



**CO: DIGITAL BANKING DIVISION**

**REF: CO: DBD: ATM-CR: 1186/R1:2018-19**

**Date: 28.11.2018**

**BIDDING DOCUMENT  
FOR  
SUPPLY, INSTALLATION AND MAINTENANCE  
OF 500 CASH RECYCLERS ALONG WITH 1 KVA UPS**

**Reference No.CO: DBD: ATM-CR: 1186/R1: 2018-19**

**Date: 28.11.2018**

Pre-Bid Meeting	<b>10.12.2018 at 11.00 Hours</b>
Last Date for receipt of bids	<b>27.12.2018 at 16.00 Hours</b>
Date and time of opening Technical bids	<b>27.12.2018 at 16:15 Hours</b>



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**SECTION I - REQUEST FOR PROPOSAL (RFP)**

Indian Bank (The Bank) invites sealed proposals for supply, installation and maintenance of 500 Cash Recyclers with 1 KVA UPS providing 8 hours power backup with 3 years warranty & 4 years AMC with EJ pulling services for 7 years as described in this bid document. The details are given below:

Tender Reference	<b>CO:DBD:ATM-CR:1186/R1/2018-9 Dt: 28.11.2018</b>		
Pre-Bid meeting with bidders	<b>10.12.2018 at 11.00 Hours</b>		
Last Date for receipt of bids	<b>27.12.2018 at 16.00 Hours</b>		
Date and time of opening Technical bids	<b>27.12.2018 at 16:15 Hours</b>		
<b>Addresses for Communication:</b>			
<b>Shri Vinodh. V, Assistant General Manager Indian Bank, Head Office, Digital Banking Division, No.66, Rajaji Salai, Chennai, Tamil Nadu, PIN 600 001, India.</b>		<b>Shri. Jaseel PC, Chief Manager Indian Bank, Head Office, Digital Banking Division, No.66, Rajaji Salai, Chennai, Tamil Nadu, PIN 600 001, India.</b>	
<b>Phone: 91 44 25269717 E-Mail : vinodh.v@indianbank.co.in</b>		<b>Phone: 91 44 25279824 E-mail: jaseel.pc@indianbank.co.in</b>	

Technical bids received by the Bank will be opened in the presence of the bidders' representatives who choose to attend the opening on the date and time specified above. Only the bidders who have submitted their bid in response to this tender are permitted to attend the opening of Technical bids.





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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 **2837** locations and international presence in Singapore and Srilanka. It has been serving the nation with a team of dedicated staff for more than 111 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 2857 ATMs/CDs and 833 Cash Recyclers (BNAs) till date.
2. Bank invites sealed bids from eligible bidders for the supply, installation and maintenance of 500 Cash Recyclers along with 1 KVA UPS providing 8 Hours battery backup with 3 years warranty & 4 years AMC with EJ pulling services for 7 years. Technical specifications for Cash Recyclers and UPS are provided in the technical bid of this bid document.
3. The cost of Bid document is Rs.10,000/- (Rupees Ten thousand only). The amount has to be paid by way of DD favouring Indian Bank, payable at Chennai. Cost of bid documents should be paid at the time of 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.

<b>Shri Vinodh. V,</b> <b>Assistant General Manager</b> <b>Indian Bank, Head Office,</b> <b>Digital Banking Division,</b> <b>No.66, Rajaji Salai, Chennai,</b> <b>Tamil Nadu, PIN 600 001, India.</b> <b>Phone: 91 44 25269717</b> <b>E-Mail : vinodh.v@indianbank.co.in</b>	<b>Shri. Jaseel PC,</b> <b>Chief Manager</b> <b>Indian Bank, Head Office,</b> <b>Digital Banking Division,</b> <b>No.66, Rajaji Salai, Chennai,</b> <b>Tamil Nadu, PIN 600 001, India.</b> <b>Phone: 91 44 25279824</b> <b>E-mail: jaseel.pc@indianbank.co.in</b>
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Bids must be delivered to the address given below, on or before 16.00 hours IST on 10.12.2018 and must be accompanied by a bid security of Rs.75,00,000/- (Rupees Seventy Five Lakhs only). Late Bids will be rejected. The Technical Bids would be opened at 16.15 Hrs IST on 10.12.2018 itself by the Bank and will be evaluated. Bidders' representatives may participate in the Technical Bid opening process. After technical evaluation, only the eligible bidders will be communicated of the date and time of online reverse auction and the details of auction agency to identify lowest (L1) quoted bidder.

**Chief Manager**  
**Premises & Expenditure Department**  
**Indian Bank Corporate Office**  
**No-254-260, Avvai Shanmugham Salai,**  
**Chennai, PIN 600 014, India.**

4. Benefits to Micro and Small Enterprises (MSEs) as per the guidelines of Public Procurement Policy issued by Government of India:





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- (i) As per the above policy, Bank reserves the rights to procure 20% of the total requirements, i.e. 100 Cash Recyclers 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 tender quantity.
- (iv) Special provision for Micro & Small Enterprises owned by Scheduled Castes or Scheduled Tribes. 4% out of the 20% shall be allotted to such MSEs, if participated in the tender.
- (v) MSEs are also exempted from payment of cost of bid documents and submission of bid security.
- (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 any other body specified by Ministry of Micro, Small and Medium Enterprises.
- (vii) Bidders seeking the above benefits shall submit the documentary proof for having registered with the above agencies (such as Entrepreneur's Memorandum – EM II) at the time of pre-bid meeting or during submission of the technical bids (only if the bidder is not attending the pre-bid meeting).

5. Please note that:

- (viii) The cost of preparing the bids, including visit / visits to the Bank is not reimbursable.
- (ix) 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 tender without assigning any reason therefor.
- (x) Bank reserves the right to negotiate with the lowest quoted bidder (L1 bidder) under exceptional circumstances.
- (xi) 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.



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**SECTION – III**

**INSTRUCTIONS TO BIDDERS**

**1. Introduction:**

- 1.1 The Bidder is expected to examine all instructions, forms, terms and specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents may result in rejection of its bid and will be at the Bidder's own risk.
- 1.2 Pre-bid Meeting:
- a. A pre-bid meeting is scheduled to be held at the following address at 11.00 hours IST on 10.12.2018. Bidder's designated representatives (maximum two persons) may attend the pre-bid meeting.

**Indian Bank Head Office, Digital Banking Division,  
No.66, Rajaji Salai, Chennai,  
Tamil Nadu, PIN 600 001, India**

- b. 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 ie. Rs.10,000/- (Rupees Ten Thousand Only - non-refundable)** by way of Demand Draft in favour of Indian Bank payable at Chennai. **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 for attending pre bid meeting are not required to submit the DD for cost of Bid Document along with technical bid.
- c. The purpose of the meeting will be to clarify issues and to answer questions raised by the probable bidders.
- d. 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 VIII (11)**
- e. 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 bidding documents**
- 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 requested by a prospective Bidder, may modify the Bidding Documents by amendment.
- 2.2 Amendments if any, carried out in the Bidding document will be ported in the Banks' website and will form part of the Bidding 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 IX**, 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 VIII & IX published by the Bank as part of the RFP, which contains Bank's seal.**

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 VII and Section VIII (8)** should be submitted along with the technical bid.

- Bid Form (Section VIII (1) of the bid document) as per enclosed format should be enclosed with the technical bid.
- Bid security (Earnest Money Deposit) as per enclosed format ( Section VIII (2) )
- Undertaking letter to provide 8 Hrs battery backup using 1 KVA UPS for the CR, network device & 1 CFL light and to demonstrate the same within 4 weeks after identifying the L1 Bidder.

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 VIII (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**

Commercial bid will be finalized through online reverse auction. Commercial bid as per enclosed format (**Section X** of the bid document) shall be submitted by the successful bidder **ONLY** after online reverse auction process. **No commercial information shall be furnished during submission of technical bids.**

**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 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 and banker's certificates.

**5. Documents establishing goods' conformity to Bidding Documents**

- 5.1 The Bidder shall furnish, as part of Technical bid, documents establishing conformity to the Bidding Documents of all goods and services, which the Bidder proposes to supply under the Contract. (As per section IX – Technical bid)
- 5.2 The documentary evidence of conformity of the goods and services to the Bidding Documents may be in the form of literature, drawings and data, and shall consist of:
  - a. A detailed description of essential technical and performance characteristics of the Cash Recycler and UPS.
  - b. An item-by-item commentary on the Bank's Technical Specifications demonstrating responsiveness of the Cash Recycler 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)**

- 6.1 The Bidder shall furnish, as part of its bid submission, bid security 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.75,00,000/- (Rupees Seventy Five Lakhs only) and valid for one hundred and sixty five (165) days beyond the last date for submission of the bid, favouring Indian Bank with additional claim period of 45 days.
- 6.2 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.
- 6.3 The successful bidders' bid security will be discharged upon the Bidder signing the Contract with the BANK and furnishing the performance security.
- 6.4 The bidder shall be liable for forfeiture of bid security :
  - a. If a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form; or
  - b. 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.



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**7. Period of validity of bids**

- 7.1 Bids shall remain valid for the period of 120 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 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. Sealing and marking of Bids**

- 9.1 The Bidder shall seal the technical bid in an envelope, duly marking the envelope as **"Supply, installation and maintenance of 500 Cash Recyclers along with 1 KVA UPS - Technical Bid"**.
- 9.2 The envelopes shall :

- a. be addressed to **The Chief Manager** at the below address;

**Indian Bank, Corporate Office, Expenditure Department,  
No: 254-260, Avvai Shanmugham Salai, Chennai, PIN 600 014, India.**

- b. bear the Project name and a statement: "DO NOT OPEN BEFORE 27.12.2018", to be completed with the time and the date specified below.

**10. Deadline for submission of Bids**

10.1 Deadline for bid submission is: 27.12.2018 at 16.00 hours. The 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 16:00 hrs on 27.12.2018.

10.2 In the event of the specified date for the submission of bids, being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.

10.3 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.

10.4 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.

**11. Opening of bids by Bank**

- 11.1 The Bank will open the Technical bid in the presence of a committee appointed for the purpose and in the presence of bidders' representatives on 29.11.2018 at 16.15 hrs.
- 11.2 The Bidders' representatives who are present shall sign a register evidencing their attendance.



- 11.3 The Bidders' names, bid modifications or withdrawals, the presence or absence of the requisite bid security and such other details as the Bank, at its discretion, may consider appropriate, will be announced at the bid opening. No bid shall be rejected at bid opening, except for late bids, which shall be returned unopened to the Bidder.

**12. 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.

**13. 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.

**14. Evaluation and Comparison of bids****14.1 General Evaluation**

- 14.1.1 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.
- 14.1.2 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.
- 14.1.3 Prior to the detailed evaluation, the Bank will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one which conforms to all the terms and conditions of the Bidding Documents without material deviations.

**14.2 Technical evaluation**

- 14.2.1 The bidder should satisfy all the qualification criteria mentioned in Section VII of this bid and technical specifications as per section IX.
- 14.2.2 The bidder & Manufacturer should extend support for the quoted model of the Cash Recycler and UPS at least for seven years, i.e. initial warranty period of 3 years and subsequent AMC period of 4 years.

**14.3 Commercial evaluation**

- 14.3.1 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.
- 14.3.2 The prices shall be quoted in Indian Rupee only.



14.3.3 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.

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

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

15.1 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.

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

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

**16. Bank's right to vary quantities**

The Bank reserves the right to increase or decrease, by 25%, the quantity of goods and services originally specified in the schedule of requirements (Section V) without any change in unit price and other terms and conditions.

**17. 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.

**18. 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 proposal and all supporting documentation submitted by the Bidder shall become the property of Indian Bank and will not be returned.

**19. 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.

**20. Disclaimer**

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.

**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. 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 VIII (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 recycler under the contract.

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

**23. Performance Security**

23.1 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 VIII (4)) provided in the Bidding Documents.

23.2 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 forfeiture of the bid security, in which event the BANK will call for new bids (re-tender).

**24. Awarding of Contract**

After the online reverse auction, Bank will rank the bidders in the ascending order of the 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.

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

If for any reason, L1 Bidder backs out after the online reverse auction or the purchase order given to the L1 Bidder does not get executed in full / part, the Bidder shall forfeit the EMD / Bank shall Invoke Performance Bank Guarantee, and blacklist the Bidder for a period of one year.

As mentioned in the clause no. iv in Page No.5, the Bank reserves the rights to procure 20% of the total requirements, i.e. 100 Cash Recyclers 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. 80 % of the total requirements will only be awarded to L1 bidder who is not a Micro and Small Enterprise (MSE).

**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 and EMD. For availing these benefits, 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.

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







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**SECTION IV - CONDITIONS OF CONTRACT**

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**SECTION - IV 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 Recyclers will be installed.
  - i. **"Cash Recycler"** means the machine which can accept, recycle and 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. However, except for



indemnity for IPR (Intellectual properties rights) claims, the supplier will not be cumulatively liable to the Bank for any amount greater than the Contract value.

**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 supplier/s shall furnish to the Bank performance security by way of Bank Guarantee, called Contract Performance Guarantee, equivalent to 10% of the Contract amount valid for 5 years. 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 and 6 months 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 supplier shall be invoked by the Bank as compensation for any loss resulting from the Supplier'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 Supplier not later than thirty (30) days following the date of completion of the Supplier's performance obligations under the Contract, including any warranty obligations.
- 4.4** Failure of the successful bidder(s) to comply with the requirement of signing of contract and performance Security shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the BANK will call for new bids (re-tender).

**5 INSPECTIONS AND TESTS**

- 5.1** The Bank or its representative shall have the right to inspect and / or test the Goods to confirm their conformity to the Contract specifications. The Bank shall notify the

Supplier 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 Supplier or its subcontractor(s), at point of delivery and / or at the Goods' final destination. If conducted on the premises of the Supplier 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 fail to conform to the Specifications, the Bank may reject the Goods, and the Supplier 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 The Bank shall inform its decision to conduct inspection at the supplier's site either in the purchase order or within a period of 7 (seven) days of issuance of purchase order /delivery instructions. If no such decision is communicated to the Supplier, such inspection will be carried out by the bank after the arrival of the machine at the bank's premises.

## **6 PACKING**

The Supplier 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 Supplier 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 Supplier as follows.

- i. One copy of the Supplier 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. Inspection Certificate issued by the nominated inspection agency, if any
- v. Cash Recycler 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 supplier should also insure the goods for 100% of invoice value under Storage cum Erection policy till three months from the date of delivery. However, at the time of submission of invoice for payment of delivery, the supplier should ensure that the insurance policy has residual period of 60 days.

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 Recyclers.
- b. Supply, installation and operationalisation of 1 KVA UPS providing 8 hours power backup.
- c. Maintenance of Cash Recyclers & UPS under initial warranty period of 3 years and subsequent AMC for 4 years from the date of installation.
- d. EJ pulling from the Cash Recyclers and transmission of EJ data to Bank's servers for a period of 7 years.

## **10 INCIDENTAL SERVICES**

The Supplier is required to provide the following services.

- a. Performance or supervision of on-site assembly and / or start-up of the supplied Cash Recyclers;
- 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 Supplier of any warranty obligations under this contract;
- d. Training of the BANK personnel, at the Supplier's plant and / or on-site, in start-up, operation, first level maintenance of the supplied Goods.
- e. Technical support through one new on site resource provided at the Bank's Head Office from 10 a.m. to 7 p.m. on all working days of the Bank to ensure uptime of

the Cash Recyclers supplied and also to ensure 100% EJ pulling from the 500 Cash Recyclers. The main objective of having onsite resource is to monitor the Cash Recyclers and to maintain the Uptime. Coordination with EJ team, Bank's Network Team, Recon Team and Field service engineer will be additional responsibility.

- f. Prices charged by the Supplier for the incidental services, should form part of the price quoted during online reverse auction.

**11 A. WARRANTY**

- 11.1 The Supplier 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 Supplier 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 Supplier, 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 36 months after the Goods have been installed at the final destinations as per delivery instructions.
- 11.3 The Bank shall promptly notify the Supplier in writing of any claims arising under this warranty.
- 11.4 Upon receipt of such notice, the Supplier shall with all reasonable speed, repair or replace the defective Goods or parts thereof, without cost to the Bank.
- 11.5 If the Supplier, 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 Supplier's risk and expense and without prejudice to any other rights which the Bank may have against the Supplier under the Contract.
- 11.6 During the warranty period, supplier is required to maintain, repair and replace any defective or failed components of the Cash Recycler and UPS excluding consumables like ribbons, printer heads and paper roll stationery, at no additional cost to the Bank. No other components of the Cash Recycler 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 retract cassettes and 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.
- 11.10 During warranty period the supplier 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 supplier 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 Rs.1,000/- (Rupees One Thousand Only) per Cash Recycler / UPS per quarter.
- 11.11 If the Preventive Maintenance is not undertaken during each quarter a grace period of two weeks would be given to the supplier for completion of the same for the quarter and if not completed within the grace period, the total warranty period would be extended by three months for the quarter for that particular Cash Recycler/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 supplier and after tested by the supplier. However, the warranty will not apply to such third-party hardware/ software items installed by the Bank.

**B PAYMENT****a. For Cash Recyclers and UPS:**

- (i) **On Delivery:** Eighty (80) % of the cost of the Cash Recyclers & UPS (Excluding AMC) shall be paid on receipt of Goods at the destination and on submission, at the Bank's Office at Chennai, of 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
- (ii) **On Final Acceptance:** The remaining twenty (20%) of the cost for the Cash Recyclers & UPS (Excluding AMC) shall be paid on submission of claim along with Manufacturer's / Supplier's Warranty Certificate and 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 supplier along with "Site Not Ready" certificate issued by the branch and the undertaking letter from the supplier 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 goods only.

**b. For AMC payment**

Payment for AMC will be made quarterly in advance on submission of Invoices and the PM reports for the previous quarter and upon successful completion of the performance obligations for the previous quarter (AMC) or warranty period, whichever is applicable. The TDS on all payments will be deducted at the applicable rate as per provisions of the applicable law.

**c. For EJ Pulling**

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.

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, payment will not be made for that particular day.

**e. For Product wrapping**

Payment for product wrapping using Vinyl films as specified in the technical specifications will be made on completion of the activity and on submission of the invoices alongwith documentary evidence signed by the branch.

**12 CHANGE ORDERS**

12.1 The Bank may at any time, by a written order given to the Supplier make changes within the general scope of the Contract in any one or more of the following:

- a. drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the BANK;
- b. the method of shipment or packing;
- c. the place of delivery; and / or
- d. the Services to be provided by the Supplier;

12.2 If any such change causes an increase or decrease in the cost of, or the time required for, the Supplier'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 Supplier for adjustment under this clause must be asserted within thirty (30) days from the date of the Supplier's receipt of the Bank's change order.

**13 DELAYS IN THE SUPPLIER'S PERFORMANCE**

- a. Delivery of the Goods and performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by the Bank in the Schedule of Requirements.
- b. If at any time during performance of the Contract, the Supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the Supplier 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 Supplier's notice, the Bank shall evaluate the situation and may at its discretion extend the Supplier'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.
- c. After the successful pre-dispatch inspection, if the inspection is carried out, the vendor has to deliver and install the Cash Recyclers along with the UPS at identified sites. The delivery and installation has to be completed as follows:

Cash Recycler delivery, grouting and installation along with the UPS delivery and installation has to be completed within 6 weeks from the date of receipt of delivery instructions from the Bank.



If the vendor fails to deliver and install the Cash Recycler 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.

#### **14 LIQUIDATED DAMAGES**

If the supplier 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%. If the equipments are not delivered or installed in time, the Bank may consider termination of the contract.

#### **15. TERMINATION FOR DEFAULT**

The Bank, without prejudice to any other remedy for breach of contract, by written notice (with a notice period of 15 days) of default sent to the Supplier, may terminate this Contract in whole or in part:

- a. If the Supplier 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 Supplier 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 Supplier, 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 Supplier shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

#### **16. FORCE MAJEURE**

The Supplier 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 Supplier and not involving the Supplier'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 Supplier shall promptly notify the BANK in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Supplier 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 supplier 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 supplier.

**17. TERMINATION FOR CONVENIENCE**

The Bank, by written notice (with a notice period of 30 days) sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.

The Goods that are complete and ready for shipment within thirty (30) days after the Supplier's receipt of notice of termination shall be accepted by the Bank at the Contract terms and prices. For the remaining Goods, the Bank may elect:

- a. To have any portion completed and delivered at the Contract terms and prices; and / or
- b. To cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Supplier.

**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-VIII - 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. Ashok Kumar, IPS (Retd)<br>Email: ashokkumar1055@gmail.com | Shri. K.Saleem Ali, IPS (Retd)<br>Email: Saleemali53@gmail.com |
|--|--|
- 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**

The cumulatively liability of the supplier to the Bank is limited to the total contract value except for Indemnity for IPR (Intellectual properties rights) claims. For Indemnity for IPR (Intellectual properties rights) claims, the supplier shall reimburse the actual loss incurred by the Bank.

**20. SETTLEMENT OF DISPUTES**

If any dispute or difference of any kind whatsoever shall arise between the purchaser and the supplier 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 supplier 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 Supplier 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 Supplier; 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 supplier any monies due to the supplier.

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

## **21 APPLICABLE LAW**

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

## **22 SCOPE OF CONTRACT**

- 22.1 The successful bidder will have to provide the Cash Recyclers as per the Technical specification (Section IX) and should have total responsibility for supplying, integrating, testing, installing Cash Recyclers and making them operational. The Cash Recyclers have to be interfaced with Financial Transaction 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 to commission the Cash Recyclers with new switching interface without any additional cost to the Bank.

Bank will pay the charges payable to switch vendor for the integration. Bidder has to provide technical support for cash recycler hardware / software integration with Bank's EFT switch and Terminal Security Solution without any cost to the Bank.

- 22.2 It is the responsibility of the successful bidder to deploy the existing and new (if any) display screens in Cash Recyclers as and when decided by the Bank without any additional cost to the Bank. As per clause 8.1 of Section IX of technical specifications, Content Management Software should be available in the Cash Recycler 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 at no cost to the Bank.
- 22.3 The Bank may outsource the Cash Recycler 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 Recyclers also, without any extra cost.
- Bidder to install the software & other utilities 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 CR OS re-installation etc by the supplier will have to be done at no cost to the Bank.
- 22.4 Successful bidder will be required to grout the Cash Recyclers as per the specification mentioned in the Clause 14.5 of Section IX (Technical Specification).
- 22.5 The successful bidder must ensure EJ pulling is enabled on the day of making the Cash Recycler 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 Recycler at no extra cost to the bank.
- 22.6 The following are the other works to be undertaken by the successful bidder:
1. Supplier to connect the Cash Recycler to the EFT switch for making the cash recycler online. Network level connectivity will be arranged by the Bank.
  2. Supplier to connect the Cash Recycler to Bank's Terminal Security Solution. Network level connectivity will be arranged by the Bank.
  3. User acceptance test with screens and audio in regional language.
  4. User training/ admin function training.
  5. Signoff.
  6. Product wrapping.

## **23 INSTALLATION**

The supplier has to grout, install the Cash Recycler along with the UPS and commission the same within the specified period. The Bank will inform the places of

installations and the Bank will be responsible for the provision of site infrastructure such as power and LAN connections. Supplier is responsible for all unpacking, assembling, wiring, installations, cabling between hardware units (Stabilizer, UPS and Cash Recycler) and connecting to power supplies. The Supplier 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 Recycler will be the responsibility of the supplier.

#### **24 MAINTENANCE OF CASH RECYCLER/UPS UPTIME**

The Supplier 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 Supplier 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 2 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.

#### **25 DELAYS IN REPAIR**

Any Cash recycler/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 recycler / UPS due to which the CR is completely down or unable to transact and dispense cash to customers;
- b) Type 2 Calls - operational defects in Cash recycler / UPS but CR is able to transact and dispense cash to customers.

Service Provider should ensure the response time as set below:

Description	Response time	Resolution time
Type 1- calls within city limit	4 hours after logging call	24 hours after logging call



CO: DIGITAL BANKING DIVISION

REF: CO: DBD: ATM-CR: 1186/R1:2018-19

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Type 2- calls beyond city limit	6 hours after logging call + normal travel time from nearest support centre	48 hours after logging call
---------------------------------	---	-----------------------------

Service Provider shall submit monthly call log reports to the bank for calculation of downtime. Overall downtime should not exceed 1.5% per Cash recycler/UPS, calculated on quarterly basis after allowing the resolution time prescribed above on round the clock basis (calendar year basis).

In case Service Provider 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 recycler/UPS subject to a maximum of Rs 20,000/- (Rupees Twenty thousand only) per Cash recycler/UPS, calculated on quarterly basis for not complying to the UPTIME as specified by the 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.

During the warranty period, Service Provider is required to maintain, repair and replace any defective or failed components of the Cash Recycler and UPS excluding consumables like ribbons, Printer heads and Stationery, at no additional cost to the Bank. No other components of the Cash Recycler 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.

## 26 ANNUAL MAINTAINENCE

The supplier must give firm commitment to provide maintenance at the price quoted during the online reverse auction. The per annum rate of AMC quoted by the bidders for Cash Recyclers and UPS shall not be less than 6% of the cost of the Cash Recycler & UPS.

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

During the AMC period the supplier 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.





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During Preventive maintenance, functioning of DVSS system and EJ pulling agent are also should 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 Bank will pay AMC Charges after the warranty period for each year centrally on a quarterly basis. The amount would be paid by the bank at the beginning of each quarter (applicable service tax & work contract tax extra) after receipt of the Demand Note (invoice). The TDS on all payments will be deducted at the applicable rate as per provisions of the applicable law.

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

## **27 TRAINING**

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

## **28 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 Recyclers should be provided with the technical bid.





**SECTION – V SCHEDULE OF REQUIREMENTS**

**1. BRIEF DESCRIPTION**

Supply, grouting (for Cash Recycler only), installation and maintenance of 500 Cash Recyclers along with 1 KVA UPA with 8 hours power backup for Indian Bank.

**QUANTITY OF SYSTEMS TO BE PROCURED**

500 Cash Recyclers 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 recyclers across the country for a term of 7 years. However, Indian Bank may procure  $\pm 25\%$  of the quantity specified.

Bank reserves the right to place an order for additional Cash Recyclers and UPS numbering up to 25% of the initial quantity at the same price and terms within one year from the date of the initial purchase order issued to the successful bidder.

**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 from the date of issue of 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.

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

**PLEASE REFER SECTION IX (TECHNICAL BID) FOR SPECIFICATIONS**

- a) The Cash Recyclers supplied shall be provided with EJ pulling software agents with content management capabilities. Agent installation on Cash Recyclers as may be required from time to time will be the responsibility of the Supplier and will be done free of cost, i.e., without any cost to the Bank. Site visits related to EJ pulling shall be made at no extra cost to the Bank.
- b) Supplier shall have the facility to extract the EJs of all the transactions in each of the Cash Recyclers, 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 recycler.
- c) Supplier has to provide EJ on T+1 basis for reconciliation purposes to Bank as per the standard format available at the Cash Recycler, till such time that an industry standard common format is arrived at.
- d) Cash Recycler-wise EJs shall be stored in the EJ server of Supplier at a centralized location for minimum period of 6 (six) months. Cash Recycler-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 Supplier after seeking confirmation of the Bank.
- e) EJ pulling shall be done on daily basis and sent to Banks' designated servers on T+1 basis. The Supplier will not be responsible for cases related to network and other Infrastructure issues attributable to the Bank. However the Supplier 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) Supplier shall 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 or Journal Print (JP) 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 Supplier.
- 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.
  - 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. Supplier shall provide 2 Mbps leased line connectivity between Bank's data centre and the EJ server of the Supplier (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. Even if leased line is already available to the Vendor location, back-up line to be provided by the successful bidder under the current project. 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 Recyclers and also for pushing the screens, audio files, and software patches to the Cash Recyclers remotely.
- vi. All EJs pulled must be stamped with the 'Event time'. All EJs must contain information regarding Counterfeit Notes detected and impounded.
- vii. Supplier has to provide any MIS reports as and when required by the bank.



**SECTION VII 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 with minimum 3 years of experience in the business of supplying, installing, commissioning and managing Cash Recyclers / ATM for a minimum period of 3 years as on date of bid submission.	i. Copies of Certification of incorporation / constitution / legal Status / registration of the bidder. ii. Copy of purchase orders (all pages) which was issued before 01.10.2015 for supply and installation of Cash Recyclers / ATM. iii. A certificate from the same Bank clearly mentioning that the services of bidder were availed for a minimum of 3 years.
2	Turnover of the bidder should be at least Rs.50 Crores per year from 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. (2015-16, 2016-17 & 2017-18). Certificate from a Chartered Accountant to confirm that the profit shown in the audited balance sheets is solely from the business in India.
3	The bidder should have made net profit for at least one year during the last 3 Financial years and should have a positive tangible networth from business in India during the last three consecutive financial years.	
4	The bidder should have "supplied & installed" at least 500 Cash Recyclers / ATMs and / or BNAs of same make proposed to be delivered under this RFP amongst at least two Scheduled Commercial Banks in India and functioning satisfactorily as on date of the bid submission.	Purchase Order or Certificate of installation issued by Banks clearly mentioning the make and model of the terminals and the quantity.
5	The Bidder should not have been blacklisted by any PSU Bank / IBA/RBI during the last three years.	Undertaking letter from bidder.
6	The Bidder should have Branches or Service Centres or Authorised Service Centres / Franchise at least in 50 centres all over India and the branches/service centres should have been in existence at least for the past 1 year.	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 VIII (9) of the RFP.
7	All bidders should sign the Integrity Pact. on Rs.100 Stamp paper after duly signing, (including witness)	Format as per Section VIII (10) of the RFP.

**Other Terms and Conditions:**

1. The bid should be accompanied by a bid security of required amount.
2. Manufacturer's Authorisation as stipulated in the bid should be submitted for Cash Recycler & 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 Recycler and UPS for seven years.
6. Either the Cash Recycler Manufacturer or their Authorised Distributor in India can directly bid in the tender but not both.
7. An undertaking/guarantee in writing to be produced from the original manufacturers of the Cash Recycler & 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.
9. Supplier 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 supplier.

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 Supplier;
- b) use of the Cash Recycler other than as provided by this RFP; or
- c) use of other than the latest Cash Recycler version Supplier 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.



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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.



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**SECTION – VIII 1. BID FORM**

To

Date: \_\_\_\_\_

Assistant General Manager  
Indian Bank,  
Corporate Office, Expenditure Department  
No-254-260, Avvai Shanmugham Salai,  
Chennai, PIN 600 014, India.

Having examined the Bidding Documents (Ref:CO:DBD:ATM-CR:1186/R1:2018-19 dated 28.11.2018) including Notice Nos. .... (insert numbers), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver 500 Cash Recyclers (  $\pm$  25%) for Indian Bank along with 1 KVA UPS, in conformity with the said Bidding 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 10% 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 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 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 recycler, UPS 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 bidding documents and are submitting proof of the same and the other documents as per the below checklist:





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No	Documents to be submitted	Bidder to mention Page No.
1	Authorization letter for signing the bid documents alongwith Board resolution in the name of the official issuing authorization letter.	
2	Bid security (Earnest Money Deposit)	
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 Annexure.	
5	Copy of all Notices and amendments with seal & signature on all pages.	
6	Qualification Application (Section VIII (8))	
7	Responses to technical specifications (Section IX of RFP)	
8	Authorization from manufacturer of Cash Recycler (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 ATM / Cash Recycler prior to 01.11.2015 (For Eligibility Criteria 1).	
13	Certificate from a Chartered Accountant to confirm that the turn over and tangible networth 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	Copy of a purchase order issued by a scheduled commercial bank in India for at least 500 Cash Recyclers and / or BNAs with cash recycling capability. (For Eligibility Criteria 4).	
16	POs & Certificates issued by 2 Scheduled Commercial Banks in India for satisfactory services of the bidder. (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 Recyclers and UPS.	
18	A detailed description of essential technical and performance characteristics of Cash Recycler.	
19	A detailed description of essential technical and performance characteristics of UPS.	
20	Copy of the ISO certificate for the manufacturing facility.	

.....  
Name and Signature

In the Capacity of.....

Duly authorised to sign bid for and on behalf of

(Name & Address of Bidder) .....







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## 2. BID SECURITY FORM

Whereas ..... (hereinafter called "the Bidder") is intended to submit its bid dated ..... (date of submission of bid) for **supply, installation and maintenance of 500 Cash Recyclers alongwith 1 KVA UPS providing 8 Hrs backup** (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.

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 the .....day of....., 2018 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 Price Schedule 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.
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:

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



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**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:.....



**4 – PERFORMANCE SECURITY FORM**

Bank Guarantee No.

Date:

To : INDIAN BANK, Chennai, INDIA :

**WHEREAS** ..... (Name of Supplier) hereinafter called "the Supplier") has undertaken, in pursuance of Contract No..... dated,..... 2018.... to supply, install & maintain 500 cash recyclers 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 the .....day of.....20.....

Signature and Seal of Guarantors

.....

Date.....201.....

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



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

No. \_\_\_\_\_

Dated: \_\_\_\_\_

To,

Dear Sir,

**Ref: Indian Bank RFP CO: DBD: ATM-CR:1186/R1:2018-19 dated 28.11.2018**

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.



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

BID No. ....		Order placed by	Order No. and Date	Description of Quantity of 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



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

Date:

Sub: Certificate of installation of Cash Recycler & UPS

1. This is to certify that the Cash Recycler & 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 Recycler 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 Recycler with LCD/ LED display, DIP Smart Card Reader, Thermal Receipt Printer, Recycler module with minimum 4 recycler cassettes, 1 Acceptance cassette & 1 reject/counterfeit bin, Encrypted PIN Pad & 8 Function Keys.			
2	Safe Door Lock			
3	1 No. of Internal camera			
4	4 GB RAM			
5	500 GB HDD x 2 Nos.			
6	DVD Writer			
7	Operating System			







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8	1 KVA UPS			
9	Batteries			
10	Isolation Transformer			
11	1 KVA Stabilizer			

3. Cash deposit, 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/Guajarati/Kannada/Malayalam/Marathi/Tamil/Telugu)

**(Branch to Tick the applicable local language)**

5. The supplier has fulfilled its contractual obligations satisfactorily\* or

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

(a)

(b)

(c)

Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Designation with stamp \_\_\_\_\_

\* Explanatory notes for filling up the certificates:

(a) They have adhered to the time schedule specified in the contract in despatching the documents/drawings pursuant to Technical Specifications.

(b) 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.

(c) In the event of documents/drawings having not been supplied or installation and commissioning of the equipment have been delayed on account of the supplier, the extent of delay should always be mentioned.





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### 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 turn over of the bidder from business in India:
  - (a) For FY 2015-16:
  - (b) For FY 2016-17:
  - (c) For FY 2017-18:
  - (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 / Cash Recycler prior to 01.11.2015:
  - (a) Client's Name:
  - (b) PO date:
  - (c) Quantity:
  - (d) Scope of services:
5. Tangible network of the bidder from business in India (Auditor certificate for positive Tangible network for last 3 years to be enclosed):
  - (a) For FY 2015-16:
  - (b) For FY 2016-17:
  - (c) For FY 2017-18:
6. No. of service support centres in India:
  - (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 Recyclers and / or BNAs with recycling capability:
  - (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 Recyclers 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 Recyclers:

- (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:

10. Details of bid security submitted:

- (a) Bank's name:
- (b) Date of issuance:
- (c) Amount:
- (d) Valid upto:

11. Details of Original Equipment Manufacturers for Cash Recycler and UPS:

- (a) OEM of Cash Recycler:
- (b) OEM of UPS:

12. Details of manufacturing facility:

- i. Manufacturing Capacity:
- ii. Sales for the current financial year:
- iii. Value of current orders to be executed with details:
- iv. Details of ISO Certification for the manufacturing facility:
- v. Details of testing facilities available:





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### 9-SERVICE SUPPORT DETAILS (for minimum 50 centres covering entire country)

[illegible]

**Signature & Seal of the Bidder**



**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 500 Cash Recyclers 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 tender 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 tender 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 tender process treat all Bidder(s) with equity and reason. The Bank will in particular, before and during the tender 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 tender 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 tender 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 tender 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 tender 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 proposals 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 tender 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 tender process.

### **Section 4 – Compensation for Damages**

1. If the Bank has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Bank is entitled to demand and recover the damages equivalent to Earnest Money Deposit /Bid Security.
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 tender process.
2. The Bidder agrees that if he makes incorrect statement on this subject, bidder is liable to be disqualified from the tender 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 tender process all bidders who do not sign this Pact or violate its provisions.

#### **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.
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 at .....on .....

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(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) -----  
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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

**SECTION IX: TECHNICAL BID FOR SUPPLY, INSTALLATION AND MAINTENANCE OF 500 CASH RECYCLERS ALONG WITH 1 KVA UPS WITH FOLLOWING SPECIFICATIONS**

**Make:** ..... **Model:** .....

SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
<b>1</b>	<b>Cash Recycler Processor &amp; Peripherals</b>		
1.1	4th Generation Intel® Core™ i3 Processor or higher with minimum 3.1 GHz and 4 MB cache.		
1.2	4 GB DDR3 RAM or higher		
1.3	Minimum 500 GB x 2 SATA HDD or above.		
1.4	Internal or External DVD Writer (R/W) facing the front side of the cash recycler: 22x and above speed.		
1.5	Windows 7 or higher with latest service pack.  Successful bidder has to mandatorily upgrade the OS to Windows 10 or higher after the expiry of OEM support to adhere to any guideline from regulatory authorities (RBI, IBA, and Ministry) or MasterCard/ Visa/ NPCI, without any additional cost to the Bank. Any hardware / firmware upgrade required to support the new Operating System should be carried out by the vendor at no extra cost to the Bank.		
1.6	Minimum 2 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.		
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 systems (screen reader) should be available to assist the visually challenged customers as per the standards published by Indian Banks' Association (As per Annexure I of the bid document).  Voice guidance should be available in 2 languages (English and Hindi) as per the IBA standards.  Other normal voice guidance should be available in 7 languages. (Bengali, Gujarati, Hindi, Kannada, Malayalam, Marathi & Telugu). Required		



SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
	<p>audio files should be provided by the vendor in a standard format.</p> <p>Successful bidder should demonstrate the feature for cash withdrawal, balance inquiry and PIN change within 1 month of identifying the L1 bidder.</p> <p>Voice Guidance Systems for Cash Deposit transactions should be provided as and when the same is mandated by Regulatory Authorities. The same should be implemented within the time line stipulated by the regulatory authority or six months from the date of mandate, whichever is earlier, without any extra cost to Bank.</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.</p>		
1.8	<p>OS hardening: All Cash Recyclers should be adequately hardened. Only white listed necessary services should run on the machines. No malware including viruses, worms &amp; Trojans should enter the Cash Recycler and affect the Cash Recycler and the network. All Cash Recyclers should be PA-DSS Compliant. Bank's Anti-Virus solution should be installed in the Cash Recyclers.</p> <p>Differential Admin User ID &amp; password with restricted accesses shall be maintained at OS level and Application level so that person coming for only First Level Maintenance will not have access to the files, desktop and external drives.</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 Recycler should be preloaded with latest version of CEN compliant XFS/equivalent software and should be capable of running multi-vendor software without hardware &amp; OS changes. CEN certificate to be submitted.</p>		

SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
1.10	Software / firmware / license for using EMV smart cards on Cash Recycler should be available in the Cash Recycler. Cash Recycler should be loaded with latest version of certified EMV kernel.		
1.11	Cash Recycler must also have biometric authentication capability with finger-print reader as per Aadhar specification and same is required from the initial stage. The Cash Recycler should support Bio-metric functions and integrated with the Bank's Biometric solution and UIDAI certified solution (Aadhar) without any additional cost to the Bank. UIDAI certificate to be submitted.  The supplied bio-metric reader in cash recycle machine should confirm to the bio-metric device specification of L0 / L1 as stipulated by UIDAI.		
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. Certificate to be submitted.		
1.13	CR should accept deposits using any Bank's Debit / Credit cards, without cards, using Aadhaar based authentications with biometric. CR should support Bar code reading and QR code reading if required by the Bank in future. Cash Recyclers should recognize the Chip cards which include EMV Cards and Biometric authentication and accordingly display the screen and voice prompts.		
1.14	Contactless Card (Like NFC) integration capability		
1.15	CR Cash recycler security should be set to physical (level 3) authentication level to thwart any type of attacks. CR should have strong encryption between CR-PC core and cash dispenser so that the dispenser is not accessible without a proper authorization once the new CR PC core is being installed / set up or an existing CR PC core is re-installed due to any reasons.		

SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
1.16	Application interface facilitating admin, reconciliation and MIS function		
<b>2</b>	<b>Currency Chest</b>		
2.1	UL 291 Level 1 or CEN 1 certified 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_Surveillance 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.  The password to be changed at the time of installation and certified to this effect in the installation certificate.		
<b>3</b>	<b>Cash Recycler Module (Bunch Note Acceptor &amp; Cash Dispenser)</b>		
3.1	Cash Recycler 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 instruction from Bank.		
3.3	Audio / Visible Indication should be available for proper insertion of the removable cassettes.		
3.4	Cash Recycler should be capable of diverting non-ATM fit notes for withdrawal transactions and rejecting non-ATM fit notes for deposit transactions and log the count in EJ.		
3.5	Cassettes shall be lockable and compatible for Cassette Swap implementation.		



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3.6	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 Recyclers, not based on the supply counter values stored in the software.		
3.7	Cash Recycler should be able to recycle (accept & dispense) Rs.50, 100, 200, 500 and 2000 denomination notes. Minimum 4 recycle cassettes should be present in the Cash recycler.		
3.8	Bunch Note Accepting and dispensing with capacity of minimum 200 notes at one time and accepting all denominations as and when required by statutory authority or any denomination issued by RBI in future. Ability to recycle all denominations would be required without additional cost to the Bank.		
3.9	Cash Recycler should have template for all new variants of notes as and when released. Vendor to provide details. Vendor should update the software to support all new variants currency notes as well as new denominations, if any, issued subsequently without additional cost to the Bank.		
3.10	<p>In addition to the 4 Recycling Cassettes mentioned above, the cash recycler should have:</p> <p>(a) One cassette for storing notes impounded during transactions;</p> <p>(b) One universal acceptance cassette for storing notes during deposit transactions after the recycler cassette for any denomination becomes full.</p> <p>(c) Additional cassette or separate partition inside (a) or (b) above for storing retracted notes and the notes diverted / rejected during cash withdrawal transactions. In case the cash recycler does not have separate cassette or partitions for storing rejected notes and retracted notes, these two types of notes can also be stored in the universal acceptance cassette.</p> <p>However, impounded notes must be stored in separate cassette/partition and should not be</p>		





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SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
	<p>mixed with other currencies under any circumstances. These cassettes/boxes should be able to accept currency of any denomination.</p> <p>In all the above cases, cash recycler shall report the complete details (serial number, card number/account number, transaction sequence number (if available) and denomination-wise count) for each rejected and retracted note in the electronic journal.</p> <p>Details of impounded, rejected and retracted notes (serial number, card number/account number, transaction sequence number (if available) and denomination-wise count) should be available in EOD reports also and these reports should be accessible from supervisor menu.</p> <p>Details of impounded notes along with customer details are required by the branch for reporting to concerned law enforcement agencies.</p>		
3.11	Cash Recycling functionality has to be made configurable so that Bank can enable / disable the functionality whenever required.		
3.12	Cash Recycler should be able to accept escrow, deposit, recycle and dispense minimum 200 notes in a bunch. Till the maximum capacity is reached, customer should be able to "Add notes" into the bundle during the same transaction. Cash recycler should keep the deposited notes on the escrow till the time customer complete the addition of notes and press confirm button to proceed with transaction.		
3.13	Cash Recycler should verify the genuineness of the notes for both deposit & dispense transactions. Details of currency verification should be logged and stored in the secondary hard disk for a minimum period of six months. Sufficient details to identify the depositor / beneficiary (in the case of Cardless deposit) should be provided in the logs.		





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Sl No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
3.14	Cash recycler should scan both sides of the bills during deposit.		
3.15	Cash Recycler should be able to tag the currency serial number and trace the same based on transaction number and vice versa. Details should be logged and stored in the secondary hard disk for a minimum period of six months along with color images having snapshot of the serial number of the impounded and retracted notes.		
3.16	Cash recycler must provide for adherence to RBI's Note Authentication and Fitness Sorting Parameters. The parameters should be updated / removed as and when RBI releases new currency templates or withdraws old templates from circulation without any additional cost to the Bank.  Configuration / loading of new currencies template / removal of old templates to be carried out within 4 weeks on availability of new currencies notes in circulation.		
3.17	Cash Recycler should be configurable for rejecting or impounding currencies which are not adhering to the RBI's note authentication and fitness sorting parameters.		
3.18	Solution for remote updation (addition + deletion) of currency templates from a remote server should be provided. If the solution is not provided, such updations are to be performed manually at no cost to the Bank within 2 weeks from the notification by the Bank.  Successful bidder to host the server in their network and connect to cash recyclers through the network provided by them for EJ pulling.		
3.19	Light inside the cash slot for proper visibility of the cash slot to the customer is preferred.		
3.20	The recycling currency cassettes should be capable to store a minimum of 2000 notes.		
3.21	Cash Recycler should have a minimum note transport speed of 8 notes / second. Entire cash		





SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
	acceptance of 200 standard notes should be completed in 40 seconds or less time.		
3.22	It should be possible to configure individual cassettes as recycling cassette (minimum 4 Nos.) / acceptance-only cassettes (minimum 5 Nos.) and dispense-only cassettes (minimum 4 Nos.)		
3.23	Successful bidder shall bear the loss incurred by the Bank, if any, due to acceptance of non-issuable and / or counterfeit notes by the Cash Recycler.		
3.24	If the transactions is timed out after the cash was deposited by the customer, Cash recycler shall retract the notes and issue a receipt to the depositor with denomination wise count of retracted notes. These details shall be logged in the Electronic Journal as well.  The same process shall be followed for all types of retract cash scenarios such as customer time out and hardware error. Vendor is liable for any monetary loss incurred due to malfunctions.		
3.25	Whenever the notes are impounded by the Cash Recycler, receipt shall be issued to the depositor with serial no. and denomination of the notes. The same details should be logged in the EJ.		
3.26	If power fails after the notes are deposited in the cash tray and shutter is closed, but before the cash recycler counts the notes, the notes shall be counted on next power up and shall be moved to the retract cassette. Details of the notes thus retracted shall be written in the EJ.		
3.27	Cassette that support tracking on docking (Logs should be created whenever cassettes are docked or undocked).		
3.28	Cash transport movement should be secure and under dual locking.		
3.29	Validating bill head width path upto 177mm or more.		
3.30	Fixed width or centering mechanism with self-adjustable bill path.		



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SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
<b>4</b>	<b>Hybrid Dip Reader for Smart Card and Magnetic Stripe.</b>		
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 recycler 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 Recycler should be available.		
4.4	Card Protection Kit for detecting the presence of skimming devices and send signals to EFT switch. Card Protection Kits offered by the bidder should be able to detect the presence of skimming device or any other foreign object fixed on the card reader and send message to the EFT switch and making the Cash Recycler out of service. Details of antiskimming technology to be enclosed.		
<b>5</b>	<b>Customer Interface on Cash Recycler</b>		
5.1	15" and above LCD or LED Colour Display.		
5.2	Touch screen of Capacitive/SAW/Infrared type with or without 8 function keys (FDK). Cash Recycler should provide alpha numeric key pad using touch screen. Cash Recycler also should be capable of providing virtual key board for entering Aadhar / IFSC /Debit card numbers etc. The Functions Keys should be made of polycarbonate tactile / stainless steel with 4 key on each side of the monitor with Braille enabled keys. Function keys should be fixed very close to the monitor and should be on the same 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. In other cases		



SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
	wherein the screen has been damaged out of malicious intent, the same shall be replaced at mutually agreed cost on the satisfaction of the Bank for the same.		
5.3	Braille stickers should be available on all devices, display screen and keys as per requirement to support visually challenged customers.		
5.4	Rugged spill proof Triple DES enabled Keyboard with Poly Carbonate tactile / stainless steel EPP pin pad keys EPP keys to be PCI compliant with sealed metal key pads as per industry standard. EPP design so as to prevent/ resist overlaying of fake pin pad will be required. In the event of forcible removal of EPP, it should bring the machine down and the data stored in the EPP must be destroyed / scrambled so as to prevent compromise even with high end decryption. Describe technology /solution fully and enclose relevant documentation. EPP Keypad to be PCI compliant latest version with Triple DES encryption. EPP should be Braille enabled. PCI certificate to be provided		
5.5	The Cash Recycler should have PIN Pad Shield covering all three sides to avoid shoulder surfing or capture by the external camera.		
5.6	Trilingual Screen Support (Bank will provide the screen files in .gif, .jpg or .pcx formats only)		
5.7	Vandal screen with Privacy filter should be provided.		
5.8	Cash Recyclers should have rear view mirror covering majority area of the site.		
5.9	Finger print based biometric authentication which supports Bank's existing Biometric authentication system as well as Aadhaar based finger print verifications (any one of these will be used at a time). STQC tested fingerprint scanner should be provided, which 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.		
5.10	Adherence to Persons with Disability standards compliance – give details; Access For All (AFA)		



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Sl No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
	compliant and suitable for wheel chair based operation for physically challenged		
5.11	Multi lingual Screen Support		
<b>6</b>	<b>Security Features</b>		
6.1	Capable of supporting Remote key management and automatic key distribution from EFT switch		
6.2	All Cash Recyclers must have PCI compliant Encrypting Pin Pad (EPP) which supports 3DES (double length keys / Triple length keys) encryption.		
6.3	All unused logical ports in the Cash Recycler Operating Systems shall be in Closed mode by default. Port shall be opened only if required for communicating with EFT switch, DVR / EJ Server.		
6.4	Each Cash Recycler must have separate BIOS password. BIOS shall be configured in such a way that the Cash Recycler boots ONLY from the primary hard disk. Booting from external drives must be disabled at BIOS level. Separate BIOS user ID and password shall be used for each Cash Recycler. BIOS password will be maintained with the Bank.		
6.5	Remote Power off / Restart facility		
6.6	Successful Bidder should provide hardware, software and MIS for the day to day operations required by the custodian.		
<b>7</b>	<b>Integrated Surveillance Solution</b>		
7.1	Cash recyclers shall have two internal cameras, one for capturing the images of the persons standing in front of the Cash Recycler during transactions and a camera near the cash slot for capturing the motion of hands during the transactions, except during PIN entry. It should be possible to configure frequency (the number of frames per second) of capturing the motion as per Bank's requirements.  Successful bidder shall pull the images remotely and hand over to the Bank as and when required.		
7.2	Successful bidder must provide an interface to browse, search and archive the stored images on hard disk or external media.		





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SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
	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 accepting and dispensing the cash also capture images at the cash slot cameras evidencing acceptance/dispensation of cash besides images of the user.		
7.4	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 recycler. The external media containing the backup has to be handed over to the branch during PM visit.		
7.5	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 both the camera.		
7.6	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,		





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SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
	transaction number and ATMID.		
7.7	The solution must not degrade the performance of Cash Recycler e.g., speed of normal transaction.		
7.8	The hardware shall be integrated within the Cash Recycler		
7.9	At no point of time cameras should focus on Cash Recycler key pad.		
7.10	The solution must be capable of monitoring from a central location.		
<b>8</b>	<b>Software Agent</b>		
8.1	The Cash Recycler should be capable of supporting third party software for EJ pulling services, Monitoring of Cash Recycler and software upgradation/ distribution. Content Management Software should be available in the Cash Recycler for loading icons and audio files from remote server of the bidder.		
8.2	A daily report of retracted notes with details such as serial number, denomination, transaction number (if received from switch) etc. should be provided in the Supervisor / EOD menu to track the depositors.		
8.3	Facility for viewing the images of impounded and retracted notes shall be provided in the Supervisor / EOD menu.		
8.4	<b>Patch Management:</b> Successful bidder shall be responsible for updating the software patches in all the Cash Recyclers uniformly. Release of new patches, testing and Installation of patches (remotely or physically) shall be tracked centrally and communicated to the Bank.		
<b>9</b>	<b>Connectivity</b>		
9.1	Cash Recycler Should have Network Interface Card 10/100 Mbps		
9.2	Should connect to the existing EFT switch - Base24 using existing device handlers. Also, the Cash Recycler should have been certified by all the major EFT switches in the country.  The Cash Recycler supplied should support DDC & NDC emulation and should be compatible for operation through all major EFT switch in India.		





SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
9.3	Should support TCP/IP or any other protocol introduced in future. Cash Recycler should be IPv6 compliant.		
<b>10</b>	<b>Receipt Printer</b>		
10.1	Minimum 40 column Graphic Thermal Receipt printer.		
10.2	Should cut and present the transaction slip to the card holder through the customer receipt slot		
10.3	Should have sensor to indicate low supply to the switch.		
10.4	Cash Recycler should be able to print bilingual receipts in English & Hindi. Necessary functionality / software should also be installed in the cash recycler.		
10.5	Should support printing of graphic images also		
<b>11</b>	<b>Electronic Journal</b>		
11.1	Cash Recycler should be enabled for electronic journal (EJ) with low warning feature. EJ should be created and stored only in the secondary hard disc. Feature to retrieve data from the hard disks in the required format at any point of time should be available. Cash recycler should support centralized EJ Pulling from a remote server.		
11.2	During Cardless deposits and interoperable cash deposits, beneficiary account number and other details shall be written in the EJ as soon as the details are entered by the customer.		
11.3	It should be possible to view and copy the EJ logs to removable storage media through the supervisory / supply / EOD mode screens.		
<b>12</b>	<b>Transactions to be supported in the Cash Recycler</b>		
12.1	Cash withdrawal - both card based & card less		
12.2	Cash deposit - both card based & card less		
12.3	PIN Change		
12.4	Balance enquiry		
12.5	Statement Request & Cheque Book Request		
12.6	Request for Green PIN generation		
12.7	Bill payments (Eg:Utility, fees, insurance premium)		
12.8	Card to card funds transfer		





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SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
12.9	Register for mobile banking		
12.10	Mobile based money withdrawal		
12.11	Aadhaar no. seeding and Aadhaar enabled payments		
12.12	Any other functionality decided by the Bank.		
<b>13</b>	<b>Power Consumption</b>		
13.1	<p>Cash Recycler should possess energy saving features and should consume optimum peak power to provide 8 Hrs. back up with 1 KVA UPS.</p> <p>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 the UPS while calculating the 8 hours backup.</p> <p>Bidder should submit an undertaking letter to the effect that the Cash Recycler 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 Recycler 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 Recycler services should be protected from interception or damage. Cash Recycler vendors should follow stringent guidelines and best industry practices to protect the systems from unauthorized access and wire-tapping.		





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Sl No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
14	<b>Other features</b>		
14.1	Cash Recycler should be able to operate in a wide range of temperature (10 to 40 degree) and humidity conditions from 20 to 80 RH.		
14.2	Should be mechanically and electrically capable of functioning 24x365 basis.		
14.3	A complete write up on security features of the Cash recyclers shall be attached with bid.		
14.4	The bidder shall provide required mesh to cover the holes available in the Cash Recycler to prevent the dust/insects/rat/lizards entering into the Cash Recycler/equipment.		
14.5	<p>The Cash Recycler shall be properly grouted as defined below:</p> <p>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.</p>		
14.6	Cash Recycler should be suitable for wheel chair based operation for Physically challenged.		
15	<b>Color customization and Product wrapping for Cash Recyclers</b>		
15.1	<p>Product wrapping as per the following specifications shall be provided on the 3 sides (Front &amp; 2 sides) of the cash recycler for advertising Bank's products:</p> <ul style="list-style-type: none"><li>i. Material: Self adhesive vinyl of 3M / Metamark makes with 5 year warranty from the manufacturer against shrinkage, excessive colour degradation and peeling of due to adhesive failure.</li><li>ii. Finish: Satin</li><li>iii. Thickness: 80 Microns</li></ul>		





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SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
	iv. Adhesive: Permanent Solvent Based Adhesive v. Application temperature: +5°C to +60°C vi. Service temperature: -30°C to 110°C vii. Durability: 5 Years viii. Fire Rating: Class B. Classification compliant with BS EN 13501-1:2007		



**TECHNICAL SPECIFICATION FOR 1 KVA UPS PROVIDING 8 Hrs BACK UP**

**Make:** .....

**Model:** .....

(Only 1 Model of UPS should be quoted by bidder. Equivalent makes / Models are not permitted)

SI No	Minimum Specification Required for 1 KVA UPS	Specification Offered	Write 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 Recycler, 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	Write 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 recycler.		
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 %		





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SI No	Minimum Specification Required for 1 KVA UPS	Specification Offered	Write Complied or Not Complied
37	Acoustic Noise level: < 55 db		
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 X: COMMERCIAL BID**

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

**COMMERCIAL BID FOR SUPPLY, INSTALLATION & MAINTENANCE OF 500 CASH RECYCLERS ALONG WITH 1 KVA UPS**

**Date:**

Assistant General Manager  
Indian Bank,  
Corporate Office, Digital Banking Division  
No-254-260, Avvai Shanmugham Salai,  
Chennai, PIN 600 014, India.

**Dear Sirs,**

**Sub:** Supply, installation and maintenance of 500 Cash Recyclers along with 1 KVA UPS.

**Ref:** Bid document No.CO:DBD:ATM-CR:1186/R1:2018-19 dated 28.11.2018.

Referring to your above letter calling for quotations, we submit hereunder the price bid for supply, installation and maintenance of 500 Cash Recyclers with 1 KVA UPS providing 8 hours power backup for the specifications given in Section IX.

**Cost of Cash Recycler & 1 KVA UPS (P1)**

**(Amount in Rs.)**

S. No.	Description	Quantity (A)	Unit Price (B)	Total Price (C=A * B)
1	Cash Recyclers as per specification with initial warranty of 3 year	500		
2	1 KVA UPS with 8 hours power backup as per specification with initial warranty of 3 years (batteries also to be provided with 3 year warranty)	500		
	<b>TOTAL (P1)</b>	<b>500</b>		

**AMC Charges for Cash Recycler & 1 KVA UPS (P2)**

SI No	Description	AMC for 1 Recycler /UPS per year (A)	No of Recyclers / UPS (B)	AMC for 1 year for 500 Cash Recyclers/UPS (C=A*B)	No of Years (D)	Total AMC for 500 Cash Recyclers & UPS (E=C* D)
1	AMC for Cash Recyclers after 4 year warranty		500		4	
2	AMC for 1 KVA UPS after 4 years warranty		500		4	
	<b>TOTAL (P2)</b>		<b>500</b>		<b>4</b>	





**EJ PULLING CHARGES (P3)**

	Description	No of Cash Recyclers (A)	Per month per Cash Recycler charge (B)	No of Months (C)	Total Price for 84 Months P3= (A* B*C)
1	EJ pulling charges	500		84	

**PRODUCT WRAPPING CHARGES (P4)\***

	Description	Charges per Cash Recycler charge (A)	No of Cash Recyclers (B)	Total Price for 500 units P4= (A* B)
1	Product wrapping using Vinyl film with 5 years warranty		500	

(\* Bank reserves the rights to unavail this item based on the rates submitted by L1 bidder.)

**SUMMARY**

No	Description	Amount (in Rupees) *
1	Total Cost of Cash Recyclers and UPS (P1)	
2	Total amount of AMC for Cash Recycler & UPS (P2)	
3	Total amount of EJ pulling Charges (P3)	
4	Total amount for product wrapping of cash recycler (P4)	
5	Grand Total (P1 + P2 + P3 + P4)	
Grand total in words		Rupees

\*Prices quoted should be:

- Inclusive of all costs, duties including excise duty, levies, insurance, freight, warranty, AMC, charges for incidental services, installation and grouting charges etc.
- Exclusive of applicable GST.
- Octroi or entry tax, if applicable, shall be reimbursed at actuals, against proof of payment in original.
- Applicable TDS, if any, will be deducted from the payment.
- Warranty period for Cash Recycler & UPS will be 3 years from the date of installation and AMC support will be for 4 years after expiry of the warranty period.
- The per annum rate of AMC quoted by the bidders for Cash Recycler and UPS shall not be less than 6% of the cost of the Cash Recycler & UPS.

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:  
Date:  
Contact No:

Name:  
Designation:  
E-mail ID:



