) including Notice Nos. (insert numbers), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver 850 Cash Dispensers (+ 10%) for Indian Bank along with 1 KVA UPS, in conformity with the said RFP Documents, in accordance with the Schedule of Prices that will be submitted by us during the online reverse auction.

We undertake, if our bid is accepted, to deliver the goods in accordance with the delivery schedule specified in the Schedule of Requirements.

If our bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to 3% percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Bank.

We agree to abide by this offer for the bid validity period specified and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with the price bid submitted during online reverse auction and your purchase order, shall constitute a binding contract between us.

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.

We understand that you are not bound to accept the lowest or any bid you may receive.

We hereby confirm that we are not blacklisted by any PSU or any scheduled commercial bank currently.

We confirm that all the facilities exist in our (Indicate Factory, warehouse or office as the case may be) at located at for inspection and testing and these will be made available to the Bank or its representative for inspection.

If the contract is awarded to us, we will extend the support for the goods and services offered by



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us for a period of seven years on 24 x 7 basis. We will demonstrate 8 Hours power back up for the combination of Cash Dispenser, UPS, stabilizer and batteries offered by us within 2 weeks from the date of receiving the purchase order from the Bank.

We confirm that we comply with the qualification criteria of the RFP documents and are submitting proof of the same and the other documents as per the below checklist:

No	Documents to be submitted	Submitted (Yes/ No)
1	Authorization letter for signing the bid documents alongwith Board resolution in the name of the official issuing authorization letter.	
2	Bid Security Declaration as per Section IX (2)	
3	Demand Draft towards the cost of bid documents. (If not submitted during the pre-bid meeting).	
4	Copy of RFP document with seal & signature on all pages and forms as per section IX format .	
5	Copy of all Notices and amendments with seal & signature on all pages.	
6	Qualification Application (Section IX (8))	
7	Responses to technical specifications (Section X of RFP)	
8	Authorization from manufacturer of Cash Dispenser (if applicable)	
9	Authorization from manufacturer of UPS	
10	Audited balance sheets of the bidder for the last 3 consecutive audited financial years. (For Eligibility Criteria 2 and 3).	
11	Copies of Certification of incorporation / constitution / legal Status / registration of the bidder. (For Eligibility Criteria 1).	
12	Copy of a purchase order received from a client in India for Cash Dispenser / CR prior to 01.04.2019 (For Eligibility Criteria 1).	
13	Certificate from a Chartered Accountant to confirm that the turn over and tangible net worth provided in the audited balance sheets are solely from the business in India (For Eligibility Criteria 2 & 3).	
14	Details of Service Centres and information on service support facilities in the Service Support Form (For Eligibility Criteria 6).	
15	POs & Certificates issued by at least 2 Scheduled Commercial Banks in India for satisfactory services of the bidder totalling to at least 3000 Cash Dispensers/ ATMs and/or BNAs of same make proposed to deliver under this RFP. (For Eligibility Criteria 4).	
16	Copy of a purchase order issued during last 3 years by a public/ private Sector bank in India for at least 200 Cash Dispensers (For Eligibility Criteria 4).	
17	A brief write-up, backed with adequate data, explaining bidder's available capacity and experience for the manufacture and supply of the Cash Dispensers and UPS.	
18	A detailed description of essential technical and performance	

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	characteristics of Cash Dispenser.	
19	A detailed description of essential technical and performance characteristics of UPS.	
20	Copy of the ISO certificate for the manufacturing facility(For Eligibility Criteria 9).	
21	Production certificate of the product manufacturing company or authorization letter from OEM. (For Eligibility Criteria 8)	
24	Certificate from existing Bankers confirming no loan default. (For Eligibility Criteria 10)	

Name and Signature

In the Capacity of.....

Duly authorised to sign bid for and on behalf of

(Name & Address of Bidder)



Ref: CO/DBD/ATM/137/R1/2022-23

2. BID SECURITY FORM

To,
The Assistant General Manager (DBD)
CO: Digital Banking Division
Indian Bank
Head Office Building (IInd Floor)
#66, Rajaji Salai, Chennai-600 001
India

Date

Dear Sir,

Sub: Request for Proposal (RFP) for "SUPPLY, INSTALLATION AND MAINTENANCE OF 850 CASH DISPENSERS ALONG WITH 1 KVA UPS".

Ref: RFP No. CO/DBD/ATM/137/R1/2022-23 Dated 18.04.2022.

Whereas (*hereinafter called "the Bidder"*) is intended to submit for Supply, Installation and Maintenance of 850 Cash Dispensers Along with 1 KVA UPS (*hereinafter called "the Bid"*).

KNOW ALL PEOPLE by these presents that WE (*name of bank*) of (*name of country*), having our registered office at (*address of bank*) (*hereinafter called "the Bank"*), are bound unto Indian Bank in the sum of _____ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents.

The conditions of this obligation are:

1. If the Bidder
 - (a) withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
 - (b) does not accept the correction of errors in accordance with the Instructions to Bidders; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity:
 - (a) fails or refuses to execute the Contract Form if required; or
 - (b) fails or refuses to furnish the performance security, in accordance with the Instruction to Bidders.



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We undertake to pay the Bank up to the above amount upon receipt of its first written demand, without the Bank having to substantiate its demand, provided that in its demand the Bank will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including forty-five (45) days after the period of the bid validity and any demand in respect thereof should reach the Bank not later than the above date.

(Signature of the Bank)

NOTE:

1. The Bidder should ensure that the seal and CODE No. of the signatory is put by the bankers, before submission of the bank guarantee.
2. Bank guarantee issued by Bank located in India shall be on a Non-Judicial Stamp Paper of requisite value.



3. CONTRACT FORM

THIS AGREEMENT made theday of....., 2022 Between Indian Bank, having its Corporate Office at 254-260, Avvai Shanmugam Salai, Royapettah, Chennai 600 014 (hereinafter "the Purchaser") of the one part and (*Name of Supplier*) having its Registered Office at (*City and Country of Supplier*) (hereinafter called "the Supplier") of the other part:

WHEREAS the Purchaser invited bids for certain Goods and ancillary services viz.,..... (*Brief Description of Goods and Services*) and has accepted a bid by the Supplier for the supply of those goods and services in the sum of (*Contract Price in Words and Figures*) (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - (a) the Bid Form and the Commercial Bid submitted by the Bidder;
 - (b) the Schedule of Requirements;
 - (c) the Technical Specifications;
 - (d) the Conditions of Contract;
 - (e) the Purchaser's Notification of Award no. _____ dated _____
 - (e) the purchase order no _____ dated _____
 - (f) the RFP including Addendum/s and corrigendum/s
3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars of the goods and services which shall be supplied / provided by the Supplier are as under:



Ref: CO/DBD/ATM/137/R1/2022-23

SL. NO	BRIEF DESCRIPTION OF GOODS & SERVICES	QUANTITY TO BE SUPPLIED	UNIT PRICE	TOTAL PRICE

TOTAL VALUE:

DELIVERY SCHEDULE:

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the

said..... (For Indian Bank)

in the presence of:.....

Signed, Sealed and Delivered by the

said (For the Supplier)

in the presence of:.....



Ref: CO/DBD/ATM/137/R1/2022-23

4. PERFORMANCE SECURITY FORM

Bank Guarantee No.

Date:

To : INDIAN BANK, CORPORATE OFFICE, NO.254-260, AVVAI SHANMUGAM SALAI,
ROYAPETTAH, CHENNAI – 600014,

WHEREAS (Name of Supplier) hereinafter called "the Supplier") has undertaken, in pursuance of purchase order No..... dated,..... 2022 and contract datedto supply, install & maintain 850 cash Dispensers along with 1 KVA UPS (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a reputed bank for the sum specified therein as security for compliance with the Supplier's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Supplier a Guarantee:

THEREFORE WE (Name of the Bank) hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of (Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limit of (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until theday of.....20.....

Signature and Seal of Guarantors

.....

Date.....2022

Address:.....

.....

NOTE:

1. Suppliers should ensure that seal and code no. of the signatory is put by the bankers, before submission of the bank guarantees.
2. Bank guarantees issued by Bank located in India shall be on a Non-Judicial Stamp Paper of requisite value



Ref: CO/DBD/ATM/137/R1/2022-23

5. MANUFACTURERS' AUTHORIZATION FORM
(TO BE SUBMITTED SEPARATELY FOR CASH DISPENSER & UPS)

No. _____

Dated:

To,

The Assistant General Manager (DBD)
CO: Digital Banking Division
Indian Bank
Head Office Building (IIInd Floor)
#66, Rajaji Salai, Chennai-600 001
India

Dear Sir,

Ref: Indian Bank RFP CO/DBD/ATM/137/R1/2022-23 dated 18.04.2022

We, _____ who are established and reputable manufacturers of _____ (*name & descriptions of goods offered*) having factories at (*address of factory*) do hereby authorize the bidder M/s _____ (*Name and address of bidder*) to submit a bid, and sign the contract with you for the goods manufactured by us against the above Request for Proposal (RFP).

We hereby extend our full guarantee and warranty as per Conditions of Contract of the above RFP for the goods and services offered for supply of our products by M/s _____ (*Name and address of bidder*).

If the contract is awarded to M/s _____ (*Name and address of bidder*), we will support them for maintenance of products manufactured by us for seven years. We will comply with the contract terms pertaining to our product in case M/s _____ (*Name and address of bidder*) fails to execute the terms of the contract.

Yours faithfully,

(Name)

(Name of manufacturers)

Note: This letter of authority should be on the letterhead of the manufacturer.



Ref: CO/DBD/ATM/137/R1/2022-23

**6. PERFORMANCE STATEMENT
(FOR A PERIOD OF LAST 5 YEARS)**

Order placed by Full address of purchaser	Order No. and Date	Description and Quantity of the Equipment ordered	Value of Order	Date of completion of delivery		Remarks indicating reasons for late delivery, if any	Has the equipment been satisfactorily functioning? Attach a certificate from the Purchaser / consignee
				As per Contract	Actual		

Date:

Signature and Seal of the Bidder



Ref: CO/DBD/ATM/137/R1/2022-23

**7. INSTALLATION CERTIFICATE FOR ISSUE BY THE BRANCH AFTER
SUCCESSFUL INSTALLATION OF CASH DISPENSER**

Date:

Sub: **Certificate of installation of Cash Dispenser & UPS**

1. This is to certify that the Cash Dispenser & UPS as detailed below have been received in good condition along with all the standard and special accessories (subject to remarks in Para No. 2) and a set of spares in accordance with the Purchase Order issued by CO:DBD. The same has been installed and commissioned.

- (a) CO:DBD Purchase Order No. _____ dated _____
- (b) Description of the equipments: Cash Dispenser along with 1 KVA UPS
- (c) Quantity _____(To be filled by the branch)
- (d) Date of delivery _____
- (e) Date of installation and balance inquiry testing _____

2. Details of accessories/spares supplied:

No	Item	Make & Model	Item supplied (Yes / No) (to be written by branch)	Serial No. (to be written by branch)
1	Cash Dispenser with LCD/ LED display, DIP Smart Card Reader, Thermal Receipt Printer, Dispenser module, Encrypted PIN Pad & 8 Function Keys.			
2	Eight (08) Lockable currency cassettes			
3	Two (02) Lockable Reject bin			



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4	Safe Door Lock			
5	1 No. of Internal camera			
6	8 GB RAM			
7	1TB HDD x 2 Nos.			
8	Operating System			
9	1 KVA UPS			
10	Batteries			
11	Isolation Transformer			
12	1 KVA Stabilizer			
13	Terminal security Solution (TSS) implementation			
14	TLS implementation			
15	EJ connection			
16	Vault password Change			
17	BIOS Password Change			

3. cash withdrawal, Balance Inquiry, Mini Statement & PIN change transactions testing have been done to our satisfaction and operators have been trained on cash loading and EOD administrative functions.

4. Transactions are performed using Indian Bank cards and Other Bank Cards.

5. Voice guidance and screen navigations are available for English, Hindi and local language:

(Bengali/Gujarati/Kannada/Malayalam/Marathi/Tamil/Telugu)

(Branch to Tick the applicable local language)



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5. The vendor has fulfilled its contractual obligations satisfactorily* or

The vendor has failed to fulfil its contractual obligations with regard to the following:

(a)

(b)

For Engg.		For Branch	
Name		Name and Designation	
Employee ID		Sr. No.	
Signature		Signature	
Company Stamp		Branch Seal	

* Explanatory notes for filling up the certificates:

- They have adhered to the time schedule specified in the contract in despatching the documents/drawings pursuant to Technical Specifications.
- They have supervised the commissioning of the equipment in time i.e. within the period specified in the contract from the date of intimation by the Bank in respect of the installation of the system.
- In the event of documents/drawings having not been supplied or installation and commissioning of the equipment have been delayed on account of the vendor, the extent of delay should always be mentioned.



8. QUALIFICATION APPLICATION

All the bidders submitting their bids against this bid for any or all items must submit the qualification application along with the information in the following formats together with the relevant documentation:

FINANCIAL BUSINESS AND TECHNICAL CAPABILITY FORMAT -A

1. Name and address of Bidder:
2. Annual turnover of the bidder from ATM/CD/Cash Recycler/ Bunch Note Acceptor business in India:
 - (a) For FY 2019-20:
 - (b) For FY 2020-21:
 - (c) For FY 2021-22:
 - (d) Average for the last 3 FYs:
3. Date of commencement of business in India:
4. Details of a purchase order received from a client in India for ATM/ CD / CR prior to 01.04.2022:
 - (a) Client's Name:
 - (b) PO date:
 - (c) Quantity:
 - (d) Scope of services:
5. Tangible net worth of the bidder from business in India (Auditor certificate for positive Tangible net worth for last 3 years to be enclosed):
 - (a) For FY 2019-20:
 - (b) For FY 2020-21:
 - (c) For FY 2021-22:
6. No. of service support centres in India which are in existence at least for the past 1 year:
 - (a) Owned by the bidder:
 - (b) Owner by bidder's partners:
7. Details of a purchase order received from a scheduled commercial bank in India for Cash Dispensers / ATMs and / or BNAs of same make proposed to be delivered under this RFP:



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- (a) Bank's Name:
- (b) PO date:
- (c) Total Quantity:
- (d) Number of machines installed:

8. Names of two Scheduled Commercial banks in India to whom the same make of Cash Dispensers are supplied, installed and commissioned in the past and who have issued certificates for satisfactory services of the bidder for supply, installation and maintenance of Cash Dispensers:

- (a) Bank's Name:
- (b) Terminal make and Model:
- (c) Quantity:
- (d) Contact details for enquiry:
- (e) Bank's Name:
- (f) Terminal make and Model:
- (g) Quantity:
- (h) Contact details for enquiry:

9. Details of Original Equipment Manufacturers for Cash Dispenser and UPS:

- (a) OEM of Cash Dispenser:
- (b) OEM of UPS:
- (c) OEM of UPS:

10. Details of manufacturing facility:

- (a) Manufacturing Capacity:
- (b) Sales for the current financial year:
- (c) Value of current orders to be executed with details:
- (d) Details of ISO Certification for the manufacturing facility:
- (e) Details of testing facilities available:



10. INTEGRITY PACT

INTEGRITY PACT

Between

Indian Bank hereinafter referred to as “The Bank”

and

..... Hereinafter referred to as “The Bidder/Contractor”

Preamble

The Bank intends to award, under laid down organizational procedures, contract/s for supply, installation and maintenance of 850 Cash Dispensers along with 1 KVA UPS. The Bank values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidders(s) and / or Contractor(s).

In order to achieve these goals, the Bank will appoint an independent External Monitor (IEM), who will monitor the RFP process and the execution of the contract for compliance with the principles mentioned above.

Section 1 – Commitments of the Bank

1. The Bank commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - a) No employee of the Bank, personally or through family members, will in connection with the RFP for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b) The Bank will, during the RFP process treat all Bidder(s) with equity and reason. The Bank will in particular, before and during the RFP process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the RFP process or the contract execution.
 - c) The Bank will exclude from the process all known prejudiced persons.
2. If the Bank obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Bank will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.



Section 2 – Commitment of the Bidder(s)/Contractor(s)

- 1 The Bidder(s) / Contractor(s) commit themselves to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the RFP process and during the contract execution.
 - a. The Bidder(s) / Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Bank's employees involved in the RFP process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the RFP process or during the execution of the contract.
 - b. The Bidder(s) / Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
 - c. The Bidder(s) / Contractor(s) will not commit any offence under the relevant IPC/PC Act: further, the Bidder (s) / Contractor (s) will not use improperly, for purpose of competition or personal gain, or pass on to others, any information or documents provided by the Bank as part of the business relationship, regarding plans, technical bids and business details, including information contained or transmitted electronically.
 - d. The Bidder (s) / Contractor (s) of foreign origin shall disclose the name and address of the Agents/Representatives in India, if any. Similarly, the Bidder(s)/Contractor (s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further, as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder (s) / Contractor (s). Further as mentioned in the Guidelines, all the payments made to the Indian Agent/Representative have to be in Indian Rupees only. Copy of the "Guidelines on Indian Agents of Foreign Suppliers" is placed at Annexure.
 - e. The Bidder (s) / Contractor (s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
- 2 The Bidder (s) / Contractor (s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 – Disqualification from RFP process and exclusion from future contracts

If the Bidder (s) / Contractor (s), before award or during execution has committed a transgression through a violation of Section 2, above or any other form such as to put his reliability or creditability in question, the Bank is entitled to disqualify the Bidder (s) / Contractor (s) from the RFP process.



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Section 4 – Compensation for Damages

1. If the Bank has disqualified the Bidder(s) from the RFP process prior to the award according to Section 3, the Bank may blacklist the Bidder for a period of Three year.
2. If the Bank has terminated the contract according to Section 3, or if the Bank is entitled to terminate the contract according to Section 3, the Bank shall be entitled to demand and recover from the Contractor liquidated damages of the contract value or the amount equivalent to performance Bank Guarantee.

Section 5 – Previous Transgression

1. The Bidders declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprises in India that could justify his exclusion from the RFP process.
2. The Bidder agrees that if he makes incorrect statement on this subject, bidder is liable to be disqualified from the RFP process or the contract, if already awarded, is liable to be terminated for such reason.
3. The imposition and duration of the execution of the bidder will be determined by the bidder based on the severity of transgression.
4. The Bidder/Contractor acknowledges and undertakes to respect and uphold the Bank absolute right to resort to and impose such exclusion.
5. Apart from the above, the Bank may take action for banning of business dealings/holiday listing of the Bidder/ Contractor as deemed fit by the Bank.
6. If the Bidder/Contractor can prove that he has resorted/recouped the damage caused by him and has implemented a suitable corruption prevention system, the Bank may, at its own discretion, as per laid down organizational procedures, revoke the exclusion prematurely.

Section 6 – Equal treatment of all Bidders/Contractors/Sub-Contractors

1. The Bidder(s)/Contractor(s) undertake(s) to demand from all sub-contractors a commitment in conformity with this Integrity Pact, and to submit it to the Bank before contract signing. The Bidder(s)/Contractor(s) shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Sub-contractors/Sub-vendors.
2. The Bank will enter into agreement with identical conditions as this one with all Bidders/Contractors.
3. The Bank will disqualify from the RFP process all bidders who do not sign this Pact or violate its provisions.



Ref: CO/DBD/ATM/137/R1/2022-23

Section 7 – Criminal charges against violating Bidder(s) /Contractor(s) /Sub contractor(s)

If the Bank obtains knowledge of conduct of a Bidder, Contractor or Sub-contractor or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or of the Bank has substantive suspicion in this regard, the Bank will inform the same to the Chief Vigilance Officer.

Section 8 – Independent External Monitor / Monitors

1. The Bank appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. It will be obligatory for him to treat the information and documents of the Bidders/Contractors as confidential. He reports to the Authority designated by the Bank.
3. The Bidder(s)/Contractor(s) accept that the Monitor has the right to access without restriction to all Project documentations of the Bank including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidders)/Contractors(s)/Subcontractors(s) with confidentiality.
4. The Bank will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Bank and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
5. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Bank and request the Management to discontinue or take corrective action, or to take other relevant action. The Monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
6. The Monitor will submit a written report to the Authority designated by the Bank, within 8 to 10 weeks from the date of reference or intimation to him by the Bank and, should the occasion arise submit proposals for correcting problematic situations.
7. If the Monitor has reported to Authority designated by the Bank, a substantiated suspicion of an offence under relevant IPC/PC Act, and the Authority designated by the Bank has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

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8. The word 'Monitor' would include both singular and plural.

Section 9 – Pact Duration

This pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded on whomsoever it may be.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by the Bank.

Section 10 – Examination of Books of Accounts

In case of any allegation of, violation of any provisions of this Integrity Pact or payment of commission, the Bank or its agencies shall be entitled to examine the Books of Accounts of the Bidder and the Bidder shall provide necessary information of the relevant financial documents in English and shall extend all possible help for the purpose of such examination.

Section 11 – Other provisions

1. This agreement is subject to Indian Law, Place of performance and jurisdiction is the Corporate Office of the Bank, i.e. Chennai.
2. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a Consortium, this agreement must be signed by all partners or Consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by Board resolution.
4. Should one or several provisions of this agreement turn out to be invalid, the reminder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.
6. Any dispute or difference arising between the parties with regard to the terms of this Agreement/Pact, any action taken by the Bank in accordance with this Agreement/Pact or interpretation thereof shall not be subject to arbitration.

The parties hereby sign this Integrity Pact aton





CO: DIGITAL BANKING DIVISION
NO 66 RAJAJI SALAI
CHENNAI 600001
18/04/2022

Ref: CO/DBD/ATM/137/R1/2022-23

(For & On behalf of the Bank)

(For & On behalf of Bidder/Contractor)

(Office Seal)

(Office Seal)

Place -----

Place -----

Date -----

Date -----

Witness 1:

Witness 1:

(Name & Address) -----

(Name & Address) -----

Witness 2:

Witness 2:

(Name & Address) -----

(Name & Address) -----



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11. FORMAT FOR PRE-BID QUERIES

SI No	RFP Point No/Title	Page No in RFP	Details Provided in RFP	Query / Changes Requested



Ref: CO/DBD/ATM/137/R1/2022-23

12. Non-Disclosure Agreement

THIS AGREEMENT made and entered into at _____ on this the _____ day of _____, 202 between **INDIAN BANK**, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Corporate Office at No.254-260, Avvai Shanmugam Salai, Royapettah, Chennai – 600014, hereinafter called the “**Bank**” which term shall wherever the context so require includes its successors and assigns

AND

M/s. _____ Limited a company registered under the Companies Act having its registered office at _____ hereinafter called the “**supplier**” which term shall wherever the context so require includes its successors and assigns, **WITNESSETH:**

WHEREAS

The Bank is interalia engaged in the business of banking and have been procuring computer systems,

M/s _____ Limited has been engaged in the business of supply, installation and maintenance of _____

The Bank and Supplier have established a business relationship by entering into contract dated ___/___/___ for _____ (nature of services) and in course of the performance of the contract _____. It is anticipated that the parties may disclose or deliver to the other certain or some of its trade secrets or confidential or proprietary information for the purpose of business relationship.

NOW THEREFORE THIS AGREEMENT WITNESSETH and it is hereby agreed by and between the parties hereto as follows:

1. Confidential information

Confidential information means all information disclosed/furnished by either party to another party in connection with the business transacted/ to be transacted between the parties. Confidential information shall include any copy, abstract, extract, sample, note or module thereof and electronic material or records. Receiving party may use the information solely for and in connection with the performance of the above contract.

2. Use of Confidential Information

Each party agrees not to use the other’s confidential information for any purpose other than for the specific purpose. Any other use of such confidential information by any party shall be made only upon the prior written consent from the authorized representative of the other party or pursuant to subsequent agreement between the Parties hereto. The receiving party shall not commercially use or disclose for commercial purpose any confidential information or any materials derived there from, to any other person or entity other than persons in the

Ref: CO/DBD/ATM/137/R1/2022-23

direct employment of the Receiving Party who have a need to access to and knowledge of the confidential information solely for the purpose authorized above. The Receiving Party may disclose confidential information to consultants only if the consultant has executed non-disclosure agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these and such consultant should also be liable to the original disclosing party for any unauthorized use or disclosure. The Receiving party shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing party's confidential information in violation of the terms of this Agreement. Neither party shall make news release, public announcements, give interviews, issue or publish advertisements or Agreement, the contents/provisions thereof, other information relating to this agreement, the purpose, the Confidential information or other matter of this agreement, without the prior written approval of the other party.

3. Exemptions

The obligations imposed upon either party herein shall not apply to information, technical data or know how whether or not designated as confidential, that:

- a) Is already known to the Receiving party at the time of the disclosure without any obligation of confidentiality
- b) Is or becomes publicly known through no unauthorized act of the Receiving party
- c) Is rightfully received from a third party without restriction and without breach of this agreement
- d) Is independently developed by the Receiving party without use of the other party's confidential information and is so documented
- e) Is disclosed without similar restrictions to a third party by the Party owning the confidential information
- f) Is approved for release by written authorization of the disclosing party; or
- g) Is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however that the Receiving party shall first have given notice to the Disclosing Party and made a reasonable effort to obtain a protective order requiring that the confidential information and / or documents so disclosed used only for the purposes for which the order was issued.

4. Term

This agreement shall be effective from the date of the execution of this agreement and shall continue till expiration or termination of this agreement due to cessation of the business relationship between the parties. Upon expiration or termination as contemplated herein the Receiving party shall immediately cease any or all disclosures or uses of confidential information and at the request of the disclosing party, the receiving party shall promptly return or destroy all written, graphic or other tangible forms of the confidential information and all copies, abstracts, extracts, samples, note or modules thereof.

Notwithstanding anything contained herein, the obligations of the receiving party respecting disclosure and confidentiality shall continue to be binding and applicable without limit until such information enters the public domain.



Ref: CO/DBD/ATM/137/R1/2022-23

5. Title and Proprietary rights

Notwithstanding the disclosure of any confidential information by the disclosing party to the receiving party, the disclosing party shall retain title and all intellectual property and proprietary rights in the confidential information. No license under any trademark, patent or copyright or application for same which are or thereafter may be obtained by such party is either granted or implied by the conveying of confidential information.

6. Return of confidential information

Upon written demand of the disclosing party, the receiving party shall (i) cease using the confidential information (ii) return the confidential information and all copies, abstracts, extracts, samples, note or modules thereof to the disclosing party within seven (7) days after receipt of notice and (iii) upon request of the disclosing party, certify in writing that the receiving party has complied with the obligations set forth in this paragraph.

7. Remedies

The receiving party acknowledges that if the receiving party fails to comply with any of its obligations hereunder, the disclosing party may suffer immediate, irreparable harm for which monetary damages may not be adequate. The receiving party agrees that, in addition to all other remedies provided at law or in equity, the disclosing party shall be entitled to injunctive relief hereunder.

8. Entire agreement

This agreement constitutes the entire agreement between the parties relating to the matter discussed herein and supercedes any and all prior oral discussion and/or written correspondence or agreements between the parties. This agreement may be amended or modified only with the mutual written consent of the parties. Neither this agreement nor any rights, benefits and obligations granted hereunder shall be assignable or otherwise transferable.

9. Severability

If any provision herein becomes invalid, illegal or unenforceable under any law, the validity, legality and enforceability of the remaining provisions and this agreement shall not be affected or impaired.

10. Jurisdiction

The parties to this agreement shall submit to the jurisdiction of courts in Chennai.

11. Governing laws

The provisions of this agreement shall be governed by the laws of India.

In witness whereof, the parties hereto have set their hands through their authorised signatories

12. Indemnity

The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party etc., officers, employees, agents or consultants.”





**CO: DIGITAL BANKING DIVISION
NO 66 RAJAJI SALAI
CHENNAI 600001
18/04/2022**

Ref: CO/DBD/ATM/137/R1/2022-23

Signed, Sealed and Delivered by the
said _____ (For Indian Bank)

in the presence of:

1. _____

2. _____

Signed, Sealed and Delivered by the
said _____ (For the Supplier)

in the presence of:

1. _____

2. _____



Ref: CO/DBD/ATM/137/R1/2022-23

**13. UNDERTAKING TO ABIDE BY ALL BY-LAWS / RULES / REGULATIONS
(TO BE EXECUTED ON NON-JUDICIAL STAMP PAPER OF REQUISITE VALUE)**

To,

Date

The Assistant General Manager (DBD)
CO: Digital Banking Division
Indian Bank
Head Office Building (IInd Floor)
#66, Rajaji Salai, Chennai-600 001
India

Sub: Declaration-Cum-Undertaking regarding compliance with all statutory Requirements

In consideration of INDIAN BANK, a body corporate, constituted under Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 as amended from time to time having its Head Office 254-260, Avvai Shanmugam Salai, Royapettah, Chennai (hereinafter referred to as "Bank" which expression shall include its successors and assigns), we, M/s....., having its Registered Office at....., do hereby, having examined the RFP including all forms/annexure, confirm and agree to comply with all Laws, Rules, Regulations, By-Laws, Guidelines, Notifications etc.

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the RFP Ref No. CO/DBD/ATM/137/R1/2022-23 Date:18.04.2022 including all forms/annexure, addendum, corrigendum and amendments, if any. We certify that the services offered shall be in conformity with the terms & conditions and Scope of Work stipulated in the forms/ annexures of the said RFP.

We do also hereby irrevocably and unconditionally agree and undertake to save and keep the Bank, including its respective directors, officers, and employees and keep them harmless from and against any claim, demand, losses, liabilities or expenses of any nature and kind whatsoever and any damage caused from and against all suits and other actions that may be instituted taken or preferred against the Bank by whomsoever and all losses, damages, costs, charges and expenses arising out of non-compliance with or non-adherence to any statutory/regulatory requirements and/or any other law for the time being in force.

We also confirm that payment to the engaged employees shall be made in

consonance with the Minimum Wages Act in vogue and their duty hours will also be as per applicable labour laws of country.

Dated this _____ day of _____, 2022.

Place:

For M/s. Seal and Signature(s) of the Authorized Signatory (s)





CO: DIGITAL BANKING DIVISION
NO 66 RAJAJI SALAI
CHENNAI 600001
18/04/2022

Ref: CO/DBD/ATM/137/R1/2022-23

**14. UNDERTAKING LETTER ON THE SELECTED BIDDER'S LETTERHEAD FOR
CENTRAL MINIMUM WAGES ACT & LABOUR LAWS**

To,

Date

The Assistant General Manager (DBD)
CO: Digital Banking Division
Indian Bank
Head Office Building (IIInd Floor)
#66, Rajaji Salai, Chennai-600 001
India

Sir,

Sub: Confirmation for Government Rules relating to Minimum Wages:

Further to our bid in response to the RFP for “supply, installation and maintenance of 850 cash Dispensers along with 1 KVA UPS” (RFP Ref No. CO/DBD/ATM/137/R1/2022-23 Date: 18.04.2022 herein referred to as RFP) issued by Bank, we hereby covenant, warranty and confirm as follows:

In this regard we confirm that the employees engaged by our Company to carry out the services in your bank for the above said contract are paid minimum wages /salaries as stipulated in the Government (Central / State) Minimum Wages / Salaries act in force. All the employees/operator deployed by the selected bidder for the digitization activity must comply with government's rules and regulations like minimum wages act, Provident Fund and ESIC facility standard. We also indemnify the Bank against any action / losses / damages that arise due to action initiated by Commissioner of Labour for non-compliance to the above criteria.

We further authorize the Bank to deduct from the amount payable to the Company under the contract or any other contract of the Company with the Bank if a penalty is imposed by Labour Commissioner towards non-compliance to the “Minimum Wages / Salary stipulated by government in the Act by your company.

(Proof of compliance and labour license needs to be submitted along with the quotation)

Yours faithfully,

Authorised Signatory

Designation

Bidder's corporate name

Place:

Date:





CO: DIGITAL BANKING DIVISION
NO 66 RAJAJI SALAI
CHENNAI 600001
18/04/2022

Ref: CO/DBD/ATM/137/R1/2022-23

15. UNDERTAKING LETTER ON THE BIDDER'S LETTERHEAD FOR GST LAW

To,

Date

The Assistant General Manager (DBD)
CO: Digital Banking Division
Indian Bank
Head Office Building (IIInd Floor)
#66, Rajaji Salai, Chennai-600 001
India

Dear Sir,

Sub: RFP for supply, installation and maintenance of 850 cash Dispensers along with 1 KVA UPS”

(RFP Ref No. CO/DBD/ATM/137/R1/2022-23 Date: 18.04.2022)

Further to our bid in response to the Request for Proposal (Bank's RFP No CO/DBD/ATM/137/R1/2022-23 Date: 18.04.2022) hereinafter referred to as "RFP") issued by Bank, we hereby covenant, warrant and confirm as follows:

We, the bidder M/s, hereby agree to comply with all applicable GST Laws including GST Acts, Rules, Regulations, Procedures, Circulars & Instructions thereunder applicable in India from time to time and to ensure that such compliance is done.

Yours faithfully,

For.....

Designation:

(Signature and seal of authorized person)

Bidder's corporate name:

Place:

Date:



Ref: CO/DBD/ATM/137/R1/2022-23

**16. CERTIFICATE FOR LOCAL CONTENT
(TO BE PROVIDED ON STAMP PAPER OF REQUISIT VALUE)**

To,

Date

The Assistant General Manager (DBD)
CO: Digital Banking Division
Indian Bank
Head Office Building (IInd Floor)
#66, Rajaji Salai, Chennai-600 001
India

Dear Sir,

Sub: RFP for “Supply, Installation and Maintenance of 850 Cash Dispensers along with 1 KVA UPS”

(RFP Ref No. CO/DBD/ATM/137/R1/2022-23 Date: 18.04.2022)

This is to certify that the complete proposed solution is having the local content of _____ % as defined in the above mentioned RFP.

The details of location(s) at which the local value addition is made are as under

Sl. No	Make and Model	Name of Place

This certificate is submitted in reference to the Government of India, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion order number P-45021/ 2/2017-B.E.-II dated 15th June 2017 for the Public Procurement (Preference to Make in India), Order 2017, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 28th May 2018, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 29th May 2019 and subsequent revision order no DPIIT Order No. P-45021/2/2017-PP(BE-II) dated June 04, 2020, and Sept 16, 2020), clarification dated 04.03.2021 and other notice and clarifications.

For & on behalf of

Signature and seal of the statutory auditor or cost auditor of the company

Official Seal

Date:



Ref: CO/DBD/ATM/137/R1/2022-23

17. DECLARATION ON PROCUREMENT FROM A BIDDER OF A COUNTRY WHICH SHARES A LAND BORDER WITH INDIA

(THE BIDDER SHOULD GIVE THE FOLLOWING UNDERTAKING/CERTIFICATE ON ITS LETTER HEAD)

To,

Date

The Assistant General Manager (DBD)
CO: Digital Banking Division
Indian Bank
Head Office Building (IIInd Floor)
#66, Rajaji Salai, Chennai-600 001
India

Dear Sir,

Sub: RFP for “Supply, Installation and Maintenance of 850 Cash Dispensers along with 1 KVA UPS”

(RFP Ref No. CO/DBD/ATM/137/R1/2022-23 Date: 18.04.2022)

We have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India as per the O.M.No.F.No.6/18/2019-PPD dated 23.07.2020 or latest guidelines issued by GOI; We certify that << name of the bidder>> & << name of the OEM>> are not from such a country or, if from such a country, have been registered with the Competent Authority. We hereby certify that we and our OEM fulfils all requirements in this regard and are eligible to be considered. [Evidence of valid registration by the Competent Authority shall be attached, wherever applicable]

Yours Faithfully,

Signature of Authorized Official

Name and Designation with Office Seal

Place:

Date:



Ref: CO/DBD/ATM/137/R1/2022-23

18. DECLARATION FOR MSE BENEFITS

(To be submitted on the letter head of the bidder signed by Director/Company Secretary)

To,

The Assistant General Manager (DBD)
CO: Digital Banking Division
Indian Bank
Head Office Building (IInd Floor)
#66, Rajaji Salai, Chennai-600 001
India

Sub: Request for Proposal for Supply, Installation and Maintenance of 850 Cash Dispensers along with 1 KVA UPS

Ref: Your RFP No. CO/DBD/ATM/137/R1/2022-23 Date: 18.04.2022.

Dear Sir,

This has reference to our bid submitted in response to your Request for Proposal (RFP) Ref. No. CO/DBD/ATM/137/R1/2022-23 dated 18.04.2022 floated for Supply, Installation and Maintenance of 850 Cash Dispensers along with 1 KVA UPS. We have carefully gone through the contents of the above referred RFP and hereby undertake and confirm that, as per the Govt. Of India guidelines, we are eligible to avail the following MSE benefits in response to your RFP floated, as referred above.

- i. Issue of Tender Documents to MSEs free of Cost
- ii. Submitting of Tender Document by MSE without Bid Security (Earnest Money Deposit)

In case, at any later stage, it is found or established that, the above undertaking is not true then Bank may take any suitable actions against us viz. Legal action, Cancellation of Notification of Award/contract (if issued any), Blacklisting & debarment from future tender/s etc.

Yours Sincerely

For M/s _____

Signature

Name:

Designation:

Director/Company Secretary

Place:

Date:

Seal & Stamp



Ref: CO/DBD/ATM/137/R1/2022-23

19. SELF DECLARATION – BLACKLISTING

To,

The Assistant General Manager (DBD)
CO: Digital Banking Division
Indian Bank
Head Office Building (IIInd Floor)
#66, Rajaji Salai, Chennai-600 001
India

Dear Sir,

**Sub: Request for Proposal for Supply, Installation and Maintenance of 850 Cash
Dispensers along with 1 KVA UPS**

Ref: Your RFP No. CO/DBD/ATM/137/R1/2022-23 Date: 18.04.2022.

We hereby certify that, we have not been debarred/ blacklisted for corrupt and fraudulent practices by the Govt. of India / State Governments / Regulatory Agencies / PSU/other institutions and not have been insolvent / bankrupt on the date.

Signature of Authorized Official

Name and Designation with Office Seal

Place:

Date:

Name:



Ref: CO/DBD/ATM/137/R1/2022-23

SECTION X: TECHNICAL BID FOR SUPPLY, INSTALLATION AND MAINTENANCE OF 850 CASH DISPENSERS ALONG WITH 1 KVA UPS WITH FOLLOWING SPECIFICATIONS

Make: Model:

SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
1	Cash Dispenser Processor & Peripherals		
1.1	Embedded processor Intel® i5 6th Generation or higher with following configuration: Processor base frequency of 2.3 GHz or above and Maximum Turbo frequency of 3.0 or above With 6 MB Cache or higher		
1.2	8GB DDR4 RAM or higher		
1.3	Minimum 2 x 1TB SATA HDD or above.		
1.4	On-board 10/100/1000 Mbps Speed LAN Card (IPV 6 Compliance)		
1.5	Linux or Microsoft Windows 10 with latest Service Pack and Patches capable of multitasking real time operations and software to control all activities of the ATM. Operating system should be upgraded to latest version before end of support from the OS OEM at no extra cost to Bank except OS licence upgradation cost on actual basis on submission of proof. ATM operating system should be upgraded with latest service pack and patches at no extra cost to the Bank on a timely manner. In case Bidder uses any open source software, end to end technical support by OEM/Technical Solution provider should be available during the contract period. The documents of OEM/Technical Solution provider regarding back-to-back support should be provided by the Bidder. All IS security/ Patches related advisories issued Statutory/Regulatory bodies should be implemented within the stipulated timelines at no additional cost to the Bank.		
1.6	Minimum 4 free USB ports in the front side should be available after connecting all the ATM hardware / peripheral devices. USB ports should not be enabled for connecting storage devices. It should be enabled only through the Terminal Security Solution (TSS).		
1.7	Voice guidance support with internal speakers and head phone jack for visually challenged (Text to speech converter software) should be available. Text to speech		

SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
	<p>systems (screen reader) should be available to assist the visually challenged customers as per the standards published by Indian Banks' Association.</p> <p>Voice guidance should be available in 3 languages (English and Hindi & regional language (Bengali, Gujarati, Hindi, Kannada, Malayalam, Marathi & Telugu)) as per the IBA standards and the digitalized WAV files in Indian accent for the same to be provided by the vendor in consultation with the Bank at no additional cost.</p> <p>Successful bidder(s) should demonstrate the voice guidance feature for cash withdrawal, balance inquiry and PIN change within 1 month of identifying the L1 bidder.</p> <p>Voice guidance solution should be enabled by default and should be activated with insertion of earphone jack into the given slot by the card holder. This should be in line with IBA/Govt. of India guidelines for enabling visually impaired persons to transact at ATM.</p>		
1.8	<p>OS hardening: All Cash Dispenser should be adequately hardened and should protect against unauthorized booting from alternative media & an access to ATM hard disk. Only white listed necessary services should run on the machines. No malware including viruses, worms & Trojans should enter the Cash Dispenser and affect the Cash Dispenser and the network. All Cash Dispenser should be PA-DSS Compliant. Bank's Anti-Virus solution should be installed in the Cash Dispenser.</p> <p>The operating system should have the provision for parametrization to log critical changes and incident for monitoring purposes.</p>		
1.9	<p>Cash Dispenser should be preloaded with CEN 3.0 or higher compliant XFS/equivalent software and should be capable of running multi-vendor software without hardware & OS changes. CEN certificate to be submitted.</p>		
1.10	<p>Software / firmware / license for using EMV smart cards on Cash Dispenser should be available in the Cash</p>		

SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
	Dispenser. Cash Dispenser should be loaded with latest version of certified EMV kernel v 4.0 standards compliant or higher.		
1.11	<p>Cash Dispenser must also have biometric authentication capability with finger-print reader as per Aadhar specification and same is required from the initial stage. The Cash Dispenser should support Bio-metric functions and integrated with the Bank's Biometric solution and UIDAI certified solution (Aadhaar) without any additional cost to the Bank. UIDAI certificate to be submitted.</p> <p>The Supplied Bio-metric Reader in Cash Dispenser machine should confirm to the bio-metric device specification of L0 /L1 as stipulated by UIDAI, and should be Registered Device (RD).</p>		
1.12	Secure Biometric scanner that supplies the finger print data to the ATM switch. The Biometric Scanner should be of good quality capable of accepting finger scans in one go and should be STQC certified and compatible with AEPS & Aadhaar specifications. It should convert the fingerprint image data (biometric information) to the format required by UIDAI before sending the data to bank's Switch along with transaction data. Certificate to be submitted.		
1.13	CD should work using any Bank's Debit / Credit cards, using Aadhaar based authentications with biometric. CD should support Bar code reading and QR code reading if required by the Bank in future. Cash Dispensers should recognize the Chip cards which include EMV Cards and Biometric authentication and accordingly display the screen and voice prompts.		
1.14	Cash dispenser security should be set to physical authentication level to thwart any type of attacks. CD should have strong encryption between CD-PC core and cash dispenser so that the dispenser is not accessible without a proper authorization once the new CD PC core is being installed / set up or an existing CD PC core is re-installed due to any reasons.		
1.15	Should have bunch cash presenter for ease in collecting cash		
1.16	Application interface facilitating admin, reconciliation		

SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
	and MIS function		
2	Currency Chest		
2.1	UL 291 Level 1 or CEN 1 certified Secure Chest or higher for the CD currency chest. Certificate should be in force at the time of submitting the bid and also throughout the contract period. UL certificate to be submitted.		
2.2	Resistance to Fire/ High Temperature as per UL 291 Level 1 or CEN 1 standards. Chest should be able to withstand the maximum temperature as per UL 291 Level 1 or CEN 1 standards, whichever is applicable for the offered product.		
2.3	Send signals to external alarm system and also to EFT switch during opening and closure of the chest door. Vendor should coordinate with the suppliers of external alarm systems / e_Survillance to connect the sensors.		
2.4	Dual combination electronic locking system with capability of accepting 6+6 digits with One Time Combination passwords as well as static passwords. Lock should accept both One Time Combination passwords as well as dual combination static passwords. Further the Dual electronic digital one-time combination lock with code generation and audit trail capability provided by the bidder must comply with RBI circular RBI/2018-19/214 DCM (Plg.) No.2968/10.25.007/2018-19 dated 14.06.2019. The password to be changed at the time of installation and certified to this effect in the installation certificate.		
3	Cash Dispenser Module		
3.1	Cash Dispenser should be able to dispense ATM fit notes (old/new/mixed currency)		
3.2	Cash retraction feature should be in disabled mode and should be configurable as per requirement of Bank.		
3.3	The dispenser should have the mechanism to take back the currency and transport it to the divert cassette if the customer does not collect it but be disabled as per the RBI direction.		
3.4	Audio / Visible Indication should be available for proper insertion of the cassettes.		

SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
3.5	Cassettes shall be lockable and compatible for Cassette Swap implementation.		
3.6	Cassettes should be able to sense cash low conditions and send message to the EFT switch. Cash low status and message shall be based on the physical cash availability in the Cash Dispensers, not based on the supply counter values stored in the software.		
3.7	Cash Dispenser should be able to dispense Rs. 10, Rs. 20, Rs.50, 100, 200, 500 and 2000 denomination notes and any new denomination introduced by RBI during contract period.		
3.8	Multimedia Dispensing capability with bunch presenter (Cash, coupons, stamps, vouchers etc.)		
3.9	Capability to handling new as well as old ATM fit currency notes.		
3.10	Capability to Dispense 40 or above notes at time. Vendor to mention dispensing capacity for ATMs. Presenter type is required.		
3.11	Minimum dispensing/stacking speed of 5 or more notes per second.		
3.12	Four High double Pick Module with 4 cassettes configuration and should be capable of working even with 1 cassette. All the four cassettes should be able to dispense cash and configured accordingly at the time of installation.		
3.13	Minimum 4 programmable secured cassettes with lock and key/latch. The currency Cassette should be standard / convenience type with all safety provisions for external sealing lock.		
3.14	Secure Divert cassette bin with lock and key. (The currency Cassette should be standard / convenience type with all safety provisions for external sealing lock/latch.		
3.15	Minimum capacity of each cassette should be 2500 notes		
3.16	Currency bin/Cassettes tamper indication.		
3.17	Dispensed notes to be presented to the customer in one bunch. Presenter module required.		
3.18	All cassettes to be capable of holding and dispensing Rs. 10, Rs. 20, Rs.50, Rs.100, Rs.200, Rs.500, Rs.2000 denomination legal tender notes. If there is any		

SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
	<p>new currency introduced by RBI in future, corresponding currency cassettes should be calibrated along-with ATMs without any additional cost to the Bank, if additional hardware is not required. The dispenser should have Additional Divert Cassette for rejected notes.</p> <p>The bidder will provision for old & new 100 denomination in Currency cassette and same should be configurable on branch request during Preventive maintenance or engineer branch visit without any cost to bank.</p>		
3.19	Successful bidder to host the EJ server in their network and connect to cash dispensers through the network provided by them for EJ pulling. However, successful bidder may also use TSS server for pulling & keeping EJ files. In both cases 100% EJ pulling is the responsibility of successful bidder.		
3.20	Cassette that support tracking on docking (Logs should be created whenever cassettes are docked or undocked).		
3.21	Cash transport movement should be secure and under dual locking.		
3.22	Friction/Vacuum pickup/Robotic arm based technology presenting mechanism.		
4	Hybrid Dip Card Reader for Smart Card and Magnetic Stripe.		
4.1	Dip Smart Card Reader with capability to read data from Chip & also from track 1 & 2 of magnetic stripe.		
4.2	Smart card / Chip card reader compliant to the latest version of EMV, Level 2 approved terminal resident application. Cash Dispenser should be EMV complaint in all aspects. Copy of level 2 certificate to be enclosed.		
4.3	Software / firmware licenses for using EMV smart card, Chip cards and Magnetic swipe cards on Cash Dispenser should be available.		
4.4	Card Reader should have Anti-Skimming Solution with the following features:- 1) Senses unauthorized attachment of any device on the card reader module and sends the signal to switch and further to the Remote ATM Management Centre, 2) Capable of enabling the switch and/or Remote ATM		

SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
	<p>Management Centre to put the machine Out-Of-Service as well as block the card reader from accepting any more card insertions for the duration specified by the Bank.</p> <p>3) Block the card entry to the card reader slot when such suspicious activity happens.</p> <p>4) It should also have the provision to sense any suspicious cloning activity attempted through insertion of wire or similar mechanism in the ATM machine.</p> <p>5)It should also protect from deep insert skimming with card protection kit with minimum gap for insertion of card in the card reader.</p> <p>Details of antiskimming technology to be enclosed.</p>		
4.5	Conformance to VISA / MasterCard / RuPay / Discover / JCB & Union Pay / Diner standards Cards etc.		
4.6	Conformance to EMV's latest specification; mention the version readiness for both the levels, Level 1 (for Card Reader Hardware) & Level 2 (for Application Software). It will be responsibility of the vendor to ensure the conformance to EMV's latest specification. Any upgradation of EMV kernel during the contract period should be done by the successful bidder at no extra cost to the Bank.		
4.7	Bar Code reader compatibility (The ATMs should be upgradable in the future to read barcode and allow barcode based transactions/coupon dispensation)		
5	Customer Interface on Cash Dispenser		
5.1	15" and above LCD or LED Colour Display. Vandal proof Screen with Privacy Filter, Triangular screen support.		
5.2	Touch screen of Capacitive/SAW/Infrared type with or without 8 function keys (FDK). Cash Dispenser should provide alpha numeric key pad using touch screen. Cash Dispenser also should be capable of providing virtual key board for entering Aadhaar / IFSC /Debit card numbers etc. If function key available, the Functions Keys should be made of polycarbonate tactile / stainless steel with 4 key on each side of the monitor with Braille enabled keys. If FDK's are present in the display monitor, the Function keys should be fixed very close to the monitor and should be on the same		

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SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
	horizontal level as that of the buttons available on the screen, to provide a better customer experience during transactions. Touch Screen should be of sturdy make. In the event of a fault in Touch Screen arising through normal wear and tear, Vendor shall replace the same at no extra cost to the Bank.		
5.3	Braille stickers should be available on all devices, display screen and keys as per requirement to support visually challenged customers.		
5.4	Multilingual Screen Support (Bank will provide the screen files in .gif, .jpg or .pcx formats only)		
5.5	Adherence to Persons with Disability standards compliance – give details; Access For All (AFA) compliant and suitable for wheel chair based operation for physically challenged.		
5.6	Monitor should be capable of displaying graphic features such as animation, blinking, fade-in fade-out, sprinkle, horizontal & vertical scrolling and time & date.		
5.7	ATMs should have privacy screen filter which enables the view of the ATM screen only to the customer standing in front of the ATM.		
5.8	Both PIN and UIDAI compliant finger print authentication to be provided		
5.9	Ear phone jack to be provided and should be compatible with 3.5 mm jack of 3 pole as well as 4 pole		
5.10	Internal fixed stereo Speakers Required		
5.11	Rear view mirrors should allow ATMs users to see what is happening behind him when he/she enters the PIN (Shoulder surfing). All ATMs should have rear mirrors covering majority area of ATM site.		
	EPP PIN PAD		
5.12	The PIN PAD must be rugged spill proof Triple DES enabled with polycarbonate tactile/ stainless steel 16 key alpha/numeric (EPP PIN pads) Keys. EPP keys to be PCI compliant with sealed metal key pads as per industry standard.		
5.13	Must be Triple DES Compliant for RuPay, MasterCard, VISA, Diner etc. and EMV card standards		
5.14	EPP keypad should be in conformance to PCI version 5.x or above and ADA compliant with sealed metal		

SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
	keypad and should support advanced Encryption Standard in future without any additional hardware (PCI version 5.x or later, certificate to be submitted)		
5.15	EPP Keypad should support Remote Key Management, automatic key distribution from EFT Switch, Access For All (AFA) Standards, Physical Protection as per "PIN Protection Principles and Techniques" (PIN Shield) and approved Algorithm(s) for PIN Encryption		
5.16	EPP should be designed so as to prevent overlaying of fake pin pad. Forcible removal of EPP should bring the machine down, resulting in loss of data stored in the EPP, so as to prevent compromise even with high end decryption. Please provide details of the technology/solution.		
5.17	The PIN Pad must also meet Mastercard/Rupay/Visa/JCB/Union Pay / Diner 5.x requirements on Tamper Resistant Security Module which enables automatic destruction of Secret keys in case of attempt to interface with the encryption system.		
5.18	The Machine must have Pin Shield/ Pin Guard to prevent shoulder surfing attack. The Pin shield/Pin Guard should capable to obstruct the view of Pin pad from three sides as well as from top. It should also prevent Pin capture through Infrared enable camera.		
5.19	Keyboard / Pin Entry Device (PED) must be Braille enabled so that visually impaired persons can also be able to operate without any difficulty and have passed testing by Payment Card Industry (PCI), RuPay, Visa, MasterCard , JCB , Union PAY and Diner recognized laboratory and approved by PCI, VISA, MasterCard, RuPay, JCB , Union PAY Diner and all major payment gateways.		
6	Security Features		
6.1	All unused logical ports in the Cash Dispenser Operating Systems shall be in Closed mode by default. Port shall be opened only if required for communicating with EFT switch, DVR / EJ Server.		
6.2	Each Cash Dispenser must have separate BIOS password. BIOS shall be configured in such a way that the Cash Dispenser boots ONLY from the primary hard disk. Booting from external drives must be disabled at BIOS level. Separate BIOS user ID and password shall		

SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
	be used for each Cash Dispenser. BIOS password will be maintained with the Bank.		
6.3	Remote Power off / Restart facility		
6.4	Successful Bidder should provide hardware, software and MIS for the day to day operations required by the custodian.		
6.5	Connectivity through Wi-Fi, Dongle and Bluetooth should not be possible on the CDs.		
6.6	<p>To adopt high software security, Cash Dispenser Module (CDM) Communication Security Solution Should comply to PCI PTS (PIN Transaction Security) standards and PA DSS standards</p> <p>The solution should comply with the following processes: -</p> <ol style="list-style-type: none"> 1) Server Certificate to CDM for Authentication 2) Verification of Server Certificate at the CDM 3) New session for every new communication between CDM & Server CDM Application should provide a secure communication TLS 1.2 or above to the host / ATM switch such that the data flowing between CDM & Switch remain secure). <p>Necessary changes for enabling TLS 1.2 or above at the CDM level will be vendor responsibility and at the back-end switch level it will be Banks responsibility. Bank to provide the necessary certificate required to implement TLS 1.2 or above.</p>		
7	Integrated Surveillance Solution		
7.1	<p>DVR (Digital Video Recorder) provided must be able to capture image of the customer, when the customer enters the ATM room and also when the customer does a transaction at the ATM. ATMs should be with pinhole camera installed inside with motion detection capability. The images captured by the cameras should be recorded on ATM hard disc. In addition, one external camera should be attached to ATM and Images/videos captured by the same will be stored at ATM hard disk. It should be possible to configure frequency (the number of frames per second) of capturing the motion as per Bank's requirements.</p> <p>Successful bidder shall pull the images remotely and hand over to the Bank as and when required.</p>		

SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
7.2	Successful bidder must provide an interface to browse, search and archive the stored images on hard disk or external media. The solution must have a search facility to locate an image / event by date & time, card no., transaction reference no. and ID.		
7.3	The camera shall be pilfer proof and should take care of extreme light conditions and able to capture the images of the user / customer at the time of entering the ATM room and while doing the transaction.		
7.4	The DVSS hardware should be integrated within the ATM		
7.5	The DVSS data (transaction image & motion) should be stored in the secondary hard disc in a readable digital format for minimum 6 months at an average of 300 transactions per day. The vendor will be responsible for maintenance activities like taking backup and image retrieval. The backups should be taken during every preventive maintenance activity by the vendor. The media for backup will be provided by the bank. The data backup is to be monitored to ensure that there will not be overwriting after the specified minimum period. The vendor may also consider automation of backup activity and copy the data into external storage media provided by the branches. In such cases, vendor should ensure that the backup activity is not affecting the normal operations of the cash Dispenser. The external media containing the backup has to be handed over to the branch during PM visit.		
7.6	The system shall capture the image of the cardholder while doing the transaction and the image shall have the clarity to identify the cardholder. Time stamp and transaction details such as card number, sequence number and transaction state etc. shall be embossed on the images captured by the camera.		
7.7	The system should provide the necessary interface to view the stored images on hard disk or external media. The system shall provide for locating and retrieving an image or event by date and time, account number, card number, transaction number and ATMID.		

SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
7.8	The solution must not degrade the performance of Cash Dispenser e.g., speed of normal transaction.		
7.9	The hardware shall be integrated within the Cash Dispenser		
7.10	At no point of time cameras should focus on Cash Dispenser key pad.		
7.11	The solution must be capable of monitoring from a central location.		
7.12	Machine should be able to send indication to the switch whenever DVSS is down.		
7.13	The machine should support water marking for image Authentication.		
8	Software Agent		
8.1	The Cash Dispenser should be capable of supporting third party software for EJ pulling services, Monitoring of Cash Dispenser and software upgradation/ distribution. Content Management Software should be available in the Cash Dispenser for loading icons and audio files from remote server of the bidder.		
8.2	Patch Management: Successful bidder shall be responsible for updating the software and OS patches in all the Cash Dispensers uniformly. Release of new patches, testing and Installation of patches (remotely or physically) shall be tracked centrally and communicated to the Bank.		
8.3	The model must support downloading of screens		
8.4	WOSA/XFS(CEN/XFS) layer with all device drivers or equivalent.		
8.5	The software should be capable of performing multifarious functions listed above and elsewhere in this document		
8.6	Capability to support MPEG full motion video		
8.7	The software should have the utility for converting files containing transaction details into ASCII format		
8.8	Solution must have a search facility to locate an image/event by date & time, card number, transaction reference number and/or ATM ID.		
8.9	The software roadmap should include support for remote key transport and XFS as well as IFX message standards		
8.10	Software for Electronic Journal pulling has to be		

SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
	supplied by the bidder. The support, installation and maintenance of the same has to be done by the bidder without any additional cost to the Bank.		
8.11	Software should be capable of implementing/ customizing for finger-print registration and Biometric authorization application as required by the Bank.		
8.12	The ATM should be capable of supporting a third party software agent such as SDMS/Radia/Infobase etc.		
8.13	The vendor should also agree to test & install any third party software selected by the bank for EJ pulling/ATM Monitoring at no extra cost to the bank as and when required.		
8.14	The vendor should also provide support for any third party software, upgradation and distribution at no extra cost to the bank.		
8.15	Bidder will be responsible for the patch application / bug fixing / replacement / support of all software supplied under this tender without any additional cost to the Bank.		
8.16	Solution should be able to record opening of chest door/upper hood and be able to send message to switch in each case.		
8.17	Cash Dispenser should be capable to communicate to Bank's switch for updating the hopper wise counter for all the cassettes on real time basis.		
9	Connectivity		
9.1	Cash Dispenser Should have Network Interface Card 10/100/1000 Mbps		
9.2	Should connect to the existing EFT switch -Base24 using existing device handlers. Also, the Cash Dispenser should have been certified by all the major EFT switches in the country. The Cash Dispenser supplied should support DDC & NDC emulation and should be compatible for operation through all major EFT switch in India.		
9.3	Should support DNS and TCP/IP, IPV4 & IPV6 or any other protocol introduced in future. Cash Dispenser should be IPv6 compliant.		
9.4	Should have Network Interface Card and be able to connect to any type of Ethernet network switch.		

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SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
9.5	Should connect to the existing switch using NDC/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.		
9.6	Should be capable of being connected to Bank's Financial Transaction Switch and switch of other networks- using existing device handlers at no additional cost to the bank.		
10	Receipt Printer		
10.1	Minimum Top-Of-Form 40-column graphic thermal printer for printing various information pertaining to transaction executed by customer (Customer Receipt) in Hindi , English as well as other regional languages like (Marathi, Punjabi, Bengali, Oriya, Gujarati etc.) log of the transactions etc. i.e., Trilingual support.		
10.2	Receipt printer should cut the paper and push the receipt to the card holder through the customer receipt slot.		
10.3	Should have sensor to indicate low supply to the switch.		
10.4	Inbuilt software for enabling receipt printing in Hindi ,English as well as regional languages like Assamese, Bengali, Gujarati, Kannada, Malayalam, Marathi, Oriya, Punjabi, Tamil and such other vernacular languages.		
10.5	Should support printing of graphic images also		
10.6	Capacity to hold 400m roll for printing approximately 5000 Transactions		
10.7	The CD should have the capability to support multilingual customer receipt printing as per customers choice of language		
10.8	Form width 80 mm or higher		
10.9	There should be low media warning for receipt printer roll as well as receipt printer cartridge.		
11	Electronic Journal		
11.1	Electronic journal to be written on CD hard disk and simultaneously recording on both hard disk. Backup of EJ should be configured on the different hard disk drive than the drive on which EJ is configured. In the event of OS format and reloading, EJ file kept in backup folder in the secondary hard disk should not be deleted.		
11.2	Cash Dispenser should be enabled for electronic journal (EJ). EJ should be created and stored simultaneously in		

Ref: CO/DBD/ATM/137/R1/2022-23

SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
	both hard disk for minimum 180 days or more if directed by RBI/ IBA/ any other regulatory body. Feature to retrieve data from the hard disks in the required format at any point of time should be available.		
11.3	It should be possible to view and copy the EJ logs to removable storage media through the supervisory / supply / EOD mode screens.		
11.4	Solution should support EJ Viewer and should also support centralized EJ Pulling. While pulling EJ, the same should be non-editable by using encryption/ checksum/ any other solution.		
11.5	EJ pulling from CDs and pushing EJ to Bank's server will be sole responsibility of vendor.		
11.6	EJ should record all events during a transaction, right from insertion of the card, till the removal of cash and card after completion of the transaction		
11.7	After each cash loading and admin transaction the journal balance (supply counter) should be updated in the EJ.		
12	Transactions to be supported in the Cash Dispenser		
12.1	Cash withdrawal - both card based & cardless (using UPI, QR, and/or OTP)		
12.2	PIN Change		
12.3	Balance enquiry		
12.4	Statement Request & Cheque Book Request		
12.5	Request for Green PIN generation		
12.6	Bill payments (Eg:Utility, fees, insurance premium)		
12.7	Card to card funds transfer		
12.8	Register for mobile banking		
12.9	Mobile based money withdrawal (QR and OTP based)		
12.10	Aadhaar no. seeding and Aadhaar enabled payments		
12.11	Mini-Statement printout		
12.12	Display of graphics/animation/scrolling/ date & time		
13	Power Consumption		
13.1	Cash Dispenser should possess energy saving features and should consume optimum peak power to provide 8 Hrs. back up with 1 KVA UPS. The bidder should also consider the load of connecting the network equipment (100 Watts approx.) in the site and one CFL lighting (25 Watts approx.) in the site to		

SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
	<p>the UPS while calculating the 8 hours backup.</p> <p>Bidder should submit an undertaking letter to the effect that the Cash Dispenser will provide 8 Hrs. back up with 1 KVA UPS. The successful bidder, within four weeks of identification has to demonstrate (POC) that the requirement of providing 8 hours backup to the Cash Dispenser with network equipment and One CFL lighting is adhered to. In case if it is observed during demonstration, 8 Hrs. back up is not achieved, then the vendor has to improve the UPS and batteries specification at no extra cost to the Bank, to provide the required 8 hours power backup. The vendor has to demonstrate the provision of 8 hours back up with the improved setup and the revised UPS and battery setup has to be supplied at no extra cost to the Bank.</p>		
13.2	Power and telecommunications cabling carrying data or supporting Cash Dispenser services should be protected from interception or damage. Cash Dispenser vendors should follow stringent guidelines and best industry practices to protect the systems from unauthorized access and wire-tapping.		
13.3	Support input voltage of 230V AC /50 Hz with +/-10% variation		
14	Color customization and Product wrapping for Cash Dispensers		
14.1	<p>Product wrapping as per the following specifications shall be provided on the 3 sides (Front & 2 sides) of the cash Dispenser for advertising Bank's products:</p> <ol style="list-style-type: none"> Material: Self-adhesive vinyl with 5 year warranty & 7 year durability from the manufacturer against shrinkage, excessive colour degradation and peeling of due to adhesive failure. Warranty certificate from the manufacturer need to be submitted alongwith bid documents. Thickness: 80 Microns Adhesive: Permanent Solvent Based Adhesive Application temperature: +5°C to +60°C Service temperature: -30°C to 110°C Durability: 7 Years Fire Rating: Class B. Classification compliant with 		

SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
	BS EN 13501-1:2007		
15	Terminal Security Solution & System Hardening		
15.1	Bank will provide Server at DC and DR locations for Terminal Security Solution with necessary Hardware (Windows 2016 server or higher) and Oracle database (on Linux environment). However, bidders shall submit specifications of the Server & Required Software's in a separate sheet along with bid. The specification must cater the requirement of minimum 2000 CDs. Successful Bidder(s) will have to provide TSS Client & Server licenses and related software for TSS implementation and should provide necessary support throughout the contract period in the Bank's DC & DR.		
15.2	The TSS client software should be compatible with ATMs running on linux/Windows 10 and any future version of linux/Windows OS installed in the terminals.		
15.3	The TSS client software should be able to manage policies on terminals in windows domain as well as in workgroup.		
15.4	The solution should block the unauthorized installed software		
15.5	The solution should have capability to allocate only required CD resources to the White listed application. During the running of the Whitelisted application, TSS should monitor if only those resources are being accessed. In case of any deviation, alert should be raised and resources should be blocked. Further, any outdated malware definitions on a terminal should be highlighted in a centralized dashboard.		
15.6	Terminal security solution should provide Access Management & Protection.		
15.7	Time based Admin Access should be provided. This control measure requires to parameterize and provide access on need basis, which is each CD specific, only during specified time window as prescribed and should be controllable from the centralised admin portal.		
15.8	The terminal security solution should be monitored & controlled through centralized server and should work with any standard ATM/CR agent monitoring solution.		

SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
15.9	Terminal Security Solution should support access control based on roles and rights; Secure logging of system and user activities; Protection against known and unknown threats, including zero-day attacks; Integrated protection against unauthorized use of the entire system as well as individual components; Encryption of all data on an CD's hard disk; protects the system against all types of malware, unauthorized changes and access to data; File Integrity Module; Real-time monitoring and logging of attacks; Customization of individual security policy parameters; Hardening the OS etc.		
15.10	The Solution should support various map and views with filtering capabilities for instant access to security status of terminals/devices.		
15.11	The solution should support - Deploy and update Security Policies and configurations.		
15.12	The solution shall not have performance impact of the existing CD and their peripheral devices and performance.		
15.13	The solution shall be able to disable Auto-run facility of exe file from a network or an external device.		
15.14	The solution shall be able to set Windows/Linux Password Centrally.		
15.15	The solution should support -Health information of various Security software products can be retrieved promptly to support any analysis.		
15.16	It should allow an administrator to define different roles for various users & groups and assign each of them specific user rights.		
15.17	The solution should provide additional hardening capability to the operating system, irrespective of the OEM (which is based on ATM/CR industry best practices).		
15.18	Effective, state-of-the-art protection against various Microsoft/Linux Operating System access related threats.		
15.19	During policy distribution to the CD's, the hardening policies should be protected against manipulation(policy		

SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
	files should be encrypted).		
15.20	The solution should support –Detailed Event and Log information available along with hardware information for a complete picture of a device's actual status.		
15.21	The OS hardening of the CD machine must be done. All CDs should be adequately hardened and only white listed necessary services should run on the machines.		
15.22	Application whitelisting must be done to ensure that only software which has been designated authorized is allowed to run, any code not included on the application whitelist is blocked from running. It must be ensured that only authorized code can run and the authorized code or memory of the machine cannot be tampered with or hijacked.		
15.23	CDs should be pre-installed with whitelisting application solutions. The Vendor must provide Whitelisting solution with the following features: 1. The solution must ensure that only "Whitelisted" applications run on the CDs. 2. The solution must prevent the execution of any non-whitelisted files on the machine. Vendor to provide standard whitelisting solution from companies of repute like Symantec, Norton, McAfee etc. or any other industry standard whitelisting solution which would meet above requirements and should come preloaded in the CDs to be supplied and installed by successful vendor.		
15.24	Only permitted applications to be run in the terminals using Sandboxing concept, thus effectively nullifying the need of any anti-virus solution.		
15.25	CDs should have enabled dynamic windows/Linux password.		
15.26	The solution should allow for the remote user management		
15.27	The solution should support One Time expiring passwords for using CD admin/Maintenance access		

SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
	purposes.		
15.28	The solution should support online and offline password management.		
15.29	The solution shall be managed from a central point of management.		
15.30	The solution should be able to dynamically change the hardening policy of the OS on the CD.		
15.31	The solution should be able to block and unblock USB ports on the CD through centralized Control system		
15.32	OS Hardening solutions should support user (role based) access to the terminals based on tokens (no need to distributed user credentials)		
15.33	The solution should have a user Interface to be able to customize and manage the hardening policies		
15.34	The solution should block the unauthorized installation and running of software and services.		
15.35	The hardening solution should also be incorporated to browsers and other software components running on self-service terminals e.g. personal firewalls, IP-address / port management.		
15.36	The solutions should protect against malware being injected on to the machine and any other unauthorized Software installations. Via local means e.g. USB drive, CDROM etc.		
15.37	The solution should protect against the unauthorized updating / changing of configuration – property files		
15.38	The solution should have firewall functionality i.e. the offered solution should be able to block any unauthorised network traffic to the terminal.		
15.39	The TSS client software should be able to detect and prevent any malware and spyware attacks and intrusion programs.		

SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
15.40	The solution should be capable of identifying behaviour anomalies within the CD software		
15.41	In the cases of TSS client software unable to communicate with the central TSS server, Security Solutions / Agent policies should work / be intact with the last uploaded policies.		
15.42	The software should have option to group the terminals based on various parameters (such as Make & Model, Zone, State, Test / Production etc.) for applying the policies and patches.		
15.43	The proposed solution should conform to all regulatory, statutory, legal acts and rules more particularly Cyber Security and IT examination Cell (CSITE), RBI Advisory No. 3/2017 dated 06.03.2017 & cir.no.RBI/2017-18/206 DBS(CO).CSITE/BC.5/31.01.015/ 2017-18 dated 21/6/2018		
16	Hard Disk Encryption		
16.1	For hard disk encryption the system should not require any human intervention (like manual password entry).		
16.2	Should Encrypt all data (user files as well as system files) from a Cash Dispenser Machine's hard disk.		
16.3	The solution should enable for an exact status of disk encryption to be retrieved and display centrally on a monitoring system		
16.4	The solution should be capable of changing the configuration of the hard disk encryption and the parameters used to encrypt		
16.5	Should protect data confidentiality when a system is out of operation (when HDD removed from native CD).		
16.6	The solutions should have the capability to decrypt a Cash Dispenser Machines hard drive outside of the CD for recovery purpose (in highly secured manner)		
16.7	The CD's should still cater for customers while the hard disk is being encrypted (during installation)		
16.8	The solution should also have capability to have central		

SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
	server based authentication		
16.9	CDs should have full hard disk encryption (FHDE) and authentication solutions to protect internal communications between the genuine CD PC core and CD modules, including the dispenser. Dispenser encryption (Communication between CD PC and Dispenser should be encrypted). All Sensitive information must be encrypted during transmission.		
16.10	CD's Operating System should be configured to work in a locked down / restricted mode (with non admin rights).		
16.11	Hard disk encryption solution should utilize a custom pre-boot process to enable the CD Authenticate over the network to ensure the system credentials are correct before the complete boot process is allowed. 1. Solution should Encrypt the whole Hard Disk (FHDE) 2. Encryption process tolerates interruptions i.e. power Outages, without data loss. 3. Auto boot - Seamless boot Up without additional authentication screen yet secure with encryption 4. Single Centralized management console for managing the encryption policies 5. Allows for Remote Browser-based Access to the Encryption Server for Administration and Reporting		
17	Intrusion Detection And Protection (anti malware)		
17.1	The solution should have provision to block unused ports on the CD.		
17.2	The solutions should protect against malware which may be injected locally or remotely on to the machine		
17.3	The solution should protect against the manipulation of executable e.g. .exe, .dll, .class etc. and scripts e.g. .js, bat, .bat etc.		
17.4	The solution should protect against the unauthorized updating/changing of configuration – property files		
17.5	The solution should issue alert / warning once a		

SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
	threat has been identified		
18	Remote Status Indicator (ATM should have remote status indicators for		
18.1	Low paper		
18.2	Low currency		
18.3	Divert bin Full		
18.4	ATM out of service		
18.5	Paper jam in printers		
18.6	Printer fatal		
18.7	Currency Jam		
18.8	DVS system down indicators		
18.9	No Cash		
18.10	Indicators for part fault (e.g motherboard, Cassette, EPP, card reader, SMPS, etc.)		
18.11	Presence of skimming devices/ foreign objects.		
19	Power Consumption		
19.1	Specify Power Consumption when in operation. (Maximum permissible power consumption when in operation 470 Watts).		
19.2	Specify Power consumption when the machine is idle Maximum permissible power consumption in idle situation 230 Watts.		
19.3	ATMs should have cutoff circuit, Isolator to protect the critical ATM electrical and electronic parts viz. SMPS, Mother Board, Hard Disk, Sensors etc. from sudden spikes in voltage/ current from UPS/ RAW power.		
19.4	In-built SMPS to work on 230 Volts, 50 HZ power supply. Support input voltage of 230 V AC/50 HZ with +/- 5% variation		
20	Facility Management Services		

SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
20.1	The selected bidder has to carry out Facility Management Services for monitoring of Terminal Security Solution, EJ Pulling, Downtime etc. (10:00 AM to 6:00 PM *7*365) for the contract period, at a single location decided by the Bank. The said services have to be delivered from a single centralized location of the Bank. However, Bank may at its discretion not avail this service or prematurely discontinue the same after giving one month notice. The payment of this service will be done quarterly in arrears after submission of invoices.		
20.2	The FM services include monitoring the Terminal Security Solution through the centralized server with facility to enable/disable services remotely for the access, application whitelisting, time based admin access, other control measures etc. from the Bank's centralized location.		
20.3	The FM services also include monitoring the EJ pulling, Downtime Monitoring, Down call logged of the CDs deployed under this project, coordination with vendors for problem resolution, etc.		
20.4	The solution should be able to pull the required images from the Central location and share the same over e-mail with Bank officials, as and when required.		
21	Other features		
21.1	Cash Dispenser should be able to operate in a wide range of temperature (10 to 45 degree) and humidity conditions from 20 to 80 RH.		
21.2	Should be mechanically and electrically capable of functioning 24x365 basis. The entire unit (Cash Dispenser, UPS, voltage stabilizer and isolation transformer) supplied and installed by the successful bidder should be capable of protecting the cash Dispenser and its spare parts from voltage fluctuation, earthing issue, over heating and abrupt shutdown due to zero battery backup. Any damage the cash Dispenser or its spare parts due to the above reasons should be rectified or replaced at no cost to the Bank.		
21.3	A complete write up on security features of the Cash Dispensers shall be attached with bid.		

SI No	Minimum Specification Required for Cash Dispenser	Specification Offered	Complied or Not Complied
21.4	The bidder shall provide required mesh to cover the holes available in the Cash Dispenser to prevent the dust/insects/rat/lizards entering into the Cash Dispenser/equipment. It will be vendor's sole responsibility to ensure proper covering by mesh during every preventive maintenance and engg. visit at site.		
21.5	The Cash Dispenser shall be properly grouted as defined below: Drilling 10"-12" holes (or up to the maximum depth of the floor) in the flooring and hammering metal sleeves in these holes. Putting in Anchor fasteners - min. 6" long anchor fasteners, preferably of Fischer make. Applying resin adhesive (Araldite) over the finished bolt positions for improved bonding. Grouting should be done without causing any damage to floor and site. In case of any damage occurred during grouting, the same has to be completely rectified by the vendor at no extra cost to the Bank.		
21.6	Cash Dispenser should be suitable for wheel chair based operation for Physically challenged.		
21.7	ISO or equivalent certificate for manufacturing process for the production unit/facility of the ATM machines.		
21.8	ATMs deployed shall comply with RBI, IBA or any regulatory guidelines as on the Effective date of the agreement. If any new guidelines are issued by these organizations, the vendor shall arrange for its compliance/ upgradation without any extra cost to the Bank. Only if any additional new third party software is required (excluding upgrade/patches of existing softwares), Bank may pay at mutually agreed rates.		

Ref: CO/DBD/ATM/137/R1/2022-23

TECHNICAL SPECIFICATION FOR 1 KVA UPS PROVIDING 8 Hrs BACK UP

Make: **Model:**

Make: **Model:**

(Maximum 2 Make & Model of UPS can be quoted by bidder.
Equivalent makes / Models are not permitted)

SI No	Minimum Specification Required for 1 KVA UPS	Specification Offered	Complied or Not Complied
1	1 no. of 1 KVA single phase input & output with facility for automatic switch over without any delay to battery power when main power is not available and automatic revert to main power without any delay when it is restored. The UPS should be compatible to SOLAR system also. Bank reserves right to add the solar systems in future as per the requirements. The UPS supplied should be compatible to solar system. Additional devices like solar charge controller, solar panel etc will be procured by the Bank separately at selected locations in future as per the requirements.		
2	Microprocessor controlled high frequency Pulse Width Modulation (PWM) technology		
3	Input Nominal Voltage: 230 V AC, [+20 % to -35%], Single Phase		
4	Input Nominal Frequency: 45 Hz to 55 Hz		
5	Input Power Factor: > 0.9		
6	Rectifier & Charger type: PWM with Active power factor control		
7	Nominal voltage regulation : + / - 1 %		
8	Ripple (without battery): < 1 %		
9	Charging method: Constant voltage constant current [CVCC]		
10	Charging unit should be sized in such a way that the battery bank will be charged from 0% to 100% within 10 Hrs. Bidder should mention the specifications of charging unit in Remarks column.		
11	No. of hours of battery backup: 8 hours [Load of 1 KW @ unity power factor]. In addition to the Cash Dispenser, network equipment and One CFL lighting in the ATM room are also to be considered for the load calculation.		
12	Battery voltage: Bidder to specify as per backup requirement of 8 Hours		
13	Battery Type: Sealed Maintenance Free [SMF]. No. of batteries connected to UPS should not exceed 4.		

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SI No	Minimum Specification Required for 1 KVA UPS	Specification Offered	Complied or Not Complied
14	Battery Make, Model: Reputed make from companies conforming to ISO 9001-2000 standards. 3 year warranty should be provided for batteries.		
15	Battery voltage rating: Total VAH shall be sufficient to provide 8 Hrs. Backup using batteries of same batch		
16	Bidder shall supply suitable Racks to house batteries.		
17	Output Power Capacity: 1 KVA		
18	Load Power Factor: 0.7 lag to unity within KVA & KW rating		
19	Nominal voltage: 220 / 230 / 240 VAC, Single Phase [Step less Adjustable]		
20	Regulation for Balanced Load: +/- 1 %		
21	Frequency: 50 Hz [+/- 0.25 Hz]. 50 Hz [+/- 0.25 Hz] in synchronous mode		
22	Waveform: True sine wave		
23	Total Harmonic Distortion: <= 3 % Max for 100% Linear load; <= 5 % Max for 100% Non-Linear load		
24	Overload capacity: 125% for 5 min & 150% for 60 Sec		
25	Inverter: IGBT based PWM True On Line with Instantaneous sine wave control.		
26	Dynamic Response: For 0 to 100 % step load change, the output shall remain within +/- 5 % and recovers to 98 % within a cycle, without re-booting the cash Dispenser.		
27	Crest Factor: 3:1		
28	Duty: Continuous		
29	Frequency synchronization band for Bypass Static Switch: + / - 3 Hz		
30	Slew Rate: 0.1 Hz / Sec		
31	Transfer [Inverter to Bypass]: In sync mode - < 2 to 3 m sec		
32	Retransfer [Bypass to Inverter]: In Async mode - < 10 m sec & In sync mode -No break in retransfer		
33	Manual bypass facility should be provided		
34	Inverter Efficiency [DC to AC] at full load & nominal input voltage: > = 90 %		
35	Converter Efficiency [AC to DC] at full load & nominal input voltage: > = 90 %		
36	Overall Efficiency at full load & nominal input voltage: > = 85 - 90 %		
37	Acoustic Noise level: < 55 db		

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SI No	Minimum Specification Required for 1 KVA UPS	Specification Offered	Complied or Not Complied
38	Ambient Temperature: 0 to 50 Deg C		
39	Storage Temperature: -10 to 70 Deg C		
40	Humidity: Up to 95 %, RH, Non-condensing		
41	Altitude: < 1000 Mtrs, above sea level [without derating]		
42	Enclosure - Protection grade: IP - 20 or High		
43	Cooling: Forced Air		
44	Cable Entry: Bottom		
45	Metering / LCD Digital Displays: Input voltage, Battery voltage, Output current [%], Battery current [%]		
46	Indicators / Alarms: Battery low pre-alarm, Battery low, Load on battery, UPS indicator, Battery status indicator, Load on Bypass, Inverter Faulty, Mains, Inverter, Output on Indicator & Others if any, specify		
47	PROTECTIONS: Input under / over voltage, Rectifier over voltage, Rectifier over current, Battery low, Battery charging current limit, Output under voltage, Output over voltage, Output overload, Output short circuit, Inverter over temperature, Input bypass, battery circuit, Breaker.		
48	Isolation transformer and 1 KVA stabilizer to be provided along with the UPS at the input. (Bidders should mention the make, model in Remarks column).		
49	Testing standards: IEC 62040 - PART III or latest		
50	Communication interface: RS 232.		
51	During bid submission, bidders should submit a certificate issued by a government testing agency / any other third party UPS test lab accredited by NABL, Department of Science & Technology, Government of India, for conformity of complete UPS system & batteries offered by the bidder to all of the technical specifications of our RFP, along with the technical bid.		



SECTION XI: COMMERCIAL BID

(To be submitted as per the format after the completion of online reverse auction only)

COMMERCIAL BID FOR SUPPLY, INSTALLATION & MAINTENANCE OF 850 CASH DISPENSERS ALONG WITH 1 KVA UPS

Date:

The Assistant General Manager (DBD)
CO: Digital Banking Division
Indian Bank
Head Office Building (IIInd Floor)
#66, Rajaji Salai, Chennai-600 001
India

Dear Sirs,

Sub: Supply, installation and maintenance of 850 Cash Dispensers along with 1 KVA UPS.

Ref: Bid document No.CO/DBD/ATM/137/R1/2022-23 dated 18.04.2022.

Referring to your above letter calling for quotations, we submit hereunder the price bid for supply, installation and maintenance of 850 Cash Dispensers with 1 KVA UPS providing 8 hours power backup for the specifications given in Section X.

Cost of Cash Dispenser & 1 KVA UPS (P1)

(Amount in Rs.)

S. No.	Description	Quantity (A)	Unit Price (B)	Total Price (C=A * B)
1	Cash Dispensers as per specification with initial warranty of 1 year	850		
2	1 KVA UPS (alongwith a stabilizer and an isolation transformer) with 8 hours power backup as per specification with initial warranty of 3 years (batteries also to be provided with 3 year warranty)	850		
	TOTAL (P1)	850		



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AMC Charges for Cash Dispenser & 1 KVA UPS (P2)

SI No	Description	AMC for 1 CD/UPS per year (D)	No of CD/UPS (E)	No of Years (F)	Total AMC for 850 Cash Dispensers & UPS (G=D*E*F)
1	AMC for Cash Dispensers after 1 year warranty		850	6	
2	AMC for 1 KVA UPS (alongwith stabilizer and isolation transformer) after 3 years warranty		850	4	
	TOTAL (P2)		850		

Lockable Cassette Cost for Cassette Swap (P3)

(Furnish the cost of additional set of cassette including divert/retract/reject cassette required for implementation of cassette swap)

	Description	No. of cassettes (H)	Quantity of CDs (I)	Unit Price Per Set (J)	Total Price (K=I*J)
1	Lockable Currency Cassette		850		
2	Lockable Divert/Reject/Retract Bin		850		
	TOTAL (P3)		850		

EJ PULLING CHARGES (P4)

	Description	No of Cash Dispensers (L)	Per month per Cash Dispenser charge (M)	No of Months (N)	Total Price for 84 Months P4= (L*M*N)
1	EJ pulling charges	850		84	



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FACILITY MANAGEMENT (P5)

	Description	Per month charge (P)	No of Resources (Q)	No of Months (R)	Total Price for 84 Months P5= (P*Q*R)
1	Facility Management Services at Bank's location.		1	84	

Buyback price per ATM/CD/CR/SNA (P6)

Sl. No.	Description	Quantity (S)	Unit Price (T)	Total Price (P6=S * T)
1	Buyback price per ATM/CD/CR/SNA	1000		
	TOTAL (P6)	1000		

SUMMARY (Table P7)

No	Description	Amount (in Rupees) *
1	Total Cost of Cash Dispensers and UPS (P1)	
2	Total amount of AMC for Cash Dispenser & UPS (P2)	
3	Lockable Cassette Cost for Cassette Swap (P3)	
4	EJ Pulling Charges (P4)	
5	Facility Management (P5)	
6	Buyback price per ATM/CD/CR/SNA (P6)	
5	Grand Total (TCO) (P1 + P2 + P3 + P4 + P5 - P6)	
Grand total in words		Rupees

TOTAL COST OF OWNERSHIP (TCO):

- TCO refers to the aggregate amounts payable by the Bank over the entire period of the contract
- TCO shall encompass but not be limited to the following:
 - Cost of the equipment / product or services.
 - License fee (Corporate or user specific as defined in RFP) including OS / Data Base / Application licenses.
 - Installation and commissioning charges, if any.
 - Comprehensive on-site warranty of the equipments covering all components, services, and visits to the concerned offices as specified in the RFP for the period as specified in the RFP.
 - Comprehensive Annual Maintenance Charges for the period as specified in the RFP.

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- 2.6. Transportation and Forwarding charges to respective sites.
- 2.7. Training costs for the product / service / equipment as defined in RFP.
- 2.8. Service Level Agreement (SLA) costs as defined in RFP for applicable period.
- 2.9. Insurance to cover the equipment for and from transit period till delivery at the locations specified by the Bank.
- 2.10. Facility Management Charges.
3. L1 bidder will be decided on the basis of TCO cost as per Table P7 after reverse auction.
4. Above prices are exclusive of applicable taxes. GST will be paid on actual basis.
5. Commercial Bid should be strictly in the above format only. No additional conditions should be included in the Bill of Material.
6. In case of discrepancy between unit price and Total price, the unit price shall prevail.
7. The Unit and Total Cost should be given in full INR (i.e. without decimal places). All payments will also be in INR.
8. Warranty period for Cash Dispenser will be 1 year & for UPS alongwith batteries, stabilizer and isolation transformer will be 3 years from the date of installation and AMC support will be for after expiry of the warranty period.
9. The per annum rate of AMC quoted by the bidders for Cash Dispenser and UPS shall not be less than 8% of the cost of the Cash Dispenser & UPS.
10. For table P3, the quantity of cassettes mentioned is indicative and only for TCO calculation. However, the actual order placed by bank may vary and Bank may procure cassettes as per the requirement during the entire contract period on the final price derived for each cassette from table P3.
11. If a technically qualified bidder does not participate in the reverse auction process but submits the indicative commercial bid, Bank will consider the indicative price for the purpose of commercial evaluation.



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Table 1 (LIST OF ALL SPARE PARTS (INCLUDING CONSUMABLES) WITH COMMERCIALS)

Sl. No.	Part Description	No. of Units in the Dispenser (U)	Unit Price (in Rs) (V)	Total Price W = (U*V)
1.	Cash Dispenser module			
2.	Stacker unit			
3.	Dispenser Unit			
4.	1TB SATA Hard Disk			
5.	Keyboard with inbuilt mouse			
6.	DIP Smart Card reader with anti skimming			
7.	15" LCD Monitor with touch screen			
8.	15" LCD Monitor without touch screen			
9.	PC Core mother board			
10.	Biometric unit			
11.	SMPS			
12.	Anti-Skimming device			
13.	Fascia			
14.	Presenter/ Shutter assembly			
15.	Dispenser Controller Card			
16.	Mechanical Lock-Handle			
17.	Pin Hole Camera			
18.	Dom Camera			
19.	Function Key (Set)			
20.	RAM			
21.	RP Roll			
22.	Vandal Shield			
23.	EPP			

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24.	Hood Door Lock & Key			
25.	Receipt Printer			
26.	S & G/ Mass Hamilton Lock			
27.	Touch Screen			
28.	Vault Lock with replacement labour charges including break open			
29.	Harness			
30.	Chest Door handle			
31.	Printer Spool/ Spindle			
32.	Visit Charges of Engineer (per Visit)			
33.	Grouting of Cash Dispenser			
34.	De-Grouting of Cash Dispenser			
35.	Shifting of Cash Dispenser within same premises with all work incidental to shifting including de-installation, de-grouting, dismantling, grouting and reinstallation at the new site / location			
36.	Shifting of Cash Dispenser within same City with all work incidental to shifting including de-installation, de-grouting, dismantling, packing, loading, transportation, transit insurance, unloading, unpacking, grouting and reinstallation at the new site / location			
37.	Shifting of Cash Dispenser from one City to other City with all work incidental to shifting including de-installation, de-grouting, dismantling, packing, loading, transportation, transit insurance, unloading, unpacking, grouting and reinstallation at the new site / location			
38.	Isolation transformer			

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39.	Stablizer			
X.	Any Other			
Total				

*Prices quoted should be:

- Inclusive of all costs, duties including excise duty, levies, insurance, freight, warranty, AMC, charges for incidental services, installation charges etc.
- Exclusive of applicable GST.
- All prices should be quoted in (INR) only
- Applicable TDS or any taxes, if any, will be deducted from the payment.
- The cost of spare parts furnished in Table 1 should be in line with market rate.

Note:

1. For Table 1, Bidder must submit the details & fair prices of all parts of Dispensers & UPS. Bidder may add any other part not listed in Table 1 and is being used in the proposed Dispenser or UPS. If bidder does not provide any part details (which is available in the proposed Dispenser or UPS) & prices in above table 1, Bank will not pay any cost for that item/service. Prices should not be quoted zero for any item/service. However, if a particular part mentioned in Table 1 is not available in the proposed CD, the bidder may write NA for that part. Prices are exclusive of taxes. The Sum total price (i.e column W) of Serial Nos 1 to X should not exceed 1.25 times the cost of one Cash Dispenser & one UPS (Price quoted in Section-XI, Table P1). These prices will be applicable only in case of exigency like fire incidents/earthquakes/floods that are not covered in the scope of the RFP during the contract period. For all other purpose, the Bidder has to replace the spare parts, if required, at no additional cost to the Bank during the Contract period (One year warranty and Six years AMC).
2. If there is a discrepancy between words and figures, the amount in words will prevail.

We submit that we will abide by the details given above and the conditions given in your above Bid document.

For

(Authorised Signatory) (Seal)

Place:

Name:

Date:

Designation:

Contact No:

E-mail ID:

