



सिंधुदुर्ग बँक
SINDHUDURG BANK
सिंधुदुर्ग जिल्हा मध्य. सह. बँक लि.

Request for Proposal –

For Supply, Install & maintenance of ATM Cash Dispenser Machines and OTC Lock Management Software for ATM on OPEX Model

Dated: 20 February 2025

Document Name	Request for Proposal - For Supply, Install & maintenance of ATM Cash Dispenser, OTC Lock management Software on OPEX Model at Branches of Sindhudurg District Central Co-op Bank Ltd, Oros, Sindhudurg.
Document Version	V1.0
Date of Issue/Release of RFP	20-02-2025
Date of Submission of Pre Bid Queries to Bank	28-02-2025
Last Date of Submission of Bid	10-03-2025
Cost of Tender	Rs.2500/-incl.GST
No. of Pages	45

INDEX

Sr.No.	Description	Page No.
Sr.No.	Description	Page No.
1	Main Page	1
2	Index	2-3
	Part – I – General Terms	
1	Introduction	4
2	Note	4
3	Invitation for tender offers	4
4	Terms and Conditions	4-8
5	Format for Technical offer	8-9
6	Format for Commercial Offer	9
7	Locations of Delivery & Installation	9
8	Scope of Work for ATM	9-13
9	Scop of Work for OTC lock Management on OPEX Model	13-14
10	Service Levels	14
11	Penalty for downtime	14
12	Preventive Maintenance	14-15
13	Guarantees	15
14	Liquidated Damages	15
15	Force Majeure	15
16	Confidentiality	16
17	Non Discloser Agreement	16-17
18	Indemnity	17
19	Right to Alter Quantities	17
20	No Commitment to Accept Lowest or Any Offer	17-18
21	Selection	18
22	Selection process for the Bidder	18
23	Governing Law and Jurisdiction	18
24	Privacy and Security Safeguards	18-19
25	RFP Response Instructions	19-21
26	Additional Information	21
27	Non-transferable Tender	21
28	Publicity	21
29	Clarifications	22
	Part – II Eligibility & Technical Criteria	
1	Eligibility Criteria	23

Request for Proposal for ATM Cash Dispenser Machines

2	Track Record of installations	23
3	Quality Standards	24
4	Manufacturer's / Developer's Authorization Form	24
5	Reference Checks	24
6	Technical Documentation	24
7	ATM Installation	24-25
8	Completion of commissioning	25
9	Annual Maintenance for purchased ATMs	25
10	Delivery of ATMs	25-26
11	Technical Inspection and Performance Evaluation	26
12	AMC for ATMs	26
13	Delivery and Installation	26
14	Completeness of Installation	27
15	Warranty	27
	Part -III Commercial Bid	
1	Commercial Evaluation	28
2	Price Bid	28-29
3	Terms of Payment	29
	Part -IV Annexures	
	Annexure A - Schedule of Requirement of Items	30-33
	Annexure B - Locations details	34
	Annexure C- Undertaking Letter	35-36
	Annexure D - Vendor Details	37
	Annexure E – Vendors Eligibility	38
	Annexure F – Track Record	39
	Annexure G – Service Center	40
	Annexure H - Manufacturer's Authorization Form	41
	Annexure I – Bill of Material	42
	Annexure J - AMC	43
	Annexure K – Pre Bid Query Format	43
	Annexure L – NDA Agreement	44
	Annexure M – Background Check	45
	Annexure N – NEFT Details	45

Part - I

General Terms

TENDER NOTICE

Sindhudurg District Central Co-operative Bank Limited, Oros, Sindhudurg.

1) INTRODUCTION

Sindhudurg District Central Co-operative Bank Ltd. established as a Dist. Co-operative Bank having 99 Branches, and Head office within jurisdiction of Sindhudurg District. Bank is on Core Banking Solution. Bank has 42 ATM in Sindhudurg District with Switching Services and Core Banking Solution from service provider. Bank is issuing RuPay debit card to the Customers and has Mobile Banking Solution with IMPS transaction and also UPI transaction as issuer. Bank has issued more than 75,000 Debit card to the Customers of the Bank.

2) Note

None of the Technical terms used in the RFP are intended to be proprietary/vendor-specific. If, inadvertently, such terms are used bidders are encouraged to point out and offer equivalent open/industry-standard solution with similar functionality.

3) Invitation for tender offers

Bank invites sealed quotations from Authorized Service Providers for supply of ATM Machines Cash Dispensers as per specifications, and OTC Lock Management Software as per terms & conditions given in enclosed forms.

Sr.	Description	Quantity
1	ATM Cash Dispenser Machines	18
2	OTC Lock Management Software on OPEX Model with required number of Black and Red Keys	42 ATM's

4) Terms and Conditions

Sealed Technical & Commercial Proposals are invited by the Sindhudurg District Central Co-op. Bank Ltd., from authorized vendors for Supply, Install & maintenance of ATM and OTC Lock Management Software at Branches, Head Office and central office at Sindhudurg District Central Co-op. Bank Ltd., with 1 years warranty as per the terms and conditions governing the RFP as under:

- a. Bidder can quote for ATM and Lock Management Software together or Bidder can quote only for ATM or only for Lock Management Software.
- b. The sealed tenders are to be submitted in prescribed format on the organization's business letter head duly stamped, signed and dated on each page as your unconditional acceptance to the terms prescribed by the Bank in the tender document. Details/supporting documents wherever applicable, if attached with the tender should be fully authenticated by the tenderer / bidder. No overwriting shall be accepted unless authenticated with full signature of the bidder. Incomplete bids received shall be summarily rejected.
- c. The tender document may be obtained during working hours from -20-02-2025 to 28-02- 2025 **-(till 3.00 PM)** on all working days on payment of Rs. 2500/- (Rupees Two thousand Five Hundred only) from the Head Office of the Bank at Sindhudurg District Central Co-op. Bank Ltd. Sindhudurg Nagri, Plot No.32, Naya Nagar, Vikas Pradhikaran, Oros, Sindhudurg 416812 Maharashtra, on cash payment, NEFT or by submitting a Demand Draft in favour of "Sindhudurg District Central Co-op. Bank Ltd. " The tender document can also be downloaded from the website of the Bank <http://sindhudurgdcc.com> for which tenderer / bidder would be required to enclose a Demand Draft of Rs.2500/-towards the cost of the tender document along with their quotes, failing which the tender shall be out rightly rejected.
- d. Tenderer(s) / Bidder (s) are required to deposit Rs.50,000/- [Rupees Twenty Five Thousand only] towards earnest deposit money (EMD) by way of NEFT or crossed demand draft in favor of "Sindhudurg District Central Co-op. Bank Ltd. " payable at Sindhudurg for ATM and OTC Lock Management Offer together. In case the Bidder quotes for only OTC Lock Management then EMD Amount shall be Rs.25,000/= Only or only for ATM then EMD amount shall be Rs.50,000/=. The earnest money of tenderer(s) / bidder(s) will be refunded without interest/Bank commission within 90 (Ninety) days from the date of acceptance /finalization of the RFP.
- e. The tenderer / bidder is required to submit the **Technical/Infrastructure and Commercial bids separately in two different sealed envelopes**. Sequential page numbering should be marked on all the pages of the bid submitted (including supporting documents). The sealed envelopes containing the technical/infrastructure bid and commercial bid should be duly superscripted as 'Technical/Infrastructure Bid' and 'Commercial Bid' respectively for easy identification. The Demand Draft pertaining to EMD amount should be submitted with the Technical/Infrastructure Bid. Both the envelopes should be placed together in a bigger envelope super scribed, as "For Supply, Install & maintenance of ATM Cash Dispensers and OTC Lock Management Software "
- f. The sealed tender duly super scribed, "**For Supply, Install & maintenance of ATM Cash Dispensers & OTC Lock Management Software**", should be addressed to

Chief Executive Officer, Sindhudurg District Central Co-op. Bank Ltd. and sent to the Bank's address given below either by registered post/speed post/or by dropping in the tender box placed at Head Office of the Bank **& should reach before 3.00 PM on or before 10th March 2025.**

Address:

Sindhudurg District Central Co-operative Bank Ltd.

Sindhudurg Nagri, Plot No.32,

Nav Nagar, Vikas Pradhikaran,

Oros, Sindhudurg 416812,

Maharashtra,

Tenders received after the stipulated date and time shall not be entertained. Bank shall not be liable for any postal delays what so ever and tender received after the stipulated time/date are liable to be rejected summarily without giving any reason.

- g.** The Eligibility Criteria & Technical Bid shall be opened by the Bank for Technical Evaluation as First Step.
- h.** Bank shall have the right to assess the competencies and capabilities of the tenderer / bidder by going through the credentials given in the Technical / Infrastructure Bid and on the basis of such credentials, Bank may reject the candidature of the tenderer / bidder without assigning any reason. In such case(s) the Commercial Bid shall not be opened for that particular tenderer / bidder. The Commercial Bid of only those parties who qualify in the technical scrutiny shall be opened in the IT Committee of the Bank.
- i.** Non acceptance of any of the terms & conditions as stated in tender and non-submission of the stipulated Earnest Money Deposit (EMD) shall render the Tender invalid. Only tenderer(s) / bidder(s) whose Technical / Infrastructure particulars as stated in tender are determined to be in consonance with Banks requirements shall be considered further in the Tender Evaluation Process.
- j.** The tenderer / bidder should be a registered company under the Companies Act, 1956 of India for at least 3 (Three) years on the date of the submission of the tender.
- k.** Escalation matrix up to the level of CEO must be provided with phone number and email address of all personnel in the matrix.

1. Security Deposit

The tenderer / Bidder whose tender is accepted by Bank shall be required to give a security deposit or irrecoverable Bank Guarantee in addition to EMD amount from any Scheduled Bank for 10 % of the Amount of total bill of material for

faithful performance of the Tender. The Bank Guarantee shall be valid for a period of 1 (One) years and shall be submitted within 10(ten) days of the award of tender / work.

In case the Bidder fails to execute the work as per the tender; or fails to deliver the satisfactory after sales service or fails to execute SLA, the Bank all have the right to invoke the said Bank Guarantee being part of the security deposit. No interest will be payable by Bank on the security deposit, so held.

- m.** Bank reserves the right to accept or reject any or all tenders including the lowest tender/s without assigning any reason at its sole discretion and the decision of the Bank will be final and binding on all concerned bidders.
- n.** Bank does not bind itself to accept the lowest or any tender or to assign any reason thereof and also reserves the right of accepting the tender in whole or in part. The part acceptance of the tender will not violate the terms and conditions of the contract and the tenderer / bidder will execute the work at the specified rates without any extra charges or compensation with in the stipulated period.
- o.** The whole work included in the Tender shall be executed by the Tenderer / Bidder and the Tenderer / Bidder shall not directly or indirectly transfer assign or sublet the contract or any part thereof or interest therein without the prior written consent of the Bank.
- p.** In case of any work for which there is no specification in the Tender, such work shall be carried out in accordance with the directions of the Bank after receiving the acceptance in writing thereof.
- q.** All corrections in the tender shall be attested by initials of the Tenderers / Bidders. Corrections, if not attested may entail rejection of tender.
- r.** It shall be clearly understood that the rates quoted in the tender will be for complete work at site, as per instructions to Tenderers / Bidders, conditions of Contract, specifications and drawings, and also for all such works as are necessary for the proper completion of the contract, although specific mention thereof may not have been made in the specifications or drawings or tender documents. The rates shall be firm and shall not be subject to cost escalation. The tenderers / bidders shall quote rates exclusive of all statutory levies, **taxes, charges, surcharges, GST, & other taxes etc.** No component of cost shall be paid by the Bank unless the same is included specifically in the quotations. No advice of any change in rate after the opening of the tender shall be entertained.
- s.** Every page of the tender shall be signed on the left side bottom corner by the person in token of his/her having acquainted himself / herself with the general

conditions etc. as laid down. Any tender is liable to be treated as defective and liable to be rejected, if any of the pages is not signed. All corrections and alterations, if any made while filling the tender must be attested by initials of the Tenderer / Bidder's authorize personnel. Cuttings and overwriting is not permitted. Failure to comply with either of these conditions will render the tender liable for rejection.

- t. All disputes arising out of this tender are subject to the jurisdiction of Courts in Sindhudurg District.
- u. The bidder has to submit an undertaking (format enclosed in the annexure) along with the materials delivered, signed by the official certifying that all the components / parts / assembly / software used in the ATM were original and also no refurbished / duplicate/second hand components /parts/assembly/software were being used or would be used.
- v. The offer should hold good for a period of 90 days from the closing date of the tender.
- w. **Proposal Ownership-** The proposal and all supporting documentation submitted by the vendor shall become the property of the Bank.
- x. **Documentation** - Functional and Technical information in the form of Brochures/Manuals/CDs etc. must be submitted in support of the Offer made.
- y. The accessories required for proper functioning of the ATM should also be provided. The successful bidder must provide **1 years' comprehensive on-site warranty & support** for the ATM Machines as per annexure "A". **The bidder must take back to back support from the OEM for ATM and a certificate from OEM must be submitted to indicate the proof of providing the support.**

5) Format for Technical offer

The suggested format for submission of technical offer is as follows:

- a) Index
- b) Scope of Work as per Annexure A
- c) Location details of ATM as per Annexure B
- d) Undertaking Letter as per Annexure C
- e) Details of the vendor, as per Annexure D.
- f) Compliance to Eligibility, as per Annexure E.
- g) Track Record as per Annexure F
- h) Service Center details as per Annexure G
- i) Manufacturer's Authorization Form (if applicable) as per Annexure H

- j) Bill of Material Format as per Annexure I
- k) Warranty and AMC details as per Annexure J
- l) Pre Bid Query Format as per Annexure K
- m) Technical Documentation (Product Brochures, leaflets, manuals etc.). An index of technical documentation submitted with the offer must be enclosed.
- n) Valid Bank Draft for EMD.
- o) Vendor's Financial Details (audited balance sheets etc.) and other supporting documents, as asked in the tender document.

6) Format for Commercial Offer

The Commercial offer must not contradict the technical offer in any way. The suggested format for submission of Commercial offer is as follows:

- a) Index
- b) Covering letter
- c) Commercial Version of Bill of Materials and Price Schedule (as per Annexure K). This must contain all price information, including AMC details (as per Annexure L). This commercial offer should strictly adhere to our format and offers which are not in that format may be liable for rejection.
- d) A statement that the vendor complies with Payment schedule given in the tender.

7) Locations of Delivery & Installation

ATM's shall be installed at Branches of the Bank in Sindhudurg District (as per Annexure B).

8) Scope of Work for ATM

- a) Supply, Installation, Testing, Commissioning & Maintenance of ATM (Cash Dispenser) Machines having minimum Technical Specifications/Features as defined in respective Annexure-A
- b) The selected vendor shall have to necessarily install ATM with good quality grouting of endpoints, Drilling 12^{mm}-14^{mm} holes in the existing flooring using concrete drill bits and hammering metal sleeves in these holes.
- c) The ATM Machines should be able to accept/dispense all the denominations issued by RBI and as & when required by the Bank. The Cassettes configurations may be changed as per Bank's requirement. The Cassettes are to be compatible for calibration/recalibration as per size of currency notes.
- d) The Cassettes configuration/re-configuration and calibration/re-calibration would be done by the selected vendor at no extra cost to the Bank during Warranty and the AMC Period. The selected vendor shall ensure that the ATM Machines shall be calibrated/recalibrated and configured to dispense/accept correct denomination of Currency / Bank notes.

- e) The selected vendor shall update the software/hardware to support all new variants of currency notes as well as new denominations, discontinuation of paper currency, if any, without any extra cost to the Bank during the period of Warranty and AMC.
- f) The selected vendor shall ensure that only licensed copies of software & hardware shall be supplied and installed in the ATM. The selected vendor shall grant an irrevocable perpetual license to the Bank to use the software in the provided hardware or machines. Further, all software supplied shall be of latest version and shall be provided to the Bank.
- g) During the Warranty and AMC period, the selected vendor shall extend the On Site Service Support. The scope of Warranty and AMC shall include fixing the ATM Machines problems, up-gradation, supply, installation and implementation of upgraded versions of software (updates /upgrades) rectification of bugs/defects (if any), quarterly Preventive Maintenance of Hardware/Software, reinstallation & reconfiguration of firmware/software, whenever required at no extra cost to the Bank. The Preventive Maintenance shall be done by the selected vendor on quarterly basis and it should be done in first month of each quarter of the year.
- h) The ATM Machines should include all features including Braille keyboards, FDks that supports visually, physically handicapped persons suitable for visually challenged persons (with audio support) in English, Marathi and Hindi. The ATM Machines should have Voice Guidance flow enabled for the visually challenged along with Text to Speech, web extension services, EPP/functional keys based voice guidance support with internal speakers & audio jack and vendor shall also participate in the testing and end to end implementation and rollout of above features without any additional cost to the Bank.
- i) The OTC locks & its required Keys shall be integral part of the ATM Machines supplied by respective selected vendors and the OTC Management Software Tool is provided by either of the selected vendor. However the respective selected vendor of the ATM Machines should arrange for change of password & replacement of lock or break opening of lock of ATM Machines without any additional cost to bank on account of any reason thereof except the lock is damaged in vandalism/theft attempt or in case of password lost/forgot by Bank custodian.
- j) The selected vendor shall perform all the requisites at the time of end to end installation testing/commissioning the ATM Machines and obtain confirmation of satisfactory completion from the Bank officials.
- k) Service like DNS setting, IP address changes, changing currency cassettes configuration, cassettes calibration, changing combination lock setting selected vendor shall provide/facilitate the same during the Warranty & AMC period without any extra cost to the Bank. Most of the times the activities may be scheduled during the PM visit or any other service call by the selected Vendor if the said requirement is not an urgent

one, however in case of urgency the selected vendor must align the service engineer for these activities without any extra cost to the Bank.

- l) The selected vendor(s) shall ensure minimum uptime of 98% for the ATM Machines (calculated on quarterly basis) throughout the period of Warranty & AMC. For calculation purpose of uptime, the Bank will consider business hours 24 x 7x 365 basis.
- m) The selected vendor shall provide all the Firmware/Software updates as and when they are released for the ATM Machines, supplied and duly tested with Switch and applied at all the ATM. No charges shall be payable by the Bank for installation/reinstallation of any software / agent / patches / upgrade whatsoever, which may normally be applied during the quarterly preventive maintenance visits, if there is no urgency.
- n) The selected vendor is bound to perform all hardware spares replacement in order to maintain the required uptime during the on-site comprehensive Warranty & AMC period covering all parts (except consumables viz. Cartridges, Ribbons, Paper Rolls only- All other items should be covered under Warranty & AMC & shall be delivered without additional cost to the Bank) & labour from the date of commissioning & acceptance of the systems at the respective locations.
- o) The Hard Disk (of ATM Machines) should be able to store the EJ, Machine Logs/Machine Cameras/DVSS Images data for a period of at least 120 days. The Machine Cameras/DVSS image data should be retrievable remotely to address any dispute or as a response to police / regulatory authorities. The successful bidder will be responsible for providing EJ/Machine Logs/Image data (if otherwise not obtainable) as required by the Bank by retrieving from the machine physically within T+1 day of request by the Bank, without any additional cost to the Bank.
- p) During Comprehensive Onsite Warranty and Comprehensive AMC period, the Bank will not pay any charges for Engineer"s visit to the ATM sites and will not any part replacement cost during Warranty/AMC Period except if the ATMs part is physically damaged by miscreant, Fire and Natural Calamities. The Bank will not pay any charges for the parts damaged due to earthing/electrical issues, if the engineer fails to provide reports confirming that parts got damaged due to earthing/electrical issues with the approval of the respective Branches.
- q) The selected vendor shall provide centralized complaint booking/logging facility to the Bank. The online dash board portal, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, online web portal etc. Escalation matrix should be provided for all kinds of support & resolving of the issues.
- r) The selected vendor shall provide/nominate dedicated Project Manager/Coordinator to act as SPOC for all activities starting from implementation to supervision of activities post implementation including the comprehensive Warranty & AMC period.
- s) Spare Parts: The selected vendor shall always make available the spare parts, components etc. for the ATM Machines for a minimum period of 7 years.

- t) The selected vendor shall be responsible for loading the Bank's approved software agent or Terminal Management & Monitoring Software (TMMS) for EJ/Image pulling & Screen Content distribution and must coordinate with EJ/Image & Screen Content vendor to ensure that EJ pulling/Monitoring services are not disrupted. If the EJ agent is found to be disabled / disconnected (if it falls under the preview of OEM due to its action or inaction), the selected vendor shall restore it with no extra cost to Bank. EJ agent found disabled or disconnected has to be restored by selected vendor on or before T+1 basis of receiving intimation from Bank or its representative.
- u) The selected vendor must ensure before delivery that operating system is encrypted and hardened to block the unwanted/malicious services which are not welcome. The selected vendor has to provide comprehensive white listing solution to prevent the machine from any cyber-attack, intrusion, virus, worm, malware, Trojan any other malicious software or similar vulnerability known as on date as well as any future emergence. The selected vendor to ensure timely updation of TSS to safeguard the machine and its OS from any of above vulnerabilities without any extra cost to the Bank. The selected vendor to ensure implementation of only essential services and the security to the satisfaction of Bank's IT Security team. In case of any deviation / vulnerability, selected vendor to revert back to system hardening, post blocking as specified by Bank at no extra cost to the Bank within shortest possible time. The ATM Machines should be pre-installed with TSS Solution ported with latest patches. The TSS Patches, updates & enhancement are to be updated during PM activities/ auto updation on daily basis.
- v) The selected vendor to ensure that the admin access to the OS is controlled by dynamic password.
- w) The selected vendor to ensure that customer data are saved in the machines as per the format/controls specified by the regulators/the Bank.
- x) The ATM Machines must be full EMV compliant as per & as on norms specified by the regulators at the time of installation. Further, The ATM Machines should be Biometric and Contactless enabled/ready and as & when required by the Bank in future, the selected vendor shall extend such support to the Bank for implementation of the Biometric & Contactless Access without any extra cost to the Bank. The selected vendor should supply necessary hardware & software and integrate with the bank switch for Biometric or Contactless without any additional cost to the Bank.
- y) The selected vendor should provide all necessary training (including user & operational manual in both hard copy & PDF format) to Branch officials / custodian at the time of installation of Machines. if reasonably required, similar training should be provided on repeat occasions (may be during PM/complain visits) to the Branch official / custodian; without any extra cost to the Bank throughout the Warranty & AMC period.

- z) The selected vendor has to ensure that the ATM Machines delivered to the Bank are brand new (not refurbished), including all components and for confirmation, the selected vendor shall provide a letter/declaration to the Bank, signed by designated authorized signatory. The successful bidder should also ensure that all the software/updates supplied by the vendor are licensed and legally purchased.
- aa) Bank will provide design screen for the ATM Machines. However if any new screen required, the same is to be provided by the selected vendor to the Bank.
- bb) The selected vendor shall ensure that date-time-stamp print of the Machine Cameras/DVSS image recording should exactly tally with ATM transaction date-timestamp printed in EJ. The selected vendor to ensure that Machine Cameras/DVSS images and Video are provided within 24 hours from the logging of the call (if not accessible otherwise) from the Bank.
- cc) The selected vendor must ensure before delivery that ATM Machines will only boot from the primary HDD and nothing else. After the Machines made live and after all necessary services are started including EJ, Image & Screen Content distribution etc., it has to be ensured that all USB Ports/ unused ports are disabled. The permission to enable should be given to IT Dept only. After this configuration changes, protect this configuration with the BIOS (non-generic) password, which will be managed by the Bank. The password should be given to custodian Branches in the sealed envelope.
- dd) The selected vendor should allow Bank Officials to change/set the BIOS and OS passwords for each ATM Machines & guide the custodian Branch to keep it sealed & protected for future use.
- ee) Selected Vendor should provide the TLS certificate for the ATM and shall do the TLS Certification for the ATM with Bank Switch Provider
- ff) Selected Vendor shall install the patches issued for OS from time to time
- gg) Selected Vendor shall undertake to remedy all the issues that may be observed in VAPT of the ATM Machine conducted by the Bank

9) Scope of Work for OTC Lock Management on OPEX Model

- a) Supply, Installation, Testing, Commissioning & Maintenance of OTC Lock Management Solution on OPEX Model
- b) The selected vendor shall have to necessarily install, test, commission & maintain the OTC Lock Management application software tools in OPEX model at his DC and DR
- c) The selected vendor shall ensure that the OTC Lock Management software solution should support the existing as well as new ATM that the Bank may deploy subsequently in future.
- d) Further, all software supplied shall be of latest version and shall be provided to the Bank.
- e) The selected vendor should provide all necessary training (including any user & operational manual in both hard copy & PDF format) to Branch officials / custodian and HO central IT team for administration of the OTC Lock Management Software at the time of installation.

Request for Proposal for ATM Cash Dispenser Machines

- f) The selected vendor for OTC Lock Management Software shall supply of Operator Keys for OTC operation need to be handed over to the designated ATM/CR custodian of the Bank.
- g) The selected vendor for OTC Lock Management Software shall need to ensure that Operator Key(s) should be made available to custodian within 48 hours in case of its Loss or Physical Damage of the Key and the Bank shall bear the cost of the same.
- h) The selected vendor for OTC Lock Management Software shall configure the OTC Lock Management Services i.e. generation, sending and validation of the OTC pass code to make OTC locks operational and provide training to ATM Custodian.
- i) The selected vendor will ensure that OTC pass-code should be valid for the time (in minutes) the Bank decides & notifies. If any validation request comes after decided/notified time (in minutes) of generation of OTC pass-code then same should be rejected during validation
- j) The selected vendor for OLMS shall provide physical keys required for activation of the locks, opening / closure of the locks and management of combination pass-codes as & when required by the Bank"s custodian.

10) Service Levels

- a. The purpose of this Service Level Requirements/Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the selected bidder to the Bank for the duration of this contract period of this engagement.
- b. The successful bidder has to sign a SLA with the Bank within 10 days of issuing the LOA for the provision and execution of services as per the tender terms.

11) Penalty for downtime

Hardware if is reported to be down on a given date should be either fully repaired within 24 hours. The reporting will be through a telephonic message or any other mode as Sindhudurg District Central Co-op. Bank Ltd.,may decide.

In case vendor fails to meet the above standards of maintenance, there will be a penalty in rupees per day as specified in the table below, subject to a maximum of 10% of the order value for the equipment affected:

Sr.	Description	Penalty
1	ATM's not working beyond 24 hours due to technical fault	Rs.500 per day per ATM

12) Preventive Maintenance –

- a) The preventive maintenance at the locations should be carried out at least once in quarter every year.

- b) The service provider has to prepare PM schedule and intimate the Bank. The onsite resource deployed by the bidder at the Bank has to coordinate with the field engineers during PM.
- c) On completion of PM, the service provider has to submit the report
- d) No additional cost whatsoever would be paid by the Bank.

13) Guarantees

Vendor should guarantee that the ATM's delivered to Sindhudurg District Central Co-op. Bank Ltd., are brand new, including all components. In the case of software, the vendor should guarantee that the software supplied to Sindhudurg District Central Co-op. Bank Ltd., is licensed and legal documents has to be submitted in this regard.

14) Liquidated Damages

If the Tenderer fails to deliver the ATM or does not complete the installation/ commissioning within the period specified in the purchase/work order, Bank shall without prejudice to its other remedies, deduct as liquidated damage 1.0(one) percent of the price of Project Cost for every week of delay or part thereof. Subject to Maximum cap for penalty shall be 5% of project cost or part thereof by mutual agreement between the parties.

15) 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 it's 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 limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, and acts of Sindhudurg District Central Co-op. Bank Ltd., in fires, floods and freight embargoes.

If a Force Majeure situation arises, the Vendor shall promptly notify Sindhudurg District Central in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by Sindhudurg District Central Co-op. Bank in writing, the Vendor shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, Sindhudurg District Central Co-op. Bank Ltd., and the vendor shall hold consultations with each other in an endeavor to find a solution to the problem.

16) Confidentiality –

- a) The Bidder acknowledges that all material and information which has and will come into its possession or knowledge in connection with this agreement or the performance thereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to Bank will all times be held by it in strictest confidence and it shall not make use thereof other than for the performance of this agreement and to release it only to employees requiring such information, and not to release or disclose it to any other party. The Bidder agrees to take appropriate action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement are fully satisfied. In the event of any loss to the Bank in divulging the information by the employees of the Bidder, the Bank shall be indemnified. The Bidder agrees to maintain the confidentiality of the Banks information after the termination of the agreement also.
- b) The Bidder / Bank will treat as confidential all data and information about the Bidder /Bank / Contract, obtained in the execution of this tender including any business, technical or financial information, in strict confidence and will not reveal such information to any other party.
- c) The selected bidder must undertake that they shall hold in trust any Information received by them under the Contract/Service Level Agreement, and the strictest of confidence shall be maintained in respect of such Information. The bidder has also to agree:
- d) To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by Bank;
- e) To only make copies as specifically authorized by the prior written consent of Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;
- f) To restrict access and disclosure of Information to such of their employees, agents, strictly on a “need to know” basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause, and
- g) To treat all Information as Confidential Information.
- h) Conflict of interest: The Bidder shall disclose to Bank in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Bidder or the Bidders team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

17) Non Discloser Agreement –

- a) During the contract period, the Personnel of service provider will have access to confidential information of the Bank such as Customer data, Data configuration, IP addresses, device configuration, network architecture, etc. The service provider or its

- Personnel shall not disclose at any point of time to any other person/third party the information so received and use the same degree of care to maintain the confidentiality of the information as if the information is their own. Also the service provider may use the information only for serving the Bank's interest and restrict disclosure of information solely to those employees of service provider having a need to know such information in order to accomplish the purpose stated above, advise each such employee, before he or she receives access to information, of the obligation of service provider under this agreement and require such employees to maintain these obligations.
- b) In case the selected vendor acts is extending similar services to multiple customers, vendor shall take care to build strong safeguards so that there is no co-mingling of information, documents, records and assets related to services within the ambit of this RFP and subsequent purchase order.
 - c) The shortlisted bidder shall submit a non-disclosure agreement as per **Annexure -J** on non-judicial stamp paper of appropriate value.
 - d) Violation of NDA will lead to legal action against the vendors for breach of trust, forfeiture of PBG and blacklisting.

18) Indemnity

Vendor shall indemnify, protect and save Sindhudurg District Central Co-op. Bank Ltd., against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the hardware equipment's/software license etc. supplied by him.

19) Right to Alter Quantities – The bank reserves the right to :

- a) Alter the requirement (increase / decrease) specified in the RFP or change the specification of the infra proposed by the bidder.
- b) Delete one or more items from scope of work specified in the RFP.

20) No Commitment to Accept Lowest or Any Offer –

- a) The Bank reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for its action.
- b) The Bank makes no commitments, express or implied, that this process will result in a business transaction with anyone.

- c) The Bank will not be obliged to meet and have discussions with any bidder and/ or to entertain any representations in this regard.
- d) This RFP document does not constitute an offer by Bank. The bidder's response to this RFP may result into selection of bidder(s) after completion of selection process as detailed in this RFP document.

21) Selection

It is absolutely essential for the vendors to quote the lowest price at the time of making the offer in their own interest, selection will be based on Technical Compliance and Lowest Commercial Bid. If required Bank will enter into any price negotiations with L1 Vendor only whose Offer is found to be technically in line with the tender specifications.

22) Selection process for the Bidder

- a) Issue of tender notification
- b) Pre-bid meeting with Vendors
- c) Submission of Bids
- d) Opening of Eligibility Criteria & Technical Bids
- e) Technical/Infrastructure bids evaluation
- f) Short-listing of Bidders for Commercial bids opening.
- g) Commercial bids opening.
- h) Commercial bids evaluation
- i) Selection of L1 Vendor
- j) Issuance of Letter Of Appointment (LOA)
- k) Acceptance of the LOA.
- l) Finalization and Signing of SLA.

23) Governing Law and Jurisdiction

This RFP and subsequent agreement with the Selected Bidders shall be governed and construed in accordance with the laws of India and courts in Sindhudurg District will have the exclusive jurisdiction to determine the issues arising out of this RFP.

24) Privacy and Security Safeguards

The selected bidder shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the selected bidder under this contract or existing at any Bank location. The selected bidder shall develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank data and sensitive application software & data. The selected bidder shall also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards

designed, developed, or implemented by the selected bidder under this contract or existing at any Bank location.

25) RFP Response Instructions

- a) The terms and conditions as specified in the RFP, addenda and corrigenda issued by the Bank thereafter are final and binding on the Bidders. In the event the Bidder is not willing to accept the terms and conditions of Bank, the Bidder may, in sole discretion of Bank, be disqualified.
- b) The Bidder must strictly adhere to the delivery dates or lead times identified in their proposal including the project timeline. Failure to meet these delivery dates, unless it is due to reasons entirely attributable to the Bank, may constitute a material breach of the selected Bidder's performance. In the event that the Bank is forced to cancel an awarded contract (related to this RFP) due to the Bidder's inability to meet the established delivery dates that Bidder will be responsible for any re-procurement costs suffered by the Bank. The liability of re-procurement costs in such an event could be limited to the amount actually spent by Bank for procuring similar deliverables and services. The re-procurement cost would be established post a reasonable due – diligence of the re-procurement cost to be incurred.
- c) By submitting the bid, the Bidder represents and acknowledges to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, under all phases involved in the performance of the provisions of this RFP. The Bidder represents that all hardware and software supplied in response to this RFP shall meet the proposed requirements of the Bank. The Bidder also acknowledges that Bank relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the Bidder of responsibility for the performance of all provisions and terms and conditions of this RFP, Bank expects the Bidder to fulfill all the terms and conditions of this RFP. The modifications, which are accepted by the Bank in writing, shall form a part of the final contract.
- d) All terms and conditions, payments schedules, time frame for implementation, expected service levels as per this RFP will remain unchanged unless explicitly communicated by Bank in writing to the Bidders. The Bidder shall at no point be entitled to excuse themselves from any claims by Bank whatsoever for their deviations in conforming to the terms and conditions, payments schedules, expected service levels, time frame for implementation etc. as mentioned in this RFP.

Request for Proposal for ATM Cash Dispenser Machines

- e) Bank will not bear any costs incurred by the Bidder for any discussion, presentation, demonstrations etc. on proposals or proposed contract or for any work performed in connection therewith.
- f) Bank reserves the right to reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- g) Bank reserves the right to cancel this RFP any time or at any stage without any reason / notice to the vender or change/add any terms and conditions of the RFP by issuing addenda/corrigenda and putting it on Bank's website.
- h) Bank reserves the right to extend the dates for submission of any and all responses to this document.
- i) If there are conflicting points in the RFP, the Bank reserves the right to take a position on the conflicting issue which will be binding on the selected Bidder any time during the period of contract. No appeal will be entertained.
- j) Preliminary Scrutiny – Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. Bank may, at its discretion, waive any minor non- conformity or any minor deficiency in an offer. This shall be binding on all Bidders and Bank reserves the right for such waivers and Bank's decision in the matter will be final.
- k) Clarification of Offers – To assist in the scrutiny, evaluation and comparison of offers, Bank may, at its discretion, ask some or all Bidders for clarification of their offer. Bank has the right to disqualify the Bidder whose clarification is found not suitable to the project requirements.
- l) No Commitment to Accept Lowest bid or any bid – Bank shall be under no obligation to accept the lowest price bid or any other offer received in response to this RFP. Bank will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations in respect of the rejection.
- m) Erasures or Alterations – The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in.
- n) Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure / manual" is not acceptable. Bank may treat the offers not

adhering to these guidelines as unacceptable. The proposals should be in the template that is recommended and provided in this RFP. Bids with eraser/over writing/cutting are liable to be rejected.

- o) There will be an acceptance test by Bank or its nominated representatives after installation of the Hardware. In case of discrepancy Bank reserves the right to cancel the entire contract.
- p) In case of software supplied with the ATM the selected bidder should ensure that the same is licensed and legally obtained with valid documentation made available to Bank.

26) Additional Information

- a) Authorized Signatory- The Bidder shall submit the bid authenticated by an authorized person from any of their offices in India. The Bidder's authorized signatory shall authenticate by sign and seal, each page of the bid in original and photocopies including brochures/ pamphlets/ write-up etc.
- b) Cost of Preparing the Bids- The cost of preparing the response to this RFP will be the responsibility of the Bidder and Bank will not be liable for any cost incurred by the Bidder.
- c) Clarification on RFP document
 - I. The Bidder shall carefully examine and understand the specifications /conditions of RFP, intent of the RFP and seek clarifications, if required, to ensure that they have understood all specifications /conditions/intent of RFP.
 - II. The Bidder in all such cases must seek clarification in writing in the same serial order of that of RFP by mentioning relevant page number and clause number of RFP. Such clarifications should be sought, by submitting a list of queries as per Appendix M – Pre Bid Query Format in writing to Bank on or before the timeline prescribed in this RFP.

27) Non-transferable Tender

This tender document is not transferable. Only the vendor, who has purchased this tender, is entitled to quote.

28) Publicity

Any publicity by the vendor in which the name of Sindhudurg District Central Co-op. Bank Ltd. is to be used should be done only with the explicit written permission of the Bank

29) Clarifications

For any details / clarifications, Bidders should contact
General Manager – IT

Sindhudurg District Central Co-op. Bank Ltd.

Sindhudurg Nagri, Plot No.32,

Nav Nagar, Vikas Pradhikaran,

Oros, Sindhudurg 416812

Maharashtra

to - it@sindhudurgdcc.com

cc - delivery.channel@sindhudurgdcc.com

The Vendor will have to submit queries pertaining to the RFP as per the RFP Schedule in the format specified in “**Annexure M**” in this document to the communication address as specified above.

Bank will respond to these queries as per the schedule of the RFP, if required there will be a meeting with the Vendors who have obtained this RFP at the agreed time to address any queries in connection with the document.

Part - II

Eligibility & Technical Criteria

1) Eligibility Criteria for Supply, Install & maintenance of ATM Cash Dispenser at Branches, of Sindhudurg District Central Co-op. Bank Limited

Reputed vendors, who have experience in installing ATM Cash Dispenser who meet the following Eligibility criteria only need to apply: -

- a. **The bidder** must be an Indian firm/ organization registered under Indian Companies Act or Indian Partnership Act.
- b. The Bidder should be **“Authorized Partner for the ATM Cash Dispenser of the make offered”** as on date and shall submit copy of Certification given by OEM which shall be in force for at least for past 1 years.
- c. The Bidder should be in this line of activity and should have executed contracts for supply of ATM’s during the last 3 years and should have executed at least 3 single orders for value more than Rs.25 lacs.
- d. The Original Equipment Manufacturer (OEM) shall also submit through the authorized dealer participating in the tender process that they shall honor the warranty/Annual Maintenance commitments independent of continuation of the ASP arrangement with the authorized dealer, through the other ASP partners or directly.
- e. Bidder should have minimum Average Annual Turnover of Rs.5 Crores in last three financial Years as per the audited balance sheet and should be profit making & documents of Balance sheet & P&L should be submitted along with the bid document.
- f. ATM Cash Dispenser Model Offered should be certified with Banks ATM Switch from Infracore Technologies Limited and operational in other sites on the said Switch
- g. The Bidder should not have been blacklisted by any Regulatory Authority. Self-declaration to that effect should be submitted along with the technical bid.

2) Track Record of installations

The vendor should provide details of the installation of past installation with name of the clients thereof.

3) Quality Standards

Sindhudurg District Central Co-op. Bank Ltd., is looking for quality products, which are volume, produced and are used by a large number of users in India/Abroad. All products quoted should be associated with specific model & part numbers, names and with printed literature describing configuration and functionality. Details of product should be available on their website and vendor should provide the bank the access to the Website. Any departures from the printed specifications should be clearly identified in a separate Annexure -M which must be supplied by the vendor along with the offer document.

4) Manufacturer's / Developer's Authorization Form

Bidders must submit a letter of authority from their manufacturers (as per annexure I) that they have been authorized to quote on behalf of the manufacturer. Authorization from authorized distributors/dealers for software items is acceptable.

5) Reference Checks

Vendors are required to provide a minimum of three-reference site in Maharashtra where the ATM installation is successfully running. These Clients should be in the banking industry. All the details of reference sites requested for in Annexure E should be provided along with the names and contact details of persons who will be available for discussions. The Bank, at its option, will contact these reference sites to obtain information on the solution and implementation.

6) Technical Documentation

- a. The Bidder must ensure that detailed technical documentation involving instructions for operation and maintenance, users' manual etc. is delivered in soft copy with every unit of the equipment supplied.
- b. All details (Make, Model, part numbers, description, quantity etc.) of ATM and associated components offered by the Bidder, and any other relevant information, should be mentioned in the Bidder's response to RFP.

7) ATM Installation

- a. The Bidder will promptly install the delivered ATM at the designated installation sites. The Bidder is responsible for installation and configuration of systems at sites including unpacking of cartons/ boxes, assembling, wiring, cabling between hardware units and connecting to power supplies. The Bidder will test all hardware and accomplish all adjustments necessary for successful and continuous operation of the hardware at all installation sites.
- b. The Bidder may commence installation of the ATM only after the Bank has performed a successful Post Delivery Inspection of the ATM, after it has arrived at the designated sites. The Bidder or its representative may test/inspect the ATM. During the Post Delivery Inspection, the Bidder should provide necessary support/infrastructure to

facilitate Post Delivery Inspection. Hardware may be rejected by Bank during this inspection, which must be promptly replaced by the Bidder, in order to complete the inspection and meet the schedule.

- c. The Bidder must install, test and integrate hardware and software components supplied by them to ensure inter-working of hardware and software. The Bidder will also be responsible to co-operate with the Bank and/ or its application software vendor/ SI, who will install the application software and drivers on the systems, to ensure that the integrated systems are fully functional.
- d. All software components must be supplied by the Bidder along with original media and required drivers.
- e. The Bank reserves the right to install Third Party software/ hardware or any other products at the same site.

8) Completion of commissioning

The delivery and installation of the ATM's should happen to the respective sites **within 90 Days** from the date of placement of Purchase Order. Commissioning should be completed by the Bidder within two weeks of Post Delivery Inspection, or within two weeks of site readiness, whichever is later.

9) Annual Maintenance for purchased ATMs

Bidder should quote the Rate of Annual Maintenance Contract applicable after expiry of the warranty period.

10) Delivery of ATMs

- a. It is the Bidder's responsibility to deliver all the components at the locations mentions in **Annexure -B** within the time frame specified by the Bank in the RFP and install and integrate the same within the time frame specified in the RFP.
- b. Bank reserves the right to change location of installation at a later date with prior intimation to the Bidder. Relocation of the hardware will be done at the Bank's cost. However, Bidder will provide all the necessary assistance to facilitate this
- c. Within 24 hours of dispatch of goods under this RFP, the Bidder shall notify the Bank and the Insurance Company by Cable/fax etc. the full details of the dispatch including Contract No., Description of Goods, Serial No. of goods, quantity, dispatch particulars and the date and name of the consignee etc. The Bidder shall mail the following documents to the Bank with a copy to the Insurance Company:
 - The Bidder's invoice showing purchase order number, Goods' description, serial number(s) of goods, quantity, unit price, total amount. Delivery note, packing list.
 - Insurance certificate.

- Bidder's certificate that the delivered goods are brand new in all its components and conform to the technical specifications required by the Bank. In case of software, the Bidder should certify that the software supplied to the Bank is licensed and legally obtained;
 - Manufacturer's/Bidder's warranty certificate.
 - Inspection Certificate as applicable;
 - Certificate of origin;
 - E way Bill
- Any other document evidencing payment of statutory levies.

The Bidder has to make its own arrangements to fulfil all delivery formalities, including payment of all taxes, duties, charges and levies of Central or State Governments, as applicable, and should not involve Bank in these activities. Bank will not accept any liability on account of non-payment of any applicable taxes and levies by the Bidder.

11) Technical Inspection and Performance Evaluation

Sindhudurg District Central Co-op. Bank Ltd., reserves its right to carry out a technical inspection and performance evaluation (bench-marking) of machines offered by short-listed vendors

12) AMC for ATM Machines

AMC after the warranty period for comprehensive on-site AMC for ATM machine on bill of material quoted should be mentioned. The Bank reserves the right to discontinue the AMC and award the same to any other vendor without assigning any reasons whatsoever. If accepted Sindhudurg District Central Co-op. Bank Ltd., will pay AMC charges after expiry of one year.

13) Delivery and Installation

- a) The Vendor shall be responsible for delivery and installation of the ATM ordered at Branches and for making them fully operational at no additional charge within 90 days **from the date of the receipt of work orders.**
- b) Appropriate insurance to cover the equipment for the transit period and till the hardware equipment's is accepted by Sindhudurg District Central Co-op. Bank Ltd., at the respective site is to be taken by the vendor.
- c) Sindhudurg District Central Co-op. Bank Ltd., will inspect material through outside independent Agency and/or its nominated consultants after installation of complete equipment. In case of discrepancy in hardware equipment's/software supplied, Sindhudurg District Central Co-op. Bank Ltd., may cancel the entire purchase order and return the equipment back to the vendor at vendor's costs and risks.

14) Completeness of Installation

The vendor has to install all the ATM's configure the same. If any component or any documentation/media is not delivered or is delivered but not installed and/or not operational or not acceptable to Sindhudurg District Central Co-op. Bank Ltd., after acceptance testing/examination.

In such an event, the supply & installation will be termed as incomplete and it will not be accepted and warranty period will not commence. The entire site will be accepted after complete installation of equipment and satisfactory working of the entire equipment for a minimum period of 10 days.

15) Warranty

The offer must include a minimum One -year comprehensive on-site warranty from the date of installation and acceptance of the system by Sindhudurg District Central Co-op. Bank Ltd., The warranty will start only after complete installation and acceptance of equipment's at Branches of the Bank.

During the warranty period, vendor shall maintain the ATM's and repair/replace at the installed site all defective components, at no charge to Sindhudurg District Central Co-op. Bank Ltd.,

Part – III

Commercial Bid

1) Commercial Evaluation (CE)

- a) The bidder will be required to submit commercial bids as a part of the bid submission.
- b) The placement of hard copy of commercial bid in eligibility bid or technical bid covers will make the bid liable for rejection.
- c) Response to the commercial bid shall include cost of ATM and all the technical specification as per RFP. It is the responsibility of the Bidder to provide all the items which may or may not have been mentioned in the Bid to ensure commissioning and functioning of the ATM within the quoted price.
- d) The total cost to be specified by the Bidder must cover separately the following as detailed in **Annexure K**. The Bidder is expected to quote all components and services in Indian Rupees (without decimal places) on a fixed price basis as part of the commercial Bid.
- e) AMC Cost for 2nd year onwards as per **Annexure - L**

2) Price Bid

- a) The Bidder shall indicate in the Price Schedules with Unit Rates for supply and erection of ATM which includes supply, installation and commissioning.
- b) The Bidder shall quote rates exclusive of all statutory levies, taxes, charges, surcharges, GST & other taxes if any etc.
- c) Any alteration in the rates etc. will not be allowed on any ground, such as mistake, misunderstanding etc., after the Bid has been submitted.
- d) The Bidder shall quote rate only in Indian Rupees.
- e) The prices and other terms offered by Bidders must be firm for an acceptance period of 90 days from the opening of the commercial bid.
- f) The bidder will be required to submit commercial bids as part of the bid submission. The Bank will open commercial bids of technically qualified bidders in its Meeting
- g) End of Sales/ End of support: The Bidder has to ensure that ATM's provided put to use as part of this RFP should not have reached end of sale\support and operational for next 7 years.
- h) This bill of material must be attached in Technical Offer as well as commercial offer. The format will be identical for both technical and commercial versions, except that the **technical version will not contain any price information**. Technical offers without the bill of material are liable for rejection.

- i) The vendor must take care in filling price information in the commercial version, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.
- j) In case of any discrepancy between unit price and total price of an item, the unit price will prevail. Similarly, in case of error in the sum of various items, the correct sum will be calculated by the addition of total prices of each item.

3) Terms of Payment

Sindhudurg District Central Co-op. Bank Ltd., will make payment as follows:

- a) 60 % of the order value will be paid on delivery of the ATM Machines
- b)
- c) 30% of the Order value will be paid on installation of ATM.
- d) The balance of 10% will be paid after submission of Performance Bank Guarantee (as per the Bank's standard format) for the amount equivalent 5% of the Tender Value (For ATM) valid for the entire period of 1 years warranty and additional period of 3 months.

Part – IV Annexures

ANNEXURE - A

Scope of Work and Requirement

1. TECHNICAL SPECIFICATIONS OF ATM (CASH DISPENSER/ WITHDRAWAL MACHINE) MACHINE.

SL No	Technical Specification	Complied (Yes/No)
1	Latest Generation Intel® Core™ i3 Processor 16 GB DDR3 RAM or higher. with scope to increase capacity whenever required Up to 16GB 1xTB or higher SATA / e-SATA HDD (for OS) 1xTB or higher SATA/e-SATA HDD (for camera image (Pin Hole +Cash Slot+ DVSS) and video)	
2	Microsoft Windows 11 / Linux / Compatible OS or above with latest service pack. In case OS Provider/OEM declares end of support for supplied OS, the bidder has to replace the same with a supported OS including the supported hardware changes and upgrade to other supported OS platform (without any extra cost to the Bank).	
3	CEN 1 / UL 291 Level 1/CENL Certified Secure Chest or higher (Certificate issued in favour of the Bidder by these agencies to be provided by the Bidder as part of the Bid document)	
4	Chest OTC lock like S&G / MAS Hamilton (DORMAKABA) etc. dual electronic combination lock of 6+6 digits with capability for onetime combination (OTC) and audit trail without any hardware change.	
5	Multi-media dispenser with bunch presenter, Friction / Vacuum pick technology. Capable of dispensing all denominations Rs.100, Rs. 200/-, Rs.500/-,Rs.2000, as well as new denominations with minimum of 40 notes dispensing per transaction	
6	2 x Double Pick Module, and 4 +4 cassettes with unique lock & key for Cassette set of each ATM. All cassettes including purge bin should be lockable and latch able. (As per RBI guideline for cassette swaps in ATMS). Reject BIN or Divert cassette bin with lock and key with capacity to hold minimum 300 notes or above. Each Cassette should hold minimum of 2500 currency notes.	
7	Dip Smart Card Reader (EMV Version 4) with anti-skimming device and anti-shimming device installed and integrated with the card reader of the ATM.	
8	Secure Biometric scanner that supplies the finger print data to the ATM switch in 800 byte ANSI-INCITS 378-2004 templates in Hex. The Biometric Scanner should be of good quality capable of accepting finger scans in one	

Request for Proposal for ATM Cash Dispenser Machines

	go and should be STQC certified and compatible with AEPS & Aadhar specifications	
9	Alarm sensors for temperature status, seismic or vibration status and chest open status while sending signal/messages to Switch/Management Centre	
10	Customer Display Size : 15" minimum LCD/ LED or higher touch screen with standard bright and full screen display. Touch screen Type: IP65 Rating(Optional)/Capacitive/Infrared with or without FDK. Touch Screen (with support for visually handicapped through Function Keys/EPP wherever required).Braille stickers and text speech device on all devices as per requirement to support the visually challenged, Vandal screen with Privacy filter. Resistance to Indian weather, vandal proof and pertinent to and Indian usability condition	
11	EPP (PCI 5.0 compliant). Rugged spill proof Triple DES enabled keyboard with polycarbonate tactile/stainless Steel EPP pin pad. EPP Keypads to be PCI-PTS compliant with sealed metal keypad. PIN Pads shall be covered to prevent PIN disclosure via shoulder surfing. 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. Braille supported keys(Pin Pad, Function Keys, Locations of key devices, Audio jack). ATM should have PIN pad shield covering all three sides to avoid shoulder surfing and capture by the external cameras	
12	Receipt Printer - Minimum 40 column Graphic Thermal Receipt printer	
13	Network Interface Card(NIC) 10/100/1000 Mbps with TCP/IP support	
14	Unique Cabinet Lock (UL 437)	
15	Power Supply	
16	ATM/CD to be enabled with Electronic Journal (EJ) with capabilities to store EJ for multiple days. ATM to be preloaded with a certified software agent of Bank"s Managed Services / other Vendors during the time of installation without any extra cost to the bank. EJ Software will be provided by Bank. The ATM/CD should be capable of supporting a third party software agent. The Bidder also agrees to install any software selected by the Bank at no cost to the Bank during initial installation of ATM/CD. EJ should be non-editable with encryption or with checksum or any other solution to prove the authenticity of EJ before a third party such as the Regulator (RBI), Courts, Banking Ombudsman, Police Authorities etc.	
17	Bank will provide its own monitoring software/third party software/agent for EJ Pulling & Software/Content Distribution/Screen pushing for ATM. Successful Bidder will ensure to include these software/agent & screens in their customized build (i.e. compatible with bank"s Switch) at no extra cost. If Bank gives, any other MSP/own EJ agent with machine software will be	

Request for Proposal for ATM Cash Dispenser Machines

	tested, customized in build & deployed at terminal without any cost to the Bank.	
18	ATM Rear View Mirrors covering major area of the site which allow users to see what is happening behind to avoid shoulder surfing	
19	Trilingual Screen Support (English, Hindi, Regional Language), in static graphics(PCX, JPEG, etc) and video files(incl. MP4), GIF etc.	
20	Integrated ATM Surveillance Solution with Camera and resolution of the camera should be sufficient enough to capture the quality image of the object for clear identification. Solution must be able to capture & stamp the transaction information (card number masked to comply with PCI-DSS) on the images. ATM must have a search facility to locate an image/event by date & time, card no., transaction reference no. and ATM/CD ID	
21	ATM/CD should be provided with TSS solution to facilitate blocking of malicious codes/traffic entering the ATM/CD and should comply with all the Vendor should provide ATM/CD specific firewall to take care of intrusion detection, Port scans and other common virus attacks. ATM should comply with all the RBI guidelines for BIOS Password, Disabling USB Port, Disabling Auto run facility, Applying Latest Patch, White listing of the Application	
22	Hard Disk Encryption	
23	OS Hardening (with Firewall). CASH DISPENSER adequately guidelines issued by the OS supplier and the Bank's IS Policy should be strictly followed.	
24	All devices to have features as per requirements to support the visually challenged. All ATMs to meet the requirement of „Talking ATMs“ (needs to ensure that. Software can support with voice guidance/headphone audio.	
25	Voice guidance support with internal speakers & headphone jack 5 (hardware as well as software both to be provided with ATM/CD). Capable of voice guidance to the customer and digitalized wave files in the Indian accent for the same in Hindi & English with third language as regional language to be provided by the vendor.	
26	TLS 1.2 subscription license, support and implementation for integration with Switch Vendor	
27	Admin Access License, Solution with 5 years support	
28	ATM Software License	
29	Grouting of ATM	
30	ATM Should be capable of connecting to the existing ATM Switch of Infracore Technologies, using existing device handlers at no additional cost to the Bank. ATM should be EMV certified	

Other Terms

- 1) ATM should be capable of working without air-condition environment also in Indian Climate.
- 2) ATM should have S&G model dual electronic combination lock of 6+6 digits or higher with key, having one-time combination.
- 3) ATM should have OS Linux or Microsoft Windows 11 or higher with latest service pack and patches. Windows Operating System should be upgraded with latest version as and when required and mandated at no extra cost to Bank.
- 4) OS hardening should be made and should protect against unauthorized booting from alternative media & an access to ATM hard disk. ATM should be adequately hardened and only white listed necessary services run in the system (White listing of applications). No malware including viruses, worms and Trojans enter and Affect the system.
- 5) Only “whitelisted” applications run on the ATM.
- 6) ATM should have Voice guidance to customer & digitalized WAV files in Indian accent for the same in all the three languages to be provided with internal fixed Speakers.
- 7) ATM should have Electronic journal to be also written on hard disk. With EJ viewer.
- 8) ATM should disable Auto-run facility of exe file from a network or a USB port.
- 9) NPCI/RBI and Industry regulation and audit compliance to be followed from time to time without any additional charges to the Bank

ANNEXURE - B

Locations details

Sr.	Branch	Address	Pin Code
1	Kankavali	"SAHKAR BHAVAN " MAHAPURUSH COMPLEX, HOUSE NO.5/15/B1, A/P & TAL - KANKAVALI, 416602	416602
2	Phondaghat	Grampanchayat House No. 3170, In Front Off Phondaghat ST Stand, A/P Phondaghat, Tal - Kankavali, 416601	416601
3	Katta	HOUSE NO. 140, SECOND FLOOR, A/P KATTA, TAL - MALVAN, 416604	416604
4	Kudal	GRAMPANCHAYAT HOUSE NO. 764/15, 1ST FLOOR, OPP.OFF GEETA HOTEL, A/P & TAL - KUDAL, 416520	416520
5	Kasal	C/O Chandrakant Atmaram Gawade ,House No. 1241, Near Kasal ST Stand, A/P Kasal & TAL - Kudal, 416603	416603
6	Vengurla	B.P. DEVELOPERS & BUILDERS, LATA APARTMENT, DABHOLI NAKA, A/P & TAL - VENGURLA, 416516	416516
7	Mhapan	BALKRISHNA SHANKAR THAKUR, A/P - MHAPAN, TAL-VENGURLA, 416522	416522
8	Sawantwadi	"SAHKAR BHAVAN",GRONUD FLOOR, VASANT PLAZA, KESARKAR COMPLEX, A/P & TAL - SAWANTWADI, 416510	416510
9	Sateli B	SHRI SATERI NAGARI SAH. PATSANSTHA, SATELI BHEDSHI, A/P - SATELI-BHEDSHI, TAL-DODAMARG, 416512	416512
10	Aronda	ARONDA PANCHKROSHI V.K.S. STY. A/P ARONDA, TAL - SAWANTWADI Pin code 416513	416513
11	Bhuibawada	Shri. Tukaram Krishnaji Pawale GRAMPANCHAYAT HOUSE NO. 692 (A), A/P - Bhuibawada, TAL - Vaibhavwadi, 416813	416813
12	Shirgaon	Sahakar Bhavan HOUSE NO. 1330 (B), A/P Shirgaon & TAL - Devgad, 416610	416610
13	Pandur	Shri Shashikant Sundar Anavkar, Grampanchayat House No. 73, A/P Pandur, Tal - Kudal, Dist -Sindhudurg, 416812	416812
14	BKC	Bhonsale Knowledge City, Ozarwadi charathe, Tal - Sawantwadi, 416510	416510
15	Amboli	Sahakar Bhavan HOUSE NO. 865, A/P Amboli & TAL - Sawantwadi, 416532	416532
16	Tarkarli	House No. 1050 (K), Ajit Ganpat Bhogavekar, Kalethar, Bhogvekar Stop, A/P Tarkarli, Tal - Malvan	416606
17	Zarap	C/O Building Of Ravindra Sitaram Samant, GP House No. 1174, Ground Floor, Zarap Titha, A/P-Zarap, Tal - Kudal, Sindhudurg	416510
18	Malvan City	House no. 334, A/P - & Tal - Malvan, Dist - Sindhudurg, 416606	416606

Annexure – C

Undertaking from Vendor

To

Chief Executive Officer

Sindhudurg District Central Co-operative Bank Ltd.

Dear Sir(s),

Sub: RFP for ATM Cash Dispenser

We, M/s _____, the undersigned, hereby confirm that we have read and understood the eligibility criteria and fulfil the same.

- a) We further confirm that all the information as per requirement of the Bank have been included in our bid.
- b) We have not been blacklisted by any Nationalized Bank/RBI/IBA or any other Government agency/ICAI. No legal action is pending against us for any cause in any legal jurisdiction.
- c) All the details mentioned RFP and in the other tender documents submitted by us are true and correct and if the Bank observes any misrepresentation of facts on any matter at any stage of evaluation, the bank has the right to reject the proposal and disqualify us from the process.
- d) We hereby acknowledge and unconditionally accept that the Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the BID and related documents, in short listing of vendors for providing the turnkey Project.
- e) We also acknowledge the information that this response of our Company for the Bank's BID process is valid for a period of **90 Days**, for the short-listing purpose, from the date of expiry of the last date for submission of our response to BID and related documents.
- f) We understand that the Bank will not accept any extraneous conditions that may be stipulated by the vendors in their offer and the Bank reserves the right to adhere to the terms stipulated by it in the BID documents and to the extent modified, if any, by the Bank during the technical evaluation. We also agree that the vendors, whose offers are otherwise technically compliant, will have to adhere to the Bank's terms and conditions, based on which, the Bank has sought the offers irrespective of the terms or deviations contained in vendor's offer.

Request for Proposal for ATM Cash Dispenser Machines

- g) We have noted that the Bank reserves the right to reject any proposal not submitted in the required formats and with the required information.
- h) The Bank may at its absolute discretion waive any minor non-conformity in any offer. The Bank's decision in the matter will be final and the same shall be binding on us.
- i) We also acknowledge that all the components / parts / assembly / software used in the ATM etc. were original and also no refurbished / duplicate/second hand components /parts/assembly/software were being used or would be used.

Seal & Signature of the Authorized Official

Annexure- D

Vendor's Details

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

S. No	Item	Details
1.	Name of Company	
2.	Mailing Address	
3.	Telephone and Fax numbers	
4.	Constitution of the Company	
5.	Name and designation of the person authorised to make commitments to the Bank	
6.	Email Address and Contact Number	
7.	Year of commencement of Business	
8.	Turnover of the company (not of group) for the year 2021-2022 2022-2023 2023-2024	
9.	Profit of the company (not of group) for the year 2021-2022 2022-2023 2023-2024	
10.	GST Number	
11.	Income Tax Number	
12.	Whether direct manufacturer or authorized dealers	
13.	Name and Address of manufacturer	
14.	Location of Manufacturing facility	
15.	Brief Description of after sales service facilities	

Annexure- E

Compliance to Eligibility

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

S. No	Eligibility Conditions	Compliance
1	The Company should be a “Authorized Partner for the ATM Cash Dispenser of the make offered” as on date and shall submit copy of Authorization from OEM which shall be in force.	Yes / No Details to be submitted
2	The company should be in this line of activity and should have executed contracts for supply of ATM’s during the last 3 years with minimum of 3 single purchase orders for ATM Cash Dispenser	Yes / No Copies of PO to be submitted
3	The company shall be having support services in Western Maharashtra or Konkan Belt.	Yes / No Details to be given
4	The Original Equipment Manufacturer (OEM) shall also submit through the authorized dealer participating in the tender process that they shall honor the warranty/Annual Maintenance commitments independent of continuation of the ASP arrangement with the authorized dealer, through the other ASP partners or directly.	Yes / No OEM Letter to be given
5	Company should have minimum Average Annual Turnover of Rs.5 Crores in last three financial Years as per the audited balance sheet and should be profit making & documents of Balance sheet & P&L should be submitted along with the bid document.	Yes / No Financial Details to be given for last 3 years
6	ATM Cash Dispenser Model Offered should be certified with Banks ATM Switch from Infracast Technologies Limited and operational in other sites on the said Switch	Undertaking with details of the Bank reference
7	The Bidder should not have been blacklisted by any Regulatory Authority. Self-declaration to that effect should be submitted along with the technical bid.	Yes / No Declaration to be given

Annexure- F

Details of Track Record (Past Installations)

Name of the Vendor _____

Name of the Client	Details of the installation and equipment's used	Contact person <ul style="list-style-type: none">• Name• Tel. No.• Fax No.• Address

Date: _____

Place: _____

Signature of the Vendor

Annexure- G

Details of Service Centers

S. No	Place	Own or Franchise	Postal Address	Contact numbers	Service Facilities available (Describe)	Number of service engineers	Time to report to the location
1	...						
2	...						

Annexure- H

Manufacturer's Authorization Form (MAF)

No. _____ dated _____

To
Chief Executive Officer
Sindhudurg District Central Co-op. Bank Ltd.,

Dear Sir,

Tender Reference No. _____

We _____ who are established and reputable manufactures of _____ having factories at _____ and _____ do hereby authorize M/s..... (Name and address of Bidder) to bid, negotiate and conclude the contract with you for our products against the above RFP. They are also authorised to install, maintain and provide support services related to our products.

We hereby extend our full guarantee, warranty and AMC support as per the requirement of RFP, for the goods offered for supply in response to the RFP by us / by the above firm.

We assure that, in the event of M/s (name of the Bidder's Company) not being able to fulfil its obligation as our Service Provider in respect of the Warranty / AMC support terms related to our products, we would continue to meet these terms through alternate arrangements.

The Technical Bill of Material, related to our products, as proposed against the above RFP is attached.

Yours faithfully,

(Name)
For and on behalf of M/s _____
(Name of manufactures)

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.

Annexure - I

Bill of Materials

(To be submitted as per this format only)

Commercial BOM for ATM Cash Dispenser Machines

Sr.	Description of item	Qty.	Unit Rate	GST	Unit Cost with GST	Total Cost
1	ATM Cash Dispenser Make and Model No (give BOM description)					

Bill of Material for OTC Lock Management Software 42 ATM's

Sr.	Description of item	Qty.	Unit Rate	GST	Unit Cost with GST	Total Cost
1						
2						
3						
4						
5						

Signature of Bidder: _____

Place:

Name:

Date:

Business Address:

Annexure - J

AMC Cost 2nd Year Onwards

Sr. No.	Description	AMC	Amount
1	ATM Cash Dispenser	2 nd Year Onwards	

Annexure K

Pre Bid Query Format

The following are the particulars of deviations from the requirements of the tender specifications:

S.No	CLAUSE	DEVIATION	REMARKS (including justification)

The technical specifications furnished in the bidding document shall prevail over those of any others document forming a part of our bid except only to the extent of deviations furnished in this statement.

Dated _____

Signature and seal of the

Bidder

NOTE: Where there is no deviation, the statement should be returned duly signed with an endorsement indicating "No Deviations"

ANNEXURE L

Non-Discloser Agreement (NDA)

(To be executed on a Letterhead of the organization)

Whereas, we, _____, having registered office at _____, hereinafter referred to as the company, are agreeable to execute “_____” as per scope defined in the request for proposal (rfp) no. _____ **Dated , 2025** for Sindhudurg District Central Co-op. Bank Limited, having its central office at Sindhudurg Nagri, Oros, Maharashtra, (hereinafter referred to as the bank) and,

Whereas, the company understands that the information regarding the Bank’s infrastructure shared by the bank during execution of project is confidential and/or proprietary to the bank, and

Whereas, the company understands that in the course of submission of the offer for the said RFP and/or in the aftermath thereof, it may be necessary that the company may perform certain jobs/duties on the bank’s properties and/or have access to certain plans, documents, approvals, data or information of the bank;

Now therefore, in consideration of the foregoing, the company agrees to all of the following conditions, in order to induce the bank to grant the company specific access to the bank’s property/information, etc.;

The company will not publish or disclose to others, nor, use in any services that the company performs for others, any confidential or proprietary information belonging to the bank, unless the company has first obtained the bank’s written authorization to do so;

The company agrees that information and other data shared by the bank or, prepared or produced by the company for the purpose of submitting the offer to the bank in response to the said RFP, will not be disclosed to during or subsequent to submission of the offer to the bank, to anyone outside the bank;

The company shall not, without the bank’s written consent, disclose the contents of this request for proposal (bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the bank in connection therewith, to any person(s) other than those employed/engaged by the company for the purpose of submitting the offer to the bank and/or for the performance of the contract in the aftermath. Disclosure to any employed/ engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Yours sincerely,

Date

Signature of authorized signatory ...

Place

Name of the authorized signatory ...

Designation ... & Seal

