

GeM BID No.: GEM/2023/B/3192703



**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**SUPPLY, INSTALLATION AND MAINTENANCE  
OF 300 CASH RECYCLERS ALONG WITH 1 KVA UPS**

**GEM BID No: GEM/2023/B/3192703**

**Date: 27.02.2023**

Pre-Bid Meeting	06.03.2023 at 12:00 Noon
Last Date for receipt of bids	24.03.2023 at 03.00 PM
Date and time of opening Technical bids	24.03.2023 at 03:30 PM

**DIGITAL BANKING DIVISION,  
INDIAN BANK, HEAD OFFICE,  
66, RAJAJI SALAI,  
CHENNAI – 600001.**



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### SCHEDULE

1)	GeM RFP Reference Number and Date	GEM/2023/B/3192703 Date: 27.02.2023
2)	Last date for seeking Pre-bid clarifications/ queries through email to following email ids <b><u>atmprocurement@indianbank.co.in</u></b>	<b>04/03/2023 by 12:00 Noon</b>
3)	Pre Bid meeting	06/03/2023 at 12:00 Noon
4)	Last Date & Time for submission of Bids in Online & Offline Mode	<b>24/03/2023 at 03:00 PM</b>  Address for physical submission of certain documents mentioned in the RFP  Chief Manager Indian Bank, Head Office, Digital Banking Division (ATM Section) #66 Rajaji Salai, Chennai, Pin 600 001
5)	Documents to be submitted physically by Bidders (Offline Mode)	1. DD towards Cost of bid document (Non-refundable)  Alternatively, bidders can transfer the cost of bid document in the following account number through NEFT/RTGS/IMPS/UPI etc.: <b>Account No.: 743848138</b> <b>Account Name: INDIAN BANK, H.O. TECHNOLOGY MANAGEMENT DEPARTMENT-II</b> <b>IFSC Code: IDIB000H003</b> <b>Branch: Harbour</b> <b>(If bidder submits Bid price direct to Bank Account, Proof for Transfer with Reference number should be submitted)</b>  2. Integrity Pact (On non-judicial stamp paper)  3. Bid Security (Earnest Money Deposit).  <b>Note:</b> Companies registered as Micro/Small Units under MSE/NSIC should submit current documentary proof along with undertaking as per Section VIII (18) for claiming exemption



		for Point No. 1 & 3.
6)	Documents to be submitted Online	<p>a. Eligibility Criteria, along with all supporting documents required.</p> <p>b. All Annexure and forms as per this RFP on Bidder's letter head with authorizing person's signature and Bidder seal on all pages.</p> <p>c. commercial bid</p> <p>d. All supporting documents and product literature in support of Technical specifications.</p> <p>e. Relevant brochures</p> <p>f. Compliance to Technical Specifications.</p> <p>g. Any other information sought by the Bank with relevant to this RFP</p> <p>h. Cost of Consumables and Spares.</p>
7)	Date of opening of Technical (Part I) Bids (Online & Offline) & Conformity to Eligibility Criteria	<b>24/03/2023 at 03:30 PM</b>
8)	Date of Online Reverse Auction (Part II)	Will be intimated to qualified bidders (as per RFP) through GeM portal
9)	RFP Document Cost	<p>Non-refundable <b>Rs. 25,000/-</b> in the form of DD favouring "Indian Bank". (Mode of submission: Offline)</p> <p>Alternatively, bidders can transfer the cost of bid document in the following account number through NEFT/RTGS/IMPS/UPI etc.:</p> <p><b>Account No.: 743848138</b>  <b>Account Name: INDIAN BANK,</b>  <b>H.O.TECHNOLOGY MANAGEMENT</b>  <b>DEPARTMENT</b>  <b>IFSC Code: IDIB000H003</b>  <b>Branch: Harbour</b>  <b>(If bidder submits Bid price direct to Bank Account, Proof for Transfer with Reference number should be submitted)</b></p>



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10)	Online Bid Submission Details	The bid documents and commercial bid shall be submitted online on GeM portal ONLY as per this RFP document and as per the provisions and terms & conditions of GeM portal. Please make sure that all the documents are properly scanned and are legible to read.
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This Request for proposal (RFP) document can be downloaded from the website: <https://indianbank.in/tenders> & from GEM portal: <https://bidplus.gem.gov.in/bidlists>. Clarifications, Modifications and Date of Extensions, if any, will also be posted on the same websites and paper publication will be done for the information regarding publishing the RFP. Clarifications, Modifications and Date of Extensions, if any, will be posted in Bank's website & GEM portal only.

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

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



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## SECTION I - REQUEST FOR PROPOSAL (RFP)

Bank invites sealed bids from eligible bidders for the supply, installation and maintenance of 300 Cash Recyclers with 1 year comprehensive onsite warranty & 6 years AMC along with 1 KVA UPS providing 8 Hours battery backup with 3 year comprehensive onsite warranty and 4 year AMC with EJ pulling services for 7 years as described in this bid document. The details are given below:

GeM RFP Reference	<b>GEM/2023/B/3192703</b>	<b>Dt: 27.02.2023</b>
Price of RFP	<b>Rs.25,000/- (Rupees Twenty-Five Thousand Only)</b>	
Pre-Bid meeting with bidders	<b>06.03.2023 at 12:00 Noon</b>	
Last Date for receipt of bids	<b>24.03.2023 at 03:00 PM</b>	
Date and time of opening Technical bids	<b>24.03.2023 at 03:30 PM</b>	
Addresses for Communication:		
<b>Digital Banking Division, Indian Bank, Head Office, 2nd floor, 66, Rajaji Salai, Chennai-600001 Phone Nos. 044-25269708/044-25279818  e-mail: atmprocurement@indianbank.co.in</b>		

Abbreviations: The long form of some abbreviations commonly used in the document are given below:

SN	Abbreviations	Description
1.	CD	Cash Dispenser
2.	ATM	Automated Teller Machine
3.	Bank/ Purchaser/ Indian Bank	Reference to the "the Bank", "Bank" and "Purchaser" Shall be determined in context and may mean without limitation "Indian Bank"
4.	BG	Bank Guarantee
5.	Bidder/ Service Provider	An eligible entity/ firm submitting a Proposal/ Bid in response to this RFP.
6.	CR	Cash Recycler

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7.	BNA	Bunch Note Acceptor
8.	GFR	General Financial Rules, 2017 of Government of India
9.	OEM	Original Equipment Manufacturer or OEM is the organization which have developed/ created the product/ software and hence is entitled to distribute the same.
10.	PBG	Performance Bank Guarantee
11.	PSB	Public Sector Bank
12.	PSU	Public Sector Undertaking
13.	RFP	The request for proposal (this document) in its entirety, inclusive of any addendum that may be issued by the Bank.
14.	SLA	Service Level Agreement
15.	TCO	Total Cost of Ownership
16.	TSS	Terminal Security Solution
17.	OTC	One-time combinations (OTC) locks
18.	FLM	First Line Management
19.	SLM	Second Line Management

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 5787 locations and international presence in Singapore and Srilanka. It has been serving the nation with a team of dedicated staff for more than 115 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 3208 ATMs/CDs and 1762 Cash Recyclers (BNAs) till date.
2. Bank invites sealed bids from eligible bidders for the supply, installation and maintenance of 300 Cash Recyclers with 1 year comprehensive onsite warranty & 6 years AMC along with 1 KVA UPS providing 8 Hours battery backup with 3 year comprehensive onsite warranty and 4 year 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 complete RFP has also been published at the Bank's official website <https://indianbank.in/tenders> & GEM portal <https://bidplus.gem.gov.in/bidlists> For the purpose of downloading and applications made on such a form shall be considered valid for participating in the RFP process.
4. The Bidders who want to participate in the bidding process are required to submit non-refundable fee of Rs. Rs. 25,000/- (Rupees Twenty-Five thousand only), towards cost of Bid document. The amount has to be paid by way of DD favouring Indian Bank, payable at Chennai. Cost of bid documents should be paid 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 taken from the bank at the addresses given below from 10.00 hrs to 17.00 hrs on all working days. Alternatively, bidders can transfer the cost of bid document through NEFT/RTGS/IMPS/UPI etc. as per details given at sl. No. 5 in schedule.

Addresses for Communication:

**Digital Banking Division,  
Indian Bank, Head Office, 2nd floor,  
66, Rajaji Salai, Chennai-600001  
Phone Nos. 044-25269708/044-25279818**

**e-mail: atmprocurement@indianbank.co.in**

5. Bidders should enroll/register in GeM portal before participating in. Bids have to be submitted online only at GeM portal. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the bid documents. Any other documents sent by any other mode will not be accepted except for the documents asked to be submitted physically by bidders (Offline Mode) mentioned at sl. No. 5 in schedule of this RFP.





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

- (i) As per the above policy, Bank reserves the rights to procure 25% of the total requirements i.e. 75 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 RFP quantity.
- (iv) Within this 25 (Twenty five) per cent quantity, a purchase preference of Four per cent (that is, out of 25 (Twenty five) per cent quantity is reserved for MSEs owned by Scheduled Caste (SC)/Scheduled Tribe (ST) entrepreneurs and 3% reservation for women owned MSEs (if they participate in the RFP process and match the L1 price). Provided that, in event of failure of such SC/ ST MSE to participate in RFP process or meet RFP requirements and L1 price, four per cent sub-target shall be met from other MSE
- (v) MSEs are also exempted from payment of cost of bid document & 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 Udyog Aadhaar 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 upload during submission of the technical bids (only if the bidder is not attending the pre-bid meeting).
- (viii) If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises.

**7. Make in India:**

This RFP is further governed by Government of India, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion order number P-45021/ 2/2017-B.E.-II dated 15th June 2017 for the Public Procurement (Preference to Make in India), Order 2017, revision order



no. P-45021/ 2/2017-PP (B.E.-II) dated 28th May 2018, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 29th May 2019, revision order no. DPIIT Order No. P-45021/2/2017-PP(BE-II) dated June 04, 2020, subsequent revision order no. . P-45021/2/2017-PP (B.E.-II) dated 16th Sept 2020, clarification dated 04.03.2021 and all other notices and clarification related to Make in India Guideline.

Bank will follow the above orders and guidelines on Public Procurement (Preference to Make in India) and basis of allotment will be done in terms of the same.

**8. Please note that:**

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



9. The condition of prior turnover and prior experience may be relaxed for Start-ups (as defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document (Rule 173 (i) of GFR 2017).

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

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

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

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

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

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

- An entity incorporated, established or registered in such a country; or
- A subsidiary of an entity incorporated, established or registered in such a country; or
- An entity substantially controlled through entities incorporated, established or registered in such a country; or



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- d. An entity whose beneficial owner is situated in such a country; or
- e. An Indian (or other) agent of such an entity; or
- f. A natural person who is a citizen of such a country; or
- g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.

Bidder need to submit the declaration as per the format given in Section VIII (17).



### SECTION III - INSTRUCTIONS TO BIDDERS

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## 1. Introduction:

- 1.1 The Bidder is expected to examine all instructions, forms, annexures, terms and specifications in the RFP Documents. Failure to furnish all information required by the RFP Documents may result in rejection of its bid and will be at the Bidder's own risk.
- 1.2 Pre-bid Meeting:
- A pre-bid meeting is scheduled to be held at 12:00 hours IST on 06.03.2023. Bidder's designated representatives (maximum two persons) may attend the pre-bid meeting through WebEx. WebEx meeting link will be shared to those bidders would submit bid document cost before prebid meeting.
  - In case the probable bidder wants to participate in the Pre-Bid Meeting to be held on the date specified in this bid, they should register themselves with the Bank by sending the **cost of bid document i.e. Rs. 25,000/- (Rupees Twenty-Five Thousand Only - non-refundable)** by way of Demand Draft in favour of Indian Bank payable at Chennai or alternatively through NEFT/RTGS/IMPS/UPI etc. as per details given at sl. No. 5 in schedule. **Only those Bidders or their Representatives (Maximum 2 persons) who have registered with the Bank will be allowed to participate in the pre-bid meeting.** Such Bidders who have submitted DD (or paid online as per sl. No. 5 in schedule) for attending pre bid meeting are not required to submit the DD for cost of Bid Document along with technical bid.
  - Companies registered as Micro/Small Units under MSE/NSIC should submit documentary proof for participation in pre-bid meeting.
  - The purpose of the meeting will be to clarify issues and to answer questions raised by the probable bidders.
  - The bidder is requested to submit questions in writing two days in advance to the Bank before the pre bid meeting date, in the format provided in **Section VIII (11)**
  - Text of the questions raised (without identifying the source of enquiry) and the responses given, together with amendment to the bid document, if any, will be ported in our web site and informed to the bidders who have raised queries in writing.

## 2. Amendment of RFP

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

## 3. Documents constituting the bid

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



### 3.1 Technical Bid

The Bidder shall furnish as part of its technical bid as per the format provided in **Section 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 Section VIII & IX published by the Bank as part of the RFP.**

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

**Note:** All the documents and certificates as per **Section VII and Section VIII** 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 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/LED light and to demonstrate the same within 4 weeks after identifying the L1 Bidder.
- The bidders should also submit their commercial bids as sought in the GeM portal. The commercials provided by the bidder at the GeM Portal will be considered as online sealed bid. Subsequently, Bank will do the reverse auction in GeM portal with "Bid to RA" rule defined in GeM RFP.

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

#### 3.3.1 The bidder has to submit the commercial offer online.





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- 3.3.2 Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases:
- If number of technically qualified bidders are only 2 or 3.
  - If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N.
  - In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.
  - If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1
  - If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1
- 3.3.3 Commercial bid will be finalized through online reverse auction. Commercial bid as per enclosed format (Section X of the bid document) in accordance to the price finalised during the reverse auction shall be submitted by the successful bidder ONLY after online reverse auction process.
- 3.3.4 For both goods manufactured in India or goods of foreign origin already located in India and goods offered from outside India, the price should be quoted in Indian Rupees only.
- 3.3.5 The bidder shall indicate on the appropriate Price schedule, specifying the unit prices of the goods proposed to be supplied.
- 3.3.6 Commercial offer should give all the relevant price information in line with "Price Composition".
- 3.3.7 It should be as per the format Section-X – only.
- 3.3.8 It should not contain any other terms and conditions or additional documents forming part of Bid Document.

#### 4. Documents establishing Bidder's eligibility and qualification.

All bids submitted shall also include the following information:

- Copies of original documents defining the constitution or legal status, place of registration and principal place of business of the company etc.
- 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/ production unit for inspection and testing and these will be made available to the Bank or its representative (External or Internal) for inspection.
- iv. Details of Service Centres and information on service support facilities that would be provided in the Service Support Form enclosed.
- v. Reports on financial standing of the Bidder such as profit and loss statements, balance sheets and auditor's report for the past three financial years.

## 5. Documents establishing goods' conformity to RFP Documents

- 5.1 The Bidder shall furnish, as part of Technical bid, documents establishing conformity to the RFP Documents of all goods and services, which the Bidder proposes to supply under the Contract. (As per section IX – Technical bid)
- 5.2 The documentary evidence of conformity of the goods and services to the RFP Documents may be in the form of literature, drawings and data, and shall consist of:
  - a. 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) & Cost of Bid Document

- 6.1 The Bidder shall furnish, as part of its bid submission, bid security shall be denominated in INDIAN RUPEES only and shall be in the form of a bank guarantee issued by a Scheduled Bank in India or a Foreign Bank located in India, in the form provided in the Bidding Documents, for a sum of Rs.98,00,000/- (Rupees Ninety-Eight Lakhs only) and valid for one hundred and Eighty (180) days beyond the last date for submission of the bid, favouring Indian Bank with additional claim period of 45 days.
- 6.2 Any bid not securing in accordance with clause 6.1 above will be rejected by the Purchaser as non-responsive.
- 6.3 The bid security is required to protect the Purchaser against risk of bidder's conduct during the period of bid validity.
- 6.4 Unsuccessful Bidders' bid security will be discharged or returned after the expiration of the period of bid validity prescribed by the Bank or on completion of administrative formalities of the procurement.
- 6.5 The successful bidders' bid security will be discharged upon the Bidder signing the Contract with the BANK and furnishing the performance security.
- 6.6 The bidder shall be liable for forfeiture of bid security:
  - 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, in accordance with the Terms & Conditions of the RFP or Contract.
- 6.7 In exceptional circumstances, the Purchaser may solicit the Bidders' consent to an extension of the period of validity of the bid and bid security. The request and the responses thereto shall be made in writing or by fax or email. The bid security provided under clause 6 shall also be suitably extended. A bidder may refuse the request without forfeiting its bid security. A bidder granting the request will not be required nor permitted to modify its bid.
- 6.8 No interest will be payable on the Bid security amount.
- 6.9 MSE (Micro and Small Enterprises) are exempted from Bid Security for which concerned enterprise needs to provide the supporting documents certifying the eligibility of the bidder during the current year.
- 6.10 The Bid Security (Earnest Money Deposit) shall be submitted as per the format at Section-IX (2).
- 6.11 Cost of Bid Document **Rs. 25,000/- (Rupees Twenty-Five Thousand only)** along with technical bid to be submitted in the form of DD favouring Indian Bank, payable at Chennai, if not participated in the pre-bid meeting, or through electronic transfer as detailed at sl. No. 5 in schedule.
- 6.12 MSE/NSIC registered bidders are exempted from submitting the bid cost. Such bidders should submit the copy of registration certificate and other document along with declaration as per section IX (18) for claiming exemption for Cost of Bid document as proof which should be valid for the current period. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises.

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

## 7. Period of validity of bids

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

## 8. Format and signing of Bid

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



## 9. Deadline for submission of Bids

- 9.1 Deadline for bid submission is: 24.03.2023 at 03:00 PM. 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 03:00 PM on 24.03.2023.
- 9.2 In the event of the specified date for the submission of bids, being declared a holiday/strike for the Bank, GeM portal will receive the bids up to the appointed time as mentioned at sl. No. 4 in schedule, however physical documents, required to be submitted offline, can be submitted on the next working day upto the appointed time.
- 9.3 The Bank may, at its discretion, extend this deadline for the submission of bids by amending the Bid Documents, in which case all rights and obligations of the Bank and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
- 9.4 Any bid received by the Bank after the deadline for submission of bids prescribed by the Bank will not be accepted and returned unopened to the bidder.

## 10. Late Bids:

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

## 11. Opening of bids by Bank

- 11.1 The Bank will open the Technical bid in the presence of a committee appointed for the purpose on 24.03.2023 at 03.30 PM.
- 11.2 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.
- 11.3 Alteration in the bids, if any, made by the bidder would be signed legibly to make it perfectly clear the such alteration were present on the bids at the time of opening. It would be ensured that alterations are signed by the bidder/company's executive who has signed the bid or by the bidder/company's representative authorised by the executive who has signed the bid.
- 11.4 Further bidder has to submit their clarification/ response through GeM portal.

## 12. Clarification of Bids

During evaluation of the bids, the Bank may, at its discretion, seek clarification from the Bidder(s) in GeM portal. The request for clarification and the response shall be in writing,



and no change in the substance of the bid shall be sought, offered, or permitted. If deemed necessary, the vendor is required to give presentation on the system offered.

### 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.

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

14.1.2 Arithmetical errors will be rectified on the following basis –

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

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

14.1.3 The Bank may waive any minor informality, non-conformity, or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the eligibility of any Bidder. This shall be binding on all bidders and the Purchaser reserves the rights for such waivers.

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



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

#### 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 Point to point conformity of the goods offered, to the Technical specifications provided in the RFP.
- 14.2.3 The bidder & Manufacturer should extend support for the quoted model of the Cash Recycler and UPS at least for seven years, i.e. initial comprehensive warranty period of 1 years and subsequent AMC period of 6 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 through GeM portal. The bidder should have valid digital certificates to participate in the online reverse auction and should abide by all the rules and procedures given by GeM portal for participation in the bid.
- 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 included while quoting the price in the commercial bid.

#### 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 Purchaser reserves the right at the time of award of contract to increase or decrease, the quantity of goods & services originally specified in the schedule of requirements (Section V) without any change in price or other terms and conditions. The



Bank at its discretion and requirements may increase or decrease quantum of purchase by upto 10% in respect to the quantity specified in the RFP.

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

#### 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 bid 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 bidder also certifies that prices quoted in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP and 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

- a. The Bank and/or its officers, employees disown all liabilities or claims arising out of any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of Bank and/or any of its officers, employees.
- b. In case of Amalgamation/Merger of Indian Bank, the products & Services to be provided by the selected bidder under this RFP will be extended to the New/Merged Entity, at no additional cost and with the same terms & conditions.





## 21. Information for selection of vendor:

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

## 22. 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.

## 23. 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 bidder based on prices offered during commercial evaluation.

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

As mentioned in the section II, clause no. 6(i), the Bank reserves the rights to procure 25% of the total requirements, i.e. 75 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. 75% of the total requirements will only be awarded to L1 bidder who is not Micro and Small Enterprise (MSE).

## 24. 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.



**25. Performance Security**

- 25.1 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 RFP Documents.
- 25.2 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 bank may blacklist the bidder for next three years and forfeit the bid security, in which event the BANK will call for new bids (re-tender).

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

Whenever required by the Bank, the Successful bidder has to submit attendance, salary, appointment letters etc. in respect of all the outsourced employees for any type of services engaged either through contractors or directly related to present procurement. 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. The bidder shall however be solely responsible for compliance of said act for the personnel engaged by them under this procurement.

**27. Exemptions to Micro & Small Enterprises**

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

**28. Non-Disclosure Agreement**

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





## 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"** or **"Bank"** or **"The Bank"** means Indian Bank.
- f. **"The Supplier"** means the individual or firm supplying the Goods and Services under this Contract.
- g. **"The Project Site"**, where applicable, means the place or places where the Cash Recyclers will be installed.
- h. **"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. Successful Bidder's aggregate liability under the contract shall be limited to a maximum of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the Successful Bidder(s) that gave rise to claim, under this tender.

This limit shall not apply to third party claims for

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

### 3.1 The Supplier shall:

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

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

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

## 4. PERFORMANCE SECURITY

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

If the Bank guarantee for extended period is not received by the Bank at least 1 month prior to the expiry of the original guarantee, the Bank reserves its right to invoke the guarantee on this ground itself 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 unless otherwise required by the Bank.



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

## 5. INSPECTIONS AND TESTS

- 5.1 The Bank or its representative shall have the right to inspect and / or test the Goods to confirm their conformity to the Contract specifications. The Bank shall notify the vendor in writing, in a timely manner, of the identity of any representatives retained for these purposes.
- 5.2 Any charges payable to the Bank representative designated for inspection shall be borne by the purchaser (charges payable to the Bank representative will be borne by Purchaser i.e. Indian Bank).
- 5.3 The inspections and tests may be conducted on the premises of the vendor or its subcontractor(s), at point of delivery and / or at the Goods' final destination. If conducted on the premises of the vendor or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Bank i.e. Successful bidder shall make arrangements at their premises for inspection and tests.
- 5.4 Should any inspected or tested Goods fail to conform to the Specifications, the Bank may reject the Goods, and the vendor shall either replace the rejected Goods or make alterations necessary to meet specification requirements at no additional cost to the Bank.
- 5.5 The Bank's right to inspect, test and, where necessary, reject the Goods after the Goods' arrival in the destination shall in no way be limited or waived by reason of the Goods having previously been inspected, tested and passed by the Bank or its representative prior to the Goods' shipment.
- 5.6 Bank shall carry out pre-delivery inspection of the Cash Recyclers at the vendor's factory or point of dispatch at Bank's cost. However, Bank reserves the right to direct the vendor for delivery without pre-delivery inspection.
- 5.7 Vendor should demonstrate all the functionality of Cash Recyclers during PDI including DVSS etc at the Vendor's factory/warehouse which does not require support of Bank's switch.
- 5.8 Test bed of one machine for testing all functionality must be set-up by the successful Bidder at Bank's Head Office, Chennai, within two weeks from the date of Purchase Order.
- 5.9 The vendor shall provide unrestricted access to its premises and records being maintained with regard to the job being performed as per its contract with the Bank, to the authorized personnel of the Bank/ its auditors (internal and external)/ any statutory/regulatory



authority/ authorized personnel from RBI to carry out any kind of process of audit including that of its operations and records related to services provided to the Bank, in the presence of representatives of the vendor, at any point of time giving advance notice. RBI or persons authorized by it shall access the records of Bank and the vendor related to this agreement and cause inspection.

## 6 PACKING

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

## 7 DELIVERY AND DOCUMENTS

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

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

## 8 INSURANCE

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

The vendor should also insure the goods in Indian Territory for the invoice value under Storage cum Erection policy till three months from the date of delivery. Any damage



happened to the goods due to non-availability of storage cum erection policy, the vendor has to bear the losses.

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

If insurance policies for transit or storage cum erection insurance is not provided or not covering the period, from the last date of delivery of goods, then 0.1% of the invoice value will be deducted from the payment for each 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 under initial warranty period of 1 year and subsequent AMC for 6 years from the date of installation. Maintenance of UPS & Batteries under initial warranty period of 3 year and subsequent AMC of UPS for 4 years from the date of installation.
- d. EJ pulling from the Cash Recyclers and transmission of EJ data to Bank's servers for a period of 7 years.
- e. Bank will provide Server at DC and DR locations for Terminal Security Solution with necessary Hardware (Windows 2016 server or higher) and Oracle database (on Windows environment).

However, bidders shall submit specifications of the Server & Required Software's in a separate sheet along with bid. The specification must cater the requirement of minimum 500 CRs. Successful bidder should be able to install their application on the hardware supplied and connect to oracle database provided by the bank.

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

However, if selected bidder's TSS solution need any other database (other than oracle) to be installed in Bank's server (provided for TSS), then the bidder will bear licence cost of that database and the licence should must be in the name of Indian Bank. Further the database provided by the bidder should be Enterprise edition and not any freeware database will be allowed for installation. The bidder will have to provide the licence for both DC and DR. Also separate database license for UAT and production to be provided by the bidder.



- f. It is the bidder's responsibility to provide full support for integration of the CRs with the ATM Switch, NPCI, VISA, Master Card etc. for EMV, Antiskimming, VG, Terminal Security, RBI Control Measures, OTC Lock, TLS and other functionalities as per the scope of the RFP at no extra cost to the Bank.

## 10 INCIDENTAL SERVICES

The vendor is required to provide the following services.

- a. Performance or supervision of on-site assembly and / or start-up of the supplied Cash 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 vendor of any warranty obligations under this contract;
- d. Training of the BANK personnel, at the vendor's plant and / or on-site, in start-up, operation, first level maintenance of the supplied Goods.
- e. Technical support through new onsite resource(s) provided at the Bank's Head Office from 10 a.m. to 6 p.m. on all Bank's working days of the Bank to ensure uptime of the Cash Recyclers supplied and also to ensure 100% EJ pulling from all Cash Recyclers deployed by the respective vendor. The main objective of having onsite resource is to monitor the Cash Recyclers and to maintain the Uptime. Coordination with EJ team, TSS team, Bank's Network Team, Recon Team and Field service engineer will be additional responsibility.
- f. Prices charged by the vendor for the incidental services, should form part of the price quoted during online reverse auction.

## 11 WARRANTY

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



- 11.4 Upon receipt of such notice, the vendor shall with all reasonable speed, repair or replace the defective Goods or parts thereof, without cost to the Bank.
- 11.5 If the vendor, having been notified, fails to remedy the defect(s) within a reasonable period, the BANK may proceed to take such remedial action as may be necessary, at the vendor's risk and expense and without prejudice to any other rights which the Bank may have against the vendor under the Contract.
- 11.6 During the warranty period vendor is required to maintain repair and replace any defective or failed components of the Cash Recycler and UPS excluding consumables like currency cassette (warranty of currency cassette to be provided as per clause 11.8 & 11.9), 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. However, printer heads & 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.
- 11.10 During warranty/AMC period the vendor has to submit Preventive Maintenance (PM) Report on quarterly basis (Electronic system generated report) to the Bank's head office, mentioning the date of PM on a case to case basis. The vendor shall submit the Preventive Maintenance call slips to the local bank's representative once Preventive Maintenance is performed. Non-submission of the PM reports shall attract a penalty of one engineer visit charges per quarter per Cash Recycler / UPS after the grace period is expired.
- 11.11 If the Preventive Maintenance is not undertaken during each quarter a grace period of two weeks would be given to the vendor for completion of the same for the quarter and if not completed within the grace period, the total warranty/AMC period would be extended by three months for the quarter for that particular Cash 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 vendor and after tested by the vendor. However, the warranty will not apply to such third-party hardware/ software items installed by the Bank.

## 12 PAYMENT TERMS

### a. For Cash Recyclers and UPS:

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

### b. For 2<sup>nd</sup> Set of Lockable Cassette:

- 12.5 On Delivery: Seventy (70) % of the basic cost of the 2<sup>nd</sup> set of lockable cassettes + 100% of GST shall be paid on receipt of Goods at the destination and on submission of invoices, at the Bank's Office at Chennai, along with the invoice and delivery challan duly acknowledged by the Bank's representative at the respective site / location for the receipt of goods.
- 12.6 On Final Acceptance (Installation): Thirty (30) % of the basis cost for the 2<sup>nd</sup> set of lockable cassettes shall be paid on submission of claim along with the installation certificate issued by the bank's representative in Proforma enclosed. If the installation is delayed for more than 3 months due to reasons attributable to the Bank, payment will be made by the Bank on submission of the claim by the vendor along with "Site Not Ready" certificate issued by the branch and the undertaking letter from the vendor to install the goods at no additional cost to the Bank as and when the site is ready. However, warranty period will start from the date of actual installation of the terminals only.

**c. For AMC payment**

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

**d. For EJ Pulling**

- 12.8 Payment of EJ pulling services will be made quarterly in arrears on submission of invoices and based on the actual number of EJ files received by the Bank. The TDS on all payments will be deducted at the applicable rate as per provisions of the applicable law.
- 12.9 Bank will make the payment on prorata basis (based on the number of EJ files received in Bank's server). If the EJ files are not received on some days of the particular month then payment will not be made for that particular day.

**e. For Facility Management Services**

- 12.10 Payment of Facility Management Services will be made monthly on submission of invoices and based on the actual number presence of the resource at the Bank premises.

The TDS on all payments will be deducted at the applicable rate as per provisions of the applicable law.

Payment will be released within 30 days from the date of submission of all the undisputed invoices submitted alongwith relevant documents.

**13 CHANGE ORDERS**

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



adjustment under this clause must be asserted within thirty (30) days from the date of the vendor's receipt of the Bank's change order.

#### 14 DELAYS IN THE VENDOR'S PERFORMANCE

- a. Delivery of the Goods and performance of Services shall be made by the vendor in accordance with the time schedule prescribed by the Bank in the Schedule of Requirements.
- b. If at any time during performance of the Contract, the vendor or its subcontractor(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the vendor shall promptly notify the Bank in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the vendor's notice, the Bank shall evaluate the situation and may at its discretion extend the vendor's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.
- 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 8 weeks for north east states and 6 weeks for remaining parts of the country from the date of issue of delivery instruction by the Bank.

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

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

#### 15 LIQUIDATED DAMAGES

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

#### 16 TERMINATION FOR DEFAULT

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



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

For the purpose of this clause:

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

**“fraudulent practice”** means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the BANK, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the BANK of the benefits of free and open competition.

- d. In the event the Bank terminates the Contract in whole or in part, the BANK may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the vendor shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the vendor shall continue performance of the Contract to the extent not terminated.

## 17 FORCE MAJEURE

The vendor shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this clause, “Force Majeure” means an event beyond the control of the vendor and not involving the vendor’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the vendor shall promptly notify the BANK in writing of such condition and the cause thereof but in any case not later than 10 days from the moment of its beginning. Unless otherwise directed by the Bank in writing, the vendor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. Unless otherwise directed by the Bank, the vendor shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance



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affected by the Event of Force Majeure. Notwithstanding above, the decision of the Bank shall be final and binding on the vendor.

## 18. ADOPTION OF INTEGRITY PACT

- 18.1 The Pact essentially envisages an agreement between the prospective bidders and the Bank, committing the persons /officials of both sides, not to resort to any corrupt practices in any aspect/ stage of the contract.
- 18.2 Only those bidders, who commit themselves to the above pact with the Bank, shall be considered eligible for participate in the bidding process.
- 18.3 The Bidders shall submit signed Pre Contract integrity pact as per the format in Section– 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. Girraj Prasad Gupta, ICAS (Retd) Email: <a href="mailto:gpgupta1804@gmail.com">gpgupta1804@gmail.com</a>	Shri. Arun Kumar Sharma Email: <a href="mailto:sharmaak6@gmail.com">sharmaak6@gmail.com</a>
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- 18.11 Change of law / policy / circular relating to Integrity Pact vitiate this agreement accordingly with immediate effect on written intimation.

## 19 LIMITATION OF LIABILITY

Vendor's aggregate liability for actual direct damages shall be limited to a maximum of the Contract Value, provided that this limit shall not apply to (1) the infringement



indemnity; or (2) bodily injury (including death) and damage to real property and tangible personal property caused by Vendor's negligence. Vendor shall not in any event be liable for any indirect or consequential damages, or for loss of profit, business, revenue, goodwill, anticipated savings or data, or third party claims except with respect to bodily injury (including death) and damage to real and tangible personal property for which Vendor is legally liable. For the purposes of this Section, "Contract Value" at any given point in time, means the aggregate value of purchase orders placed by Bank on the Vendor under this project.

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

## 20 LIABILITY OF VENDOR

- 20.1 Vicarious Liability- The Selected Bidder shall be the principal employer of the employees, personnel/individual, engaged by the selected Bidder and shall be vicariously liable for all the acts, deeds, matters or things, whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in the Bank shall accrue or arise, by virtue of engagement of personnel/individual, etc. by the selected Bidder, for any assignment under the contract. All remuneration, claims, wages dues etc. of such employees, agents, contractors, sub-contractors etc. of the selected Bidder shall be paid by the selected Bidder alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the selected Bidder 's employees, personnel/individual, etc. The selected Bidder shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the Bank through the action of selected Bidder employees personnel/individual, etc.
- 20.2 The Bidder shall be absolutely responsible for the payment of salary, all other statutory obligations to the employees engaged/to be engaged by the bidder to pay salary / wages, bonus, arrears, employment, terminal benefit, compensation and other claims whatsoever and the Bank has no connection in relation to such matters.
- 20.3 Bidder shall be responsible for fulfilling the requirement of all statutory provisions of relevant enactments viz. Minimum Wages Act, Payment of Wages Act, Industrial Disputes Act, Gratuity Act, Contract Labour (Regulations and Abolition) Act and all other labour and industrial enactment at their own risk and cost in respect of all AGs by Bidder. The Bank shall be indemnified for any action brought against it for any violation/non-compliance of any of the provisions of any of the acts, etc. hence non compliance or violation of any of these provisions of any of the Acts will be treated as breach of contract and shall lead to the termination of the contract. The Bidder shall maintain all records required to be maintained under statutory enactments and the



Bidder shall submit to the Bank a certificate every month to the effect that Bidder has and is complying with all the statutory regulations as said heretofore.

- 20.4 The relationship between the Bank and the selected bidder is on principal to principal basis. Nothing contained herein shall be deemed to create any association, partnership, joint venture or relationship or principal and agent or master and servant or employer and employee between the Bank and Supplier hereto or any affiliates or subsidiaries thereof or to provide any party with the right, power or authority, whether express or implied to create any such duty or obligation on behalf of the other party.

## 21 SETTLEMENT OF DISPUTES

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

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

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

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

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

- (1) In case of dispute or difference arising between the Bank and a domestic vendor relating to any matter arising out of or connected with this agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the respective Bank and the Vendor; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the Arbitrator appointed subsequently, the Presiding Arbitrator shall be appointed by the Indian Banks Association, India which appointment shall be final and binding on the parties.
- (2) If one of the parties fails to appoint its arbitrator within 30 days after receipt of the notice of the appointment of its Arbitrator by the other party, then the Indian Bank's 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 Banks' Association.

Notwithstanding any reference to arbitration herein,

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

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

## 22 APPLICABLE LAW

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

## 23 SCOPE OF WORK

Indian Bank is looking for bidder/s who can supply, install and maintain 300 Cash recyclers alongwith 1 KVA UPS and also maintain them during onsite comprehensive warranty period of 1 year (for CR) & 3 years (for UPS & batteries) and post warranty, onsite comprehensive AMC of minimum 6 years (for CR) and 4 years (for UPS) including spare part replacement, FLM support and SLM to maintain minimum 98.5% uptime of the CR. The Successful bidder should support the equipment, TSS implementation & EJ pulling for at least 7 years from the date of installation.

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

- 23.1 The successful bidder will have to provide the Cash 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 Bank's ATM EFT Switch (BASE 24). However, the Bank reserves the right to change the switching interface at any point of time. In such cases, it will be binding upon the successful bidder to provide the required support including terminal testing to commission the Cash Recyclers with new switching interface.

- 23.2 Bidder has to provide technical support for cash recycler hardware / software integration with Bank's EFT switch, TLS and Terminal Security Solution.
- 23.3 It is the responsibility of the successful bidder to deploy the existing and new (if any) display screens in Cash Recyclers as and when released by the Bank. As per clause 8.1 of Section IX of technical specifications, Content Management Client 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 by the bidder and no charges for such activity will be paid by the Bank.
- 23.4 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.
- 23.5 Bidder to install the software & other utilities supplied by the bank post testing, during PM visits. If any urgent installation is required before the PM schedule, site visit charges will be paid on mutually agreed terms. Any subsequent re-installation of software on account of CR OS re-installation etc. by the vendor will have to be done at no cost to the Bank.
- 23.6 Successful bidder will be required to grout the Cash Recyclers as per the specification mentioned in the Clause 20.5 of Section IX (Technical Specification).
- 23.7 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.
- 23.8 The successful bidder must ensure compliance of Terminal security solution in all Cash recyclers to comply RBI circular no- DBS(CO).CSITE/BC/5/31.01.015/2017-18 dated 21.6.2018 on "Control Measures for ATMs – Timelines for Compliance" on the day of making the Cash Recycler operational. All software required for control measures compliance must be loaded at the time of installation of the Cash Recycler.
- 23.9 The successful bidder has to implement End to End Encryption between Cash Recycler Terminals and Bank's EFT Switch i.e. TLS 1.2 or higher at the time of

making the Cash Recycler Tech live. During the entire contract period if any regulatory compliance requirement comes for upgradation of TLS to higher version then the bidder has to do the upgradation without any additional cost to the Bank.

- 23.10 The selected bidder should update /supply/ install necessary changes in endpoints, if any, due to regulatory compliances as on the date of RFP or explicitly mentioned in the RFP (all Regulatory/Statutory/NPCI/RBI/UIDAI etc. guidelines, Industry regulations and audit compliance), the same should be available at no additional cost to the Bank irrespective whether it being minor or major modifications. However, if there are any additional hardware changes required, Bank will pay at mutually agreed rates. If any additional new third party software is required (excluding upgrade/patches of existing softwares), Bank will supply required software licenses or pay the cost for the software licenses at mutually agreed rates.
- 23.11 The following are the other works to be undertaken by the successful bidder:
- Vendor to connect the Cash Recycler to the EFT switch for making the cash recycler online. Network level connectivity will be arranged by the Bank.
  - Vendor to connect the Cash Recycler to their Terminal Security Solution. Network level connectivity will be arranged by the Bank.
  - Implementation of TLS 1.2 or higher
  - Implementation of OTC
  - User acceptance test with screens and audio in English, Hindi & regional language.
  - User training/ admin function training.
  - Signoff.
  - Product wrapping.
- 23.12 Under Facility Management services, selected bidder has to provide following services from 10:00 AM to 6:00 PM on all Bank's working days:
- Monitoring of CRs for maintaining minimum 98.5% uptime.
  - Implementation and monitoring of TSS services and to provide support to field engineers for TSS & TLS connectivity for all CRs
  - Ensuring success EJ pulling for all CRs and pushing the same to Bank's server.
  - SLM Call Logging for all the CRs and monitoring for timely resolution of the call lodged.
  - Policy Pushing, Screen Pushing, etc. in CRs.
  - Ensuring OCT implementation for all connected CRs and support to branches for OTC generation.

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



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

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

- 23.13 Selected bidder will provide full support during the DR drill as and when conducted by Bank. If required, Bank may ask to provide resource(s) for onsite support during DR Drill.
- 23.14 The vendor should also undertake to customize display screens in graphic mode in any language (Hindi, English and the local language like Gujarati, Marathi, Punjabi, Tamil, Malayalam, Telugu, Kannada, Oriya, Bengali etc.) and also for touch screen format for all transactions undertaken on Cash Recyclers whereas the necessary screen/format/content/layout will be provided by the Bank.
- 23.15 It will be the responsibility of the bidder to deploy the required screens in the Cash Recycler whereas bank will provide the necessary screens. It is also a responsibility of the bidder to deploy the display screens in Cash Recycler whenever Bank makes any modifications in screens as part of the warranty/AMC services, without any extra cost to the Bank during the tenure of the contract.
- 23.16 The bidder will provide a portal on Bank's intranet for generation of the One-time combination lock by the Branch authorized personnel for the entire contract period. Bidder should provide the Support and maintenance of the portal without any additional cost to the Bank for entire contract period.
- 23.17 The bidder need to setup the OTC servers with softwares etc. in Bank's premises both at DC and DR for management of OTC with no additional cost to the Bank.
- 23.18 Bank will provide Server at DC and DR locations for OTC application with necessary Hardware (Windows 2016 server or higher) and Oracle database (on Windows environment).
- 23.19 However, if selected bidder's OTC solution need any other database (other than oracle) to be installed in Bank's server (provided for OTC), then the bidder will bear license cost of that database and the license should must be in the name of Indian Bank. Further the database provided by the bidder should be Enterprise edition and not any freeware database will be allowed for installation. The bidder will have to provide the license for both DC and DR. Also separate database license for UAT and production to be provided by the bidder.

- 23.20 For OTC implementation, bidder will provide Red Key and Black Key along with the Cash Recycler so that OCT can be implemented from day one without any additional cost to the Bank. During the contract period, if the key is lost by the branch or additional key is required by the Bank, then the cost for replacement of key will be paid by the Bank. However, if the key become unusable due to regular use then the bidder will replace it free of cost.
- 23.21 The Bidder is required to provide Facility Maintenance Services (FMS) support for monitoring and field support required for OTC solution. Required network access to the FM resource will be provided by the Bank. Bank may station the FM resource either Chennai or Mumbai.
- 23.22 The TSS and OTC Solution should be vertically and horizontally scalable.
- 23.23 The bidder need to provide all the software for the entire contract.
- 23.24 The hood Key and safe door key of each Cash Recycler should be unique and also the hood door key should be different from safe door key of a particular cash recycler.

## 24 INSTALLATION

The vendor 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 installation and the Bank will be responsible for provision of site infrastructure such as power and LAN connections. Vendor is responsible for all unpacking, assembling, wiring, installations, cabling between hardware units (Stabilizer, UPS and Cash Recycler) and connecting to power supplies. The Vendor shall test all hardware operations and accomplish all adjustments necessary for successful and continuous operation of the hardware at all installation sites.

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

## 25 Disposal of Old CDs/ATMs/BNAs/SNAs

The Bank proposes to offer approximately 300 CDs/ATMs/BNAs/SNAs under buyback. The machines under buyback may not necessarily be from the site where new machine is to be installed. The number of CDs/ATMs/BNAs/SNAs under buyback may not be in the ratio of 1:1 and may be less than/more than 1:1. Successful Bidder must agree to buyback of existing terminals of Diebold, NCR, Wincor, LIPI, AGS and Hyosung make CDs/ATMs/BNAs/SNAs on "AS IS WHERE IS" basis, preferably in same district or city. The entire process of removing of old CDs/ATMs/BNAs/SNAs from the existing sites and disposal as e-waste following proper govt. guidelines to be ensured by the bidder without any extra cost to the Bank.

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

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

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

## 26 MAINTENANCE OF CASH RECYCLER/UPS UPTIME

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

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

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

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

## 27 DELAYS IN REPAIR

Any Cash 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:

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

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

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

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

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

In case the Service Provider (successful bidder) fails to meet any one of the above standard of maintenance, there will be a penalty of Rs. 2,000/- (Rupees Two Thousand only) per day or part thereof per Cash 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 penalty for downtime is applicable for not complying to uptime during the 1<sup>st</sup> year of warranty year also.

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

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



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

During the warranty & AMC period, Service Provider is required to maintain, repair and replace any defective or failed components of the Cash Recycler and UPS excluding consumables like currency cassette, 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.

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

## 28 DELAYS IN CONNECTING TERMINALS WITH TSS SERVER.

All the Cash recyclers should be made live for the first time only after ensuring that the terminal is connected with the TSS server. After making it live it will be sole responsibility of selected bidder to keep the CR connected with the TSS server. Any Cash recycler that are reported to be disconnected with the TSS server should be re-connected immediately. In case, site visit is not required then the TSS connection downtime should not exceed more than 1 day. However, in case, site visit is required for re-connecting checker server than the TSS connection downtime should not exceed more than 2 days for any particular CR.

In case the Service Provider (successful bidder) fails to meet the above standard of maintenance, there will be a penalty of Rs. 200/- (Rupees Two Hundred only) per day or part thereof per Cash Recycler subject to a maximum of Rs 2,000/- (Rupees Two Thousand only) per Cash recycler, calculated on quarterly basis for not complying to the TSS Checker connection uptime as specified by the Bank. The penalty for TSS checker connection downtime is applicable for not complying to uptime during the 1<sup>st</sup> year of warranty year also.

## 29 FACILITY MANAGEMENT AVAILABILITY

The resource for facility management should be available for 8 hrs on all Bank's working days. If for some reason the deputed resource is absent, then alternate resource should





be allocated for continuation of the service. In case of no service, for the days of absence, applicable penalty derived by below formula will be deducted

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

### 30 ANNUAL MAINTAINENCE

- 30.1 The vendor must give firm commitment to provide onsite maintenance services 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 8% of the cost of the Cash Recycler & UPS.
- 30.2 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 vendor is also expected to maintain the equipments supplied for at least seven years from the date of installation.
- 30.3 During the AMC period the vendor is required to perform Preventive Maintenance (PM) on quarterly basis and submit call reports without fail. Bank reserves the rights to withhold the payment of AMC for the quarter for Non-performance or non-submission of PM reports.
- 30.4 During Preventive Maintenance, functioning of DVSS system, TSS, TLS and EJ pulling agent should also be checked and the data backup (EJ & images/videos) has to be handed over to the branch for preserving the same. Bank will provide the media in the form of CD, DVD, USB drive or external Hard Disc. The preventive maintenance certificate duly signed by branch officials with seal should also include Earthing status, Power voltage status, Successful EJ connectivity with docket number and Successful TSS connectivity with docket number, duly signed by the branch officials with seal.
- 30.5 During Preventive Maintenance, availability of all the screens in the CR should be checked and if any screen is missing then the same should be updated in the CR immediately.
- 30.6 The Bank will pay AMC Charges in arrear after the warranty period for each year centrally on a quarterly basis. The amount would be paid by the bank in the beginning of successive quarter (taxes extra) after receipt of the Demand note (invoice). The TDS or any other applicable taxes on all payments will be deducted at the applicable rate as per provisions of the applicable law
- 30.7 If PM is not done by the vendor or PM report is not submitted by the vendor, then Bank will deduct one engineer visit charges per quarter per CR as a penalty against not doing the PM activities.



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

### 31 TRAINING

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

### 32 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.

### 33 SEVERABILITY

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



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## SECTION – V SCHEDULE OF REQUIREMENTS

### 1. BRIEF DESCRIPTION

Supply, grouting (for Cash Recycler only), installation and maintenance of 300 Cash Recyclers along with 1 KVA UPA with 8 hours power backup for Indian Bank.

#### QUANTITY OF SYSTEMS TO BE PROCURED

300 Cash Recyclers along with 1 KVA UPS with 8 hours power backup is 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 minimum 7 years. However, Indian Bank may procure  $\pm 10\%$  of the quantity specified.

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

#### PLACEMENT OF ORDERS

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

### 2. DELIVERY SCHEDULE

The complete system has to be delivered with all accessories and software and installation should to be completed within 8 weeks for north east states and 6 weeks for remaining parts of the country from the date of issue of individual sidewise 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.



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**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 vendor and will be done free of cost, i.e., without any cost to the Bank. Site visits related to EJ pulling/EJ agent shall be made at no extra cost to the Bank.
- b) Vendor shall have the facility to extract the EJs of all the transactions in each of the Cash 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) Vendor has to ensure that EJ should be pulled/ pushed to the central EJ server after every transaction or at a maximum interval of 10 minutes 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/ or at TSS server of the Vendor at a centralized location for minimum period of 1 (one) year. Cash Recycler-Wise EJs pulled are to be spooled separately and pushed to the designated server at Bank. The EJ data may be purged by the vendor after seeking confirmation from the Bank.
- e) EJ pulling shall be done after every transaction or at a maximum interval of 10 minutes and the EJ files are to be sent to Banks' designated servers immediately. The Vendor will not be responsible for cases related to network and other Infrastructure issues attributable to the Bank. However, the Vendor has to arrange for pulling the EJ data subsequently without any loss of data once the network and infrastructure related issues have been rectified.
- f) Vendor shall also provide EJ viewer facility to the Bank.
- g) In case of settlement of any claim of the cardholder by the Bank in the event of non-availability of EJ for the same, the Bank reserves the right to recover the disputed transaction amount along with penalty, if any, charged by the statutory authorities, such as banking Ombudsman, etc., from the vendor.
- h) The process of extracting and sending EJ to Bank's DC:
  - i. The EJ's will be pulled/ pushed to the central EJ server after every transaction or at a maximum interval of 10 minutes through automated schedules configured for regular EJ pulling at the server.



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



## SECTION 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 as per Companies Act 2013 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 31.12.2022.	i. Copies of Certification of incorporation / constitution / legal Status / registration of the bidder. ii. Copy of purchase orders (all pages) which was issued before 01.01.2020 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	The average turnover of the bidder should be at least Rs.100 Crores or above from ATM/Cash Recycler/ Bunch Note Acceptor business in India for the last 3 consecutive financial years (2019-20, 2020-21 & 2021-22).	Audited balance sheets of the bidder for last three consecutive audited financial years of the bidder (2019-20, 2020-21 & 2021-22). Certificate from a Chartered Accountant to confirm that the average turnover of the bidder is at least Rs.100 Crores or above from ATM/Cash Recycler/ Bunch Note Acceptor business in India for the last 3 consecutive financial years (2019-20, 2020-21 & 2021-22).
3	The net worth of the Bidder firm (manufacturer or principal of authorised representative) should not be negative as on 31.03.2022 and also the same should not have eroded by more than 30% (thirty percent) in the last three years, ending on 31.03.2022	Audited balance sheets of the bidder for last three consecutive audited financial years of the bidder (2019-20, 2020-21 & 2021-22). Certificate from a Chartered Accountant to confirm that the net worth is not negative as on 31.03.2022 and also the same should not have eroded by more than 30% (thirty percent) in the last three years, ending on 31.03.2022.
4	The bidder should have "supplied & installed" at least 1000 Cash Recyclers / ATMs and / or BNAs of same make proposed to be delivered under this RFP	Purchase Order and Certificate of installation issued by Banks clearly mentioning the make and model of the terminals and the quantity.

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	amongst at least two Scheduled Commercial Banks in India during Jan'2019 to Dec'2022 and functioning satisfactorily as on date of the bid submission.	
5	The bidder should have "supplied & installed" a single order for supply of minimum 100 Cash Recyclers for any Public/ Private sector bank during Jan'2020 to Dec'2022 and functioning satisfactorily as on date of the bid submission.	Purchase Order and Certificate of installation issued by Banks clearly mentioning the make and model of the terminals and the quantity.
6	The Bidder/OEM should not have been Blacklisted/ terminated by any Government/ Public sector organization/PSU Bank / IBA / RBI /any regulatory authority during the last five years from the date of this RFP for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices, at any point. If a bidder chooses not to disclose any such issue, and the same comes to Bank's notice at a later date, the Bank will be free to revoke/terminate contract entered with the vendor and invoke Bank guarantee at its discretion. The Bank may also Blacklist the company for 3 years.	Certificate from company secretary or external auditor to be submitted.
7	The Bidder should have Branches or Service Centres or Authorised Service Centres / Franchise in state capitals and at least in 100 centres all over India and the branches/service centres should have been in existence at least for the past 1 year. These Centres should cover all major cities in India.	Bidder should submit the list of service support centres and the escalation matrix to be used by the Bank for service support. Format as per Section VIII (9) of the RFP.
8	All bidders should sign the Integrity Pact. on non-judicial Stamp paper of requisite value (including witness) .	Format as per Section VIII (10) of the RFP.
9	The bidder should be the Original Equipment Manufacturer(OEM) or their authorized representative in India. Either the Cash Recyclers manufacturer(OEM)	Manufacturer authorization letter form (MAF) duly signed by the OEM.



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	or their authorized distributor in India can directly bid in the RFP but not both of them can bid for the same make of Cash Recycler. In case the bidder is an authorized representative but unable to perform obligations as per contract during contract period, the OEM should perform all the obligations on behalf of bidder as spelt out in the RFP and agreement executed by the authorized representative subsequently.	
10	The production unit / factory of the brand of the Cash Recyclers being quoted should be ISO 9001:2015 & 14001:2015 certified. If the production unit is outside of India, it should meet equivalent international standards.	Copy of valid certificates
11	Bidder/OEM should not be classified as a loan defaulter of any Bank.	Certificate from existing Bankers to be submitted.

**Other Terms and Conditions:**

1. The bid should be accompanied by bid security as per Section VIII (2).
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 minimum seven years.
6. Either the Cash Recycler Manufacturer or their Authorised Distributor in India can directly bid in the RFP but not both.
7. An undertaking/guarantee in writing to be produced from the original manufacturers of the Cash 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.



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- 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 production unit/ factory for inspection and testing and these will be made available to the Purchaser or its representative for inspection.
9. Vendor shall indemnify, protect the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights, agency / dealership etc., or such other statutory infringements in respect of the entire software and hardware supplied by the vendor.
- 9.1 The obligations set forth in this Section will not apply to an IP Claim if the alleged infringement is based on, caused by, or results from:
- a) Modification of the hardware / software, for which IPR claim is received, other than by Vendor;
  - b) use of the Cash Recycler other than as provided by this RFP; or
  - c) use of other than the latest Cash Recycler version that vendor has made available or provided to Bank;

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

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



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## SECTION VIII - BID FORM AND OTHER FORMATS

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SECTION – VIII  
1. BID FORM

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

To

The Assistant General Manager (DBD)  
CO: Digital Banking Division  
Indian Bank  
Head Office Building (2nd Floor)  
#66, Rajaji Salai, Chennai-600 001, India

Having examined the RFP Documents (GeM Bid No.: GEM/2023/B/3192703 dated 27.02.2023) including Notice Nos. .... (insert numbers), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver 300 Cash Recyclers (+ 25%) for Indian Bank along with 1 KVA UPS, in conformity with the said RFP Documents, in accordance with the Schedule of Prices that will be submitted by us during the online reverse auction.

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

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

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

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

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

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

We hereby confirm that we are not blacklisted by any Government/ Public sector organization/PSU Bank / IBA / RBI /any regulatory authority in last five years.

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

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



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

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

No	Documents to be submitted	Submitted (Yes/No)
1	Authorization letter for signing the bid documents alongwith Board resolution in the name of the official issuing authorization letter.	
2	Bid Security as per Section VIII (2)	
3	Demand Draft towards the cost of bid documents. (If not submitted during the pre-bid meeting).	
4	Copy of RFP document with seal & signature on all pages and forms as per section VIII format .	
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 01.01.2020 (For Eligibility Criteria 1).	
13	Certificate from a Chartered Accountant to confirm that the average turnover of the bidder is at least Rs.100 Crores or above from ATM/Cash Recycler/ Bunch Note Acceptor business in India for the last 3 consecutive financial years (2019-20, 2020-21 & 2021-22) (For Eligibility Criteria 2).	
14	Certificate from a Chartered Accountant to confirm that the net worth is not negative as on 31.03.2022 and also the same should not have eroded by more than 30% (thirty percent) in the last three years, ending on 31.03.2022 (For Eligibility Criteria 3).	
15	POs & Certificates issued by at least 2 Scheduled Commercial Banks in India for satisfactory services of the bidder totalling to at least 1000 Cash Recyclers/ ATMs and/or BNAs of same model proposed to deliver under this RFP. (For Eligibility Criteria 4).	
16	Copy of a purchase order issued during last 3 years by a public/ private Sector bank in India for at least 100 Cash Recyclers and / or BNAs with cash recycling capability. (For Eligibility Criteria 5).	
17	Self declaration for Non-Blacklisting (For Eligibility Criteria 6).	

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18	Details of Service Centres and information on service support facilities in the Service Support Form (For Eligibility Criteria 7).	
19	Integrity Pact (For Eligibility Criteria 8).	
20	Production certificate of the product manufacturing company or authorization letter from OEM. (For Eligibility Criteria 9)	
21	Copy of the ISO certificate 9001:2015 & 14001:2015 (For Eligibility Criteria 10).	
22	Certificate from existing Bankers confirming no loan default. (For Eligibility Criteria 11)	
23	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.	
24	A detailed description of essential technical and performance characteristics of Cash Recycler.	
25	A detailed description of essential technical and performance characteristics of UPS.	
26	PA-DSS certificate	
27	PCI PTS certificate	
28	UL 291 Certificate	
29	Specifications of the Server & Required Software's for TSS server (For Section IV, clause 9.e)	
30	CEN Certificate (For Section IX, clause 1.9)	
31	UIDAI Certificate (For Section IX, clause 1.11)	
32	Certificate for PCI version 4.x or later (For Section IX, clause 5.3)	
33	Warrenty Certificate for color customization and Product wrapping (For Section IX, clause 14.1)	
34	ATM Manufacturer's Authorization Form	
35	UPS Manufacturer's Authorization Form	

.....  
Name and Signature

In the Capacity of.....

Duly authorised to sign bid for and on behalf of

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



## 2. BID SECURITY FORM

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

Date

Dear Sir,

Sub: Request for Proposal (RFP) for "SUPPLY, INSTALLATION AND MAINTENANCE OF 300 CASH RECYCLERS ALONG WITH 1 KVA UPS".

Ref: RFP No. GEM/2023/B/3192703 Dated 27/02/2023.

Whereas ..... (*hereinafter called "the Bidder"*) is intended to submit for Supply, Installation and Maintenance of 300 Cash Recyclers Along with 1 KVA UPS (*hereinafter called "the Bid"*).

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

The conditions of this obligation are:

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





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We undertake to pay the purchaser up to the above amount upon receipt of its first written demand, without the purchaser having to substantiate its demand, provided that in its demand the purchaser 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.



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### 3. CONTRACT FORM

**THIS AGREEMENT** made the .....day of....., 2023 Between Indian Bank, having its Corporate Office at 254-260, Avvai Shanmugam Salai, Royapettah, Chennai 600 014 (hereinafter called as "the Bank/ the Purchaser") of the one part and ..... (*Name of Supplier*) having its Registered Office at (*City and Country of Supplier*) (hereinafter called as "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 sections/ part of RFP document inter alia 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:**

This contract is valid for seven years from \_\_\_\_\_ to \_\_\_\_\_.

**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:.....



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#### 4. PERFORMANCE SECURITY FORM

Bank Guarantee No.

Date:

To:

INDIAN BANK  
254-260, Avvai Shanmugam Salai,  
Royapettah,  
Chennai 600 014

**WHEREAS** ..... (Name of supplier) hereinafter called "the supplier") has undertaken, in pursuance of Contract dated ..... (Hereinafter called "the Contract") to supply..... (Description of Goods and Services)

**AND WHEREAS** it has been stipulated by you in the said Contract that the supplier shall furnish you with a Bank Guarantee by a recognised 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 a Guarantee on behalf of the supplier:

**THEREFORE WE** hereby affirm that we are Guarantors and responsible to you, on behalf of the supplier, up to a total of Rs..... (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..... with a claim period upto.....

Signature and Seal of Guarantor

.....

Date.....

Address: .....

.....

.....



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

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

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

To,

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

Dear Sir,

**Ref: GEM/2023/B/3192703 Dated 27/02/2023**

We, \_\_\_\_\_ who are established and reputed manufacturers of \_\_\_\_\_ (name & descriptions of goods offered) having factories at \_\_\_\_\_ (address of production unit/ 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.



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

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

Date:

Signature and Seal of the Bidder



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**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	8 GB RAM			
5	1TB HDD x 2 Nos.			





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7	Operating System			
8	1 KVA UPS			
9	Batteries			
10	Isolation Transformer			
11	1 KVA Stabilizer			
12	2 <sup>nd</sup> Set of lockable Cassettes – configured and ready to use.			
13	Terminal security Solution (TSS) implementation			
14	TLS implementation			
15	EJ connection			
16	Vault password Change			
17	BIOS Password Change			

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 vendor has fulfilled its contractual obligations satisfactorily\* or

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

(a)

(b)

(c)



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

\* Explanatory notes for filling up the certificates:

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



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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 turnover of the bidder from ATM/Cash Recycler/ Bunch Note Acceptor business in India:
  - (a) For FY 2019-20:
  - (b) For FY 2020-21:
  - (c) For FY 2021-22:
  - (d) Average for the last 3 FYs:
3. Date of commencement of business in India:
4. Details of a purchase order received from a client in India for ATM / Cash Recycler prior to 01.01.2020:
  - (a) Client's Name:
  - (b) PO date:
  - (c) Quantity:
  - (d) Scope of services:
5. Tangible net worth of the bidder from business in India (Auditor certificate for positive Tangible net worth for last 3 years to be enclosed):
  - (a) For FY 2019-20:
  - (b) For FY 2020-21:
  - (c) For FY 2021-22:
6. No. of service support centres in India which are in existence at least for the past 1 year:
  - (a) Owned by the bidder:
  - (b) Owner by bidder's partners:
7. Details of a purchase order received from a scheduled commercial bank in India for Cash Recyclers / ATMs and / or BNAs of same make proposed to be delivered under this RFP:



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- (a) Bank's Name:
  - (b) PO date:
  - (c) Total Quantity:
  - (d) Number of machines installed:
8. Names of two Scheduled Commercial banks in India to whom the same make of Cash 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:
9. Details of Original Equipment Manufacturers for Cash Recycler and UPS:
- (a) OEM of Cash Recycler:
  - (b) OEM of UPS:
  - (c) OEM of UPS:
10. Details of manufacturing facility:
- (a) Manufacturing Capacity:
  - (b) Sales for the current financial year:
  - (c) Value of current orders to be executed with details:
  - (d) Details of ISO Certification for the manufacturing facility:
  - (e) Details of testing facilities available:





## 10. INTEGRITY PACT

### INTEGRITY PACT

Between

Indian Bank hereinafter referred to as “The Bank”

and

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

### Preamble

The Bank intends to award, under laid down organizational procedures, contract/s for Supply..... (Description of Goods and Services). 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.



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## 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)



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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.



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## 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 .....

(For & On behalf of the Bank)  
(Office Seal)

Place -----

Date -----

(For & On behalf of Bidder/Contractor)  
(Office Seal)

Place -----

Date -----



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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



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## 12. Non-Disclosure Agreement

**This Agreement** made at \_\_\_\_\_, on this \_\_\_\_\_ day of \_\_\_\_\_ 2023  
**BETWEEN** \_\_\_\_\_ a company incorporated under the Companies Act, 1956 having its registered office at \_\_\_\_\_ (hereinafter referred to as "the Supplier/....." which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the **ONE PART;**

**AND**

**INDIAN BANK**, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 and having its Corporate Office at 254-260, Avvai Shanmugam Salai, Royapettah, Chennai - 600014 (hereinafter referred to as "**IB**" which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the **OTHER PART**

And are hereinafter individually referred to as party and collectively referred to as "the Parties". Either of the parties which discloses or receives the confidential information is respectively referred to herein as Disclosing Party and Receiving Party.

### **WHEREAS:**

The Parties entered to a contract and established business relationship between them. In the course of such business relationship, it is anticipated that both the parties may disclose or deliver to either of the Parties certain or some of its trade secrets or confidential or proprietary information, for the purpose of enabling the other party to evaluate the feasibility of such business relationship (hereinafter referred to as "**the Purpose**").

### **NOW, THEREFORE, THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:**

#### **1. Confidential Information:**

"Confidential Information" means all information disclosed/ furnished by either of the parties to another Party in connection with the business transacted/to be transacted between the Parties and/or in the course of discussions and negotiations between them in connection with the Purpose. Confidential Information shall include customer data, any copy, abstract, extract, sample, note or module thereof. Either of the Parties may use the Confidential Information solely for and in connection with the Purpose. Notwithstanding the foregoing, "Confidential Information" shall not include any information which the Receiving Party can show:

- a) is now or subsequently becomes legally and publicly available without breach of this Agreement by the Receiving Party,
- b) was rightfully in the possession of the Receiving Party without any obligation of confidentiality prior to receiving it, from the Disclosing Party,



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- c) was rightfully obtained by the Receiving Party from a source other than the Disclosing Party without any obligation of confidentiality, or
- d) was developed by or for the Receiving Party independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence.

## **2. Use of Confidential Information:**

- a) Each party agrees not to use the other's confidential information for any purpose other than for the specific purpose. Any other use of such confidential information by any party shall be made only upon the prior written consent from the authorized representative of the other party or pursuant to subsequent agreement between the Parties hereto.
- b) The bidder shall not commercially use or disclose for commercial purpose any confidential information or any materials derived there from, to any other person or entity other than persons in its direct employment who have a need to access and knowledge of the said information, solely for the purpose authorized above. The company shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Company agrees to notify the Bank immediately if it learns of any use or disclosure of the Bank's confidential information in violation of the terms of this agreement.
- c) The bidder shall not make news release, public announcements, give interviews, issue or publish advertisements or Agreement, the contents/provisions thereof, other information relating to this agreement, the purpose, the Confidential information or other matter of this agreement, without the prior written approval.

## **3. Non-disclosure:**

The Receiving Party shall not commercially use or disclose any Confidential Information or any materials derived there from to any other person or entity other than persons in the direct employment of the Receiving Party who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Receiving Party may disclose Confidential Information to consultants only if the consultant has executed a Non-Disclosure Agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these. The Receiving Party shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing Party's Confidential Information in violation of the terms of this Agreement. Further, any breach of non-disclosure obligations by such employees or consultants shall be deemed to be a breach of this Agreement by the Receiving Party and the Receiving Party shall be accordingly liable therefore.



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Provided that the Receiving Party may disclose Confidential information to a court or governmental agency pursuant to an order of such court or governmental agency as so required by such order, provided that the Receiving Party shall, unless prohibited by law or regulation, promptly notify the Disclosing Party of such order and afford the Disclosing Party the opportunity to seek appropriate protective order relating to such disclosure

#### **4. Publications:**

Neither Party shall make news releases, public announcements, give interviews, issue or publish advertisements or publicize in any other manner whatsoever in connection with this Agreement, the contents / provisions thereof, other information relating to this Agreement, the Purpose, the Confidential Information or other matter of this Agreement, without the prior written approval of the other Party.

#### **5. Term:**

This Agreement shall be effective from the date hereof and shall continue till termination of business relationship between the Parties. Upon expiration or termination as contemplated herein the Receiving Party shall immediately cease any and all disclosures or uses of Confidential Information; and at the request of the Disclosing Party, the Receiving Party shall promptly return or destroy all written, graphic or other tangible forms of the Confidential Information and all copies, abstracts, extracts, samples, notes or modules thereof. Notwithstanding anything to the contrary contained herein the confidential information shall continue to remain confidential for a period of five years after expiry of contract.

#### **6. Title and Proprietary Rights:**

Notwithstanding the disclosure of any Confidential Information by the Disclosing Party to the Receiving Party, the Disclosing Party shall retain title and all intellectual property and proprietary rights in the Confidential Information. No license under any trademark, patent or copyright, or application for same which are now or thereafter may be obtained by such Party is either granted or implied by the conveying of Confidential Information. The Receiving Party shall not conceal, alter, obliterate, mutilate, deface or otherwise interfere with any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Disclosing Party on any copy of the Confidential Information, and shall reproduce any such mark or notice on all copies of such Confidential Information. Likewise, the Receiving Party shall not add or emboss its own or any other any mark, symbol or logo on such Confidential Information.

#### **7. Return of Confidential Information:**

Upon written demand of the Disclosing Party, the Receiving Party shall (i) cease using the Confidential Information, (ii) return the Confidential Information and all copies, abstract, extracts, samples, notes or modules thereof to the Disclosing Party within seven (7) days after receipt of notice, and (iii) upon request of the Disclosing Party, certify in writing that the Receiving Party has complied with the obligations set forth in this paragraph.





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## 8. Remedies:

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

## 9. Entire Agreement, Amendment, Assignment:

This Agreement constitutes the entire agreement between the parties relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the parties. This Agreement may be amended or modified only with the mutual written consent of the parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable by the Supplier.

## 10. Governing Law and Jurisdiction:

The provisions of this Agreement shall be governed by the laws of India. The disputes, if any, arising out of this Agreement shall be submitted to the jurisdiction of the courts/tribunals in Chennai.

## 11. General:

The Receiving Party shall not reverse-engineer, decompile, disassemble or otherwise interfere with any software disclosed hereunder. All Confidential Information is provided "as is". In no event shall the Disclosing Party be liable for the inaccuracy or incompleteness of the Confidential Information. None of the Confidential Information disclosed by the parties constitutes any representation, warranty, assurance, guarantee or inducement by either party to the other with respect to the fitness of such Confidential Information for any particular purpose or infringement of trademarks, patents, copyrights or any right of third persons.

## 12. Indemnity:

The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party etc., officers, employees, agents or consultants. IN WITNESS WHEREOF, the Parties hereto have executed these presents the day, month and year first hereinabove written.

(For & On behalf of the Bank)  
(Office Seal)

Place -----

Date -----

(For & On behalf of Bidder/Contractor)  
(Office Seal)

Place -----

Date -----



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

To,

Date

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

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

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

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the RFP Ref No GEM/2023/B/3192703 dated 27/02/2023 including all forms/annexure, addendum, corrigendum and amendments, if any. We certify that the services offered shall be in conformity with the terms & conditions and Scope of Work stipulated in the forms/ annexures of the said RFP.

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

We also confirm that payment to the engaged employees shall be made in consonance with the Minimum Wages Act in vogue and their duty hours will also be as per applicable labour laws of country.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2023.

**Place:**

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



Ref: GEM/2023/B/3192703

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

To,

Date

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

Sir,

**Sub: Confirmation for Government Rules relating to Minimum Wages:**

Further to our bid dated ..... in response to the RFP for "supply, installation and maintenance of 300 cash recyclers along with 1 KVA UPS" (RFP Ref No. GEM/2023/B/3192703 dated 27/02/2023 herein referred to as RFP) issued by Bank, we hereby covenant, warranty and confirm as follows:

In this regard we confirm that the employees engaged by our Company to carry out the services in your bank for the above said contract are paid/ shall be paid minimum wages /salaries as stipulated in the Government (Central / State) Minimum Wages / Salaries act in force. We further confirm that in respect of all the employees/operator deployed by us for supply, installation and maintenance of 300 Cash Recyclers alongwith 1 KVA UPS, we do comply with government's rules and regulations like minimum wages act, Provident Fund and ESIC facility standard. We also indemnify the Bank against any action / losses / damages that arise due to action initiated by Commissioner of Labour for non-compliance to the above criteria.

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

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

Yours faithfully,

**Authorised Signatory**

**Designation**

**Bidder's corporate name**

**Place:**

**Date:**



Ref: GEM/2023/B/3192703

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

To,

Date

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

Dear Sir,

**Sub: RFP for supply, installation and maintenance of 300 cash recyclers along with 1 KVA UPS"**

**(RFP Ref No. GEM/2023/B/3192703 Date: 27/02/2023)**

Further to our bid dated ....., in response to the Request for Proposal (Bank's RFP No GEM/2023/B/3192703 Dated 27/02/2023) hereinafter referred to as "RFP") issued by Bank, we hereby covenant, warrant and confirm as follows:

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

Yours faithfully,

For.....

Designation:

(Signature and seal of authorized person)

Bidder's corporate name:

Place:

Date:



Ref: GEM/2023/B/3192703

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

To,

Date

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

Dear Sir,

**Sub: RFP for “Supply, Installation and Maintenance of 300 Cash Recyclers along with 1 KVA UPS”**

**(RFP Ref No. GEM/2023/B/3192703 Date: 27/02/2023)**

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

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

Sl. No	Make and Model	Name of Place

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

For & on behalf of

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

Official Seal

Date:



## 17. RESTRICTION ON PROCUREMENT DUE TO NATIONAL SECURITY

This Certificate should be submitted on the letterhead of the bidder as well as the OEM/ Manufacturer duly signed by an authorized signatory

To,

Date

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

Dear Sir,

**Sub: RFP for supply, installation and maintenance of 300 cash recyclers along with 1 KVA UPS”**

**(RFP Ref No. GEM/2023/B/3192703 Dated 27/02/2023)**

1. "I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I hereby certify that this bidder is not from such a country and is eligible to be considered."
2. "I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I hereby certify that this bidder is from such a country and has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. (Where applicable, evidence of valid registration by the Competent Authority shall be attached.)"

*(Strike out whichever is not applicable)*

Yours Faithfully,

**Authorised Signatory,**

**Name:**

**Designation:**

**Bidder's Corporate Name:**

**Address:**

**Email:**

**Contact No.**



Ref: GEM/2023/B/3192703

**18. DECLARATION FOR MSE BENEFITS**

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

To,

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

**Sub: Request for Proposal for Supply, Installation and Maintenance of 300 Cash Recyclers along with 1 KVA UPS**

**Ref: Your RFP No. GEM/2023/B/3192703 Dated 27/02/2023.**

Dear Sir,

This has reference to our bid submitted in response to your Request for Proposal (RFP) Ref. No. GEM/2023/B/3192703 dated 27/02/2023 floated for Supply, Installation and Maintenance of 300 Cash Recyclers along with 1 KVA UPS. We have carefully gone through the contents of the above referred RFP and hereby undertake and confirm that, as per the Govt. Of India guidelines, we are eligible to avail the following MSE benefits in response to your RFP floated, as referred above.

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

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

Yours Sincerely

For M/s \_\_\_\_\_

Signature

Name:

Designation:

Director/Company Secretary

Place:

Date:

Seal & Stamp





**19. SELF DECLARATION – BLACKLISTING**

To,

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

Dear Sir,

**Sub: Request for Proposal for Supply, Installation and Maintenance of 300 Cash Recyclers along with 1 KVA UPS**

**Ref: Your RFP No. GEM/2023/B/3192703 Dated 27/02/2023.**

We hereby certify that, we have not been debarred/ blacklisted for corrupt and fraudulent practices by any Government/ Public sector organization/PSU Bank / IBA / RBI /any regulatory authority during the last five years from the date of this RFP for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices, at any point and not have been insolvent / bankrupt on the date.

Signature of Authorized Official

Name and Designation with Office Seal

Place:

Date:

Name:



Ref: GEM/2023/B/3192703

**SECTION IX: TECHNICAL BID FOR SUPPLY, INSTALLATION AND MAINTENANCE OF 300 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
1	<b>Cash Recycler Processor &amp; Peripherals</b>		
1.1	<b>Embedded processor Intel® i5 6<sup>th</sup> Generation or higher</b> with following configuration: Processor base frequency of 2.3 GHz or above and Maximum Turbo frequency of 3.0 or above with 6 MB Cache or higher		
1.2	8GB DDR4 RAM or higher		
1.3	Minimum 2 x 1TB SATA HDD or above.		
1.4	On-board 10/100/1000 Mbps Speed LAN Card (IPV 6 Compliance)		
1.5	Linux or Microsoft Windows 10 or higher with latest Service Pack and Patches capable of multitasking real time operations and software to control all activities of the Cash Recyclers. Operating system should be upgraded to latest version before end of support from the OS OEM at no extra cost to Bank. Cash Recycler operating system should be upgraded with latest service pack and patches at no extra cost to the Bank on a timely manner. In case Bidder uses any open source software, end to end technical support by OEM/Technical Solution provider should be available during the contract period. The documents of OEM/Technical Solution provider regarding back-to-back support should be provided by the Bidder. All IS security/ Patches related advisories issued Statutory/Regulatory bodies should be implemented within the stipulated timelines at no additional cost to the Bank.		
1.6	Minimum 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. It should be enabled only through the Terminal Security Solution (TSS).		
1.7	Voice guidance support with internal speakers and head phone jack for visually challenged (Text		

Ref: GEM/2023/B/3192703

SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
	<p>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.</p> <p>Voice guidance should be available in 3 languages (English, Hindi &amp; regional) as per the IBA standards.</p> <p>Other normal voice guidance should be available in 7 languages. (Bengali, Gujarati, Hindi, Kannada, Malayalam, Marathi &amp; Telugu). Required audio files should be provided by the vendor in a standard format.</p> <p>Successful bidder(s) should demonstrate the feature for cash withdrawal, cash deposit, 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>The operating system should have the provision</p>		

Ref: GEM/2023/B/3192703

SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
	for parametrization to log critical changes and incident for monitoring purposes.		
1.9	Cash Recycler should be preloaded with CEN 3.0 or higher compliant XFS/equivalent software and should be capable of running multi-vendor software without hardware & OS changes. CEN certificate to be submitted.		
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 (Aadhaar) 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 L1 as stipulated by UIDAI, and should be Registered Device (RD).		
1.12	Secure Biometric scanner that supplies the finger print data to the ATM switch. The Biometric Scanner should be of good quality capable of accepting finger scans in one go and should be STQC certified and compatible with AEPS & Aadhaar specifications. It should convert the fingerprint image data (biometric information) to the format required by UIDAI before sending the data to bank's Switch along with transaction data. Certificate to be submitted.		
1.13	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		

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SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
	and voice prompts.		
1.14	Cash recycler security should be set to physical 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.		
1.15	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	<p>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.</p> <p>Further the Dual electronic digital one-time combination lock with code generation and audit trail capability provided by the bidder must comply with RBI circular RBI/2018-19/214 DCM (Plg.) No.2968/10.25.007/2018-19 dated 14.06.2019.</p> <p>The password to be changed at the time of installation and certified to this effect in the installation certificate.</p>		

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SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
2.5	Cash Recycler should be capable to communicate to Bank's switch for updating the hopper wise counter for all the cassettes on real time basis.		
<b>3</b>	<b>Cash Recycler Module (Bunch Note Acceptor &amp; Cash Dispenser)</b>		
3.1	Cash Recycler should be able to accept & dispense ATM fit notes (old/new/mixed currency)		
3.2	Cash retraction feature should be in disabled mode and should be configurable as per requirement of Bank.		
3.3	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.		
3.6	Cassettes should be able to sense cash low conditions and send message to the EFT switch. Cash low status and message shall be based on the physical cash availability in the Cash 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		

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SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
	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 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>		



Ref: GEM/2023/B/3192703

SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
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.		
3.14	Cash recycler should scan both sides of the notes 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	<p>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.</p> <p>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.</p>		

Ref: GEM/2023/B/3192703

SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
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	<p>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.</p> <p>Successful bidder to host the server in their network and connect to cash recyclers through the network provided by them for EJ pulling. However, successful bidder may also use TSS server for pulling &amp; keeping EJ files. In both cases 100% EJ pulling is the responsibility of successful bidder.</p>		
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 2700 notes.		
3.21	Cash Recycler should have a minimum note transport speed of 8 notes / second. Entire cash 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	<p>If the transaction 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.</p> <p>The same process shall be followed for all types</p>		

Ref: GEM/2023/B/3192703

SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
	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.		
3.31	Friction / vacuum pick technology		
3.32	Denomination-wise sorting of the deposited currency notes		
3.33	Notes deposited should be categorized and put into individual bins once they are accepted by the machine		
3.34	Should support counterfeit impounding and once detected should be captured and store it in counterfeit bin.		
3.35	There should be tracking facility available by capturing serial number of the notes deposited by the user		
3.36	The support for Bill Validation technology must be available for the entire period of the contract. A certificate from the Bidder / OEM of the Bill Validation technology, who has licensed the technology to the Bidder/OEM of the Cash Recycler, must be enclosed with the Technical bid certifying and assuring that the said OEM		

Ref: GEM/2023/B/3192703

SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
	shall provide all support to the bidder for the licensed technology for the entire duration of the contract of seven years.		
3.37	The Cash Recycler offered must pass the Genuine Note Recognition (as per RBIs Note Authentication and Fitness Sorting parameters) test with 100% accuracy, i.e. Pass awarded if 100% of genuine notes accepted in all orientations and other RBI parameters .		
3.38	The Cash Recycler offered as part of the current RFP must Identify the year of issue of the Indian Currency Note with 100% accuracy.		
<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	<p>Card Reader should have Anti-Skimming Solution with below capabilities</p> <p>1. Sense any foreign object surrounding the card reader and/or inserted into the card reader with capability to send message to the EFT switch.</p> <p>2. Should be able to put machine out of service or Block the card reader entry to the card reader slot when such an activity occurs</p> <p>4. It should also protect from deep insert skimming with card protection kit with minimum gap for insertion of card in the card reader.</p> <p>Details of antiskimming technology to be enclosed.</p>		

Ref: GEM/2023/B/3192703

SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
5	<b>Customer Interface on Cash Recycler</b>		
5.1	15" and above LCD or LED Colour Display.		
	<p>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 Aadhaar / 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. If FDK's are present in the display monitor, the Function keys should be fixed very close to the monitor and should be on the same horizontal level as that of the buttons available on the screen, to provide a better customer experience during transactions.</p> <p>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.</p>		
5.2	Braille stickers should be available on all devices, display screen and keys as per requirement to support visually challenged customers.		
5.3	<p>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.</p> <p>EPP keypad should be in conformance to PCI version 4.x or above and ADA compliant with sealed metal keypad and should support advanced Encryption Standard in future without any additional hardware (PCI version 4.x or later, certificate to be submitted).</p>		

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SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
5.4	The Cash Recycler should have PIN Pad Shield covering all three sides to avoid shoulder surfing or capture by the external camera.		
5.5	Trilingual Screen Support (Bank will provide the screen files in .gif, .jpg or .pcx formats only)		
5.6	Vandal screen with Privacy filter should be provided.		
5.7	Cash Recyclers should have rear view mirror covering majority area of the site.		
5.8	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.		
5.9	Adherence to Persons with Disability standards compliance – give details; Access For All (AFA) compliant and suitable for wheel chair based operation for physically challenged		
5.10	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		

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SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
	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.		
6.7	Connectivity through Wi-Fi, Dongle and Bluetooth should not be possible on the CRs.		
6.8	<p>To adopt high software security, <b>CRM Communication Security</b> Solution Should comply to PCI PTS (PIN Transaction Security) standards and PA DSS standards</p> <p>The solution should comply with the following processes: -</p> <ol style="list-style-type: none"> <li>1) Server Certificate to CRM for Authentication</li> <li>2) Verification of Server Certificate at the CRM</li> <li>3) New session for every new communication between CRM &amp; Server CRM Application should provide a secure communication TLS 2 or above to the host / CRM switch such that the data flowing between CRM &amp; Switch remain secure).</li> </ol> <p>Necessary changes for enabling TLS 1.2 or above at the CRM level will be vendor responsibility and at the back-end switch level it will be Banks responsibility. Bank to provide the necessary certificate required to implement TLS 1.2 or above.</p>		
<b>7</b>	<b>Integrated Surveillance Solution</b>		
7.1	<p>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.</p> <p>Successful bidder shall pull the images remotely and hand over to the Bank as and when required.</p>		
7.2	Successful bidder must provide an interface to		



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	browse, search and archive the stored images on hard disk or external media. The solution must have a search facility to locate an image / event by date & time, card no., transaction reference no. and ID.		
7.3	The camera shall be pilfer proof and should take care of extreme light conditions and able to capture the images of the user / customer at the time of 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		

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	or external media. The system shall provide for locating and retrieving an image or event by date and time, account number, card number, transaction number and ATMID.		
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.		
7.11	Machine should be able to send indication to the switch whenever DVSS is down.		
7.12	The machine should support water marking for image Authentication.		
<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.		
8.5	Software to support NDC/DDC message emulation		

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8.6	The model must support downloading of screens		
8.7	WOSA/XFS(CEN/XFS) layer with all device drivers or equivalent.		
8.8	The software should be capable of performing multifarious functions listed above and elsewhere in this document		
8.9	Capability to support MPEG full motion video		
8.10	The software should have the utility for converting files containing transaction details into ASCII format		
8.11	Solution must have a search facility to locate an image/event by date & time, card number, transaction reference number and/or CR ID		
8.12	The software roadmap should include support for remote key transport and XFS as well as IFX message standards		
8.13	Software for Electronic Journal pulling has to be supplied by the bidder. The support, installation and maintenance of the same has to be done by the bidder without any additional cost to the Bank.		
8.14	Software should be capable of implementing/ customizing for finger-print registration and Biometric authorization application as required by the Bank.		
8.15	The Cash Recycler should be capable of supporting a third party software agent such as SDMS/Radia/Infobase etc		
8.16	The vendor should also agree to test & install any third party software selected by the bank for EJ pulling/CR Monitoring etc. at no extra cost to the bank as and when required.		
8.17	The vendor should also provide support for any third party software, upgradation and distribution at no extra cost to the bank.		
8.18	Bidder will be responsible for the patch application / bug fixing / replacement / support of all software supplied under this tender without any additional cost to the Bank.		
8.19	Solution should be able to record opening of chest door/upper hood and be able to send		

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	message to switch in each case.		
8.20	Cash Recycler should be capable to communicate to Bank's switch for updating the hopper wise counter for all the cassettes on real time basis.		
<b>9</b>	<b>Connectivity</b>		
9.1	Cash Recycler Should have Network Interface Card 10/100/1000 Mbps		
9.2	Should connect to the existing EFT switch - Base24 using existing device handlers. Also, the Cash 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.		
9.3	Should support DNS and TCP/IP or any other protocol introduced in future. Cash Recycler should be IPv6 compliant.		
9.4	Should have Network Interface Card and be able to connect to any type of Ethernet network switch.		
9.5	Should connect to the existing switch using NDC/DDC device handler. As and when BIS comes up with an alternate Indian Standard device handler, the vendor must provide upgrade to this standard free of charge		
9.6	Should be capable of being connected to Bank's Financial Transaction Switch and switch of other networks- using existing device handlers at no additional cost to the bank.		
<b>10</b>	<b>Receipt Printer</b>		
10.1	Minimum Top-Of-Form 40-column graphic thermal printer for printing various information pertaining to transaction executed by customer (Customer Receipt) in Hindi , English as well as other regional languages like ( Marathi, Punjabi, Bengali, Oriya, Gujarati etc.) log of the transactions etc. i.e., Trilingual support.		
10.2	Receipt printer should cut the paper and push the receipt to the card holder through the customer		

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	receipt slot.		
10.3	Should have sensor to indicate low supply to the switch.		
10.4	Inbuilt software for enabling receipt printing in Hindi ,English as well as regional languages like Assamese, Bengali, Gujarati, Kannada, Malayalam, Marathi, Oriya, Punjabi, Tamil and such other vernacular languages.		
10.5	Should support printing of graphic images also		
10.6	Capacity to hold 400m roll for printing approximately 5000 Transactions		
10.7	The CD should have the capability to support multilingual customer receipt printing as per customers choice of language		
10.8	Form width 80 mm or higher		
10.9	There should be low media warning for receipt printer roll as well as receipt printer cartridge.		
<b>11</b>	<b>Electronic Journal</b>		
11.1	Cash Recycler should be enabled for electronic journal (EJ). EJ should be created and stored simultaneously in both hard disk. 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.		
11.4	CRM to be preloaded with a certified software agent of CR supplier.		
11.5	Solution should include an EJ viewer.		
11.6	EJ pulling from CRs and pushing EJ to Bank's server will be sole responsibility of vendor.		
11.7	EJ should record all events during a transaction, right from insertion of the card, till the removal of cash and card after completion of the transaction		
11.8	After each cash loading and admin transaction		

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	the journal balance (supply counter) should be updated in the EJ.		
<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		
12.9	Register for mobile banking/ Net Banking/ UPI		
12.10	Mobile based money withdrawal (QR and OTP based)		
12.11	Aadhaar no. seeding and Aadhaar enabled payments		
12.12	Mini-Statement printout		
12.13	Display of graphics/animation/scrolling/ date & time		
12.14	e-Filling through income tax portal		
<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</p>		

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	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.		
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.		
13.3	Support input voltage of 230V AC /50 Hz with +/- 10% variation		
13.4	Specify Power Consumption when in operation. (Maximum permissible power consumption when in operation 470 Watts).		
13.5	Specify Power consumption when the machine is idle Maximum permissible power consumption in idle situation 230 Watts.		
13.6	CRs should have cutoff circuit, Isolator to protect the critical ATM electrical and electronic parts viz. SMPS, Mother Board, Hard Disk, Sensors etc. from sudden spikes in voltage/ current from UPS/ RAW power.		
13.7	In-built SMPS to work on 230 Volts, 50 HZ power supply. Support input voltage of 230 V AC/50 HZ with +/- 5% variation		
14	<b>Color customization and Product wrapping for Cash Recyclers</b>		
14.1	Product wrapping as per the following specifications shall be provided on the 3 sides (Front & 2 sides) of the cash recycler for advertising Bank's products: i. i. Material: Self-adhesive vinyl with 5 year warranty & 7 year durability from the manufacturer against shrinkage, excessive		



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	<p>colour degradation and peeling of due to adhesive failure. Warranty certificate from the manufacturer need to be submitted alongwith bid documents.</p> <p>ii. Finish: Satin</p> <p>iii. Thickness: 80 Microns</p> <p>iv. Adhesive: Permanent Solvent Based Adhesive</p> <p>v. Application temperature: +5°C to +60°C</p> <p>vi. Service temperature: -30°C to 110°C</p> <p>vii. Durability: 7 Years</p> <p>viii. Fire Rating: Class B. Classification compliant with BS EN 13501-1:2007</p>		
15	<b>Terminal Security Solution &amp; System Hardening</b>		
15.1	<p>Bank will provide Server at DC and DR locations for Terminal Security Solution with necessary Hardware (Windows 2016 server or higher) and Oracle database (on Windows environment).</p> <p>However, bidders shall submit specifications of the Server &amp; Required Software's in a separate sheet along with bid. The specification must cater the requirement of minimum 500 CRs.</p> <p>Successful Bidder(s) will have to provide TSS Client &amp; Server licenses and related software for TSS implementation and should provide necessary support throughout the contract period in the Bank's DC &amp; DR.</p> <p>However, if selected bidder's TSS solution need any other database (other than oracle) to be installed in Bank's server (provided for TSS), then the bidder will bear licence cost of that database and the licence should must be in the name of Indian Bank. Further the database provided by the bidder should be Enterprise edition and not any freeware database will be allowed for installation. The bidder will have to provide the licence for both DC and DR. Also separate database license for UAT and production to be</p>		

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	provided by the bidder.		
15.2	The TSS client software should be compatible with ATMs running on Windows 10 and any future version of Windows OS installed in the terminals.		
15.3	The TSS client software should be able to manage policies on terminals in windows domain as well as in workgroup.		
15.4	The solution should block the unauthorized installed software		
15.5	The solution should have capability to allocate only required CR resources to the White listed application. During the running of the Whitelisted application, TSS should monitor if only those resources are being accessed. In case of any deviation, alert should be raised and resources should be blocked. Further, any outdated malware definitions on a terminal should be highlighted in a centralized dashboard.		
15.6	Terminal security solution should provide Access Management & Protection.		
15.7	Time based Admin Access should be provided. This control measure requires to parameterize and provide access on need basis, which is each CR specific, only during specified time window as prescribed and should be controllable from the centralised admin portal.		
15.8	The terminal security solution should be monitored & controlled through centralized server and should work with any standard ATM/CR agent monitoring solution.		
15.9	Terminal Security Solution should support access control based on roles and rights; Secure logging of system and user activities; Protection against known and unknown threats, including zero-day attacks; Integrated protection against unauthorized use of the entire system as well as individual components;		

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	Encryption of all data on an CR's hard disk; protects the system against all types of malware, unauthorized changes and access to data; File Integrity Module; Real-time monitoring and logging of attacks; Customization of individual security policy parameters; Hardening the OS etc.		
15.10	The Solution should support various map and views with filtering capabilities for instant access to security status of terminals/devices.		
15.11	The solution should support - Deploy and update Security Policies and configurations.		
15.12	The solution shall not have performance impact of the existing CR and their peripheral devices and performance.		
15.13	The solution shall be able to disable Auto-run facility of exe file from a network or a USB port.		
15.14	The solution shall be able to set Windows/Linux Password Centrally.		
15.15	The solution should support - Deploy and update Security Policies and configurations.		
15.16	The solution should support -Health information of various Security software products can be retrieved promptly to support any analysis.		
15.17	It should allow an administrator to define different roles for various users & groups and assign each of them specific user rights.		
15.18	The solution should provide additional hardening capability to the operating system, irrespective of the OEM (which is based on ATM/CR industry best practices).		
15.19	Effective, state-of-the-art protection against various Microsoft/Linux Operating System access related threats.		

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15.20	During policy distribution to the CR's, the hardening policies should be protected against manipulation(policy files should be encrypted).		
15.21	The solution should support –Detailed Event and Log information available along with hardware information for a complete picture of a device's actual status.		
15.22	The OS hardening of the CR machine must be done. All CRs should be adequately hardened and only white listed necessary services should run on the machines.		
15.23	Application whitelisting must be done to ensure that only software which has been designated authorized is allowed to run, any code not included on the application whitelist is blocked from running. It must be ensured that only authorized code can run and the authorized code or memory of the machine cannot be tampered with or hijacked.		
15.24	CRs should be pre-installed with whitelisting application solutions. The Vendor must provide Whitelisting solution with the following features: 1. The solution must ensure that only "Whitelisted" applications run on the CRs. 2. The solution must prevent the execution of any non- whitelisted files on the machine. Vendor to provide standard whitelisting solution from companies of repute like Symantec, Norton, McAfee etc. or any other industry standard whitelisting solution which would meet above requirements and should come preloaded in the CRs to be supplied and installed by successful vendor.		
15.25	Only permitted applications to be run in the terminals using Sandboxing concept, thus effectively nullifying the need of any anti-virus solution.		
15.26	CRs should have enabled dynamic		

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	windows/Linux password.		
15.27	CRs should have enabled BIOS password		
15.28	Auto run facility should be disabled.		
15.29	The solution should allow for the remote user management		
15.30	The solution should support One Time expiring passwords for using CR admin/Maintenance access purposes.		
15.31	The solution should support online and offline password management.		
15.32	The solution shall be managed from a central point of management.		
15.33	The solution should be able to dynamically change the hardening policy of the OS on the CR.		
15.34	The solution should be able to block USB ports on the CR through centralized Control system		
15.35	OS Hardening solutions should support user (role based) access to the terminals based on tokens (no need to distributed user credentials)		
15.36	The solution should have a user Interface to be able to customize and manage the hardening policies		
15.37	The Operating System Hardening should be managed and administered centrally		
15.38	During policy distribution to the CR's, the hardening policies should be protected against manipulation.		
15.39	The solution should block the unauthorized installation and running of software and services.		
15.40	The hardening solution should also be incorporated to browsers and other software components running on self-service terminals		

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	e.g. personal firewalls, IP-address / port management.		
15.41	The solutions should protect against malware being injected on to the machine and any other unauthorized Software installations. Via local means e.g. USB drive, CDROM etc.		
15.42	The solution should protect against the unauthorized updating / changing of configuration – property files		
15.43	The solution should have firewall functionality i.e. the offered solution should be able to block any unauthorised network traffic to the terminal.		
15.44	The TSS client software should be able to detect and prevent any malware and spyware attacks and intrusion programs.		
15.45	The solution should be capable of identifying behaviour anomalies within the CR software		
15.46	In the cases of TSS client software unable to communicate with the central TSS server, Security Solutions / Agent policies should work / be intact with the last uploaded policies.		
15.47	The software should have option to group the terminals based on various parameters (such as Make & Model, Zone, State, Test / Production etc.) for applying the policies and patches.		
15.48	The TSS server should have centralized patch management monitoring mechanism for Cash Recyclers. And there should be repository details of patches applied/to be applied on the Cash Recycler alongwith patch details and patch installation date.		
15.49	The proposed solution should conform to all regulatory, statutory, legal acts and rules more particularly Cyber Security and IT examination Cell (CSITE), RBI Advisory No. 3/2017 dated 06.03.2017 & cir.no.RBI/2017-18/206 DBS(CO).CSITE/BC.5/31.01.015/2017-18 dated		

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<b>16</b>	<b>Hard Disk Encryption</b>		
16.1	For hard disk encryption the system should not require any human intervention (like manual password entry).		
16.2	Should Encrypt all data (user files as well as system files) from a Cash Recycler Machine's hard disk.		
16.3	The solution should enable for an exact status of disk encryption to be retrieved and display centrally on a monitoring system		
16.4	The solution should be capable of changing the configuration of the hard disk encryption and the parameters used to encrypt		
16.5	Should protect data confidentiality when a system is out of operation (when HDD removed from native CR).		
16.6	The solutions should have the capability to decrypt a Cash Recycler Machines hard drive outside of the CR for recovery purpose (in highly secured manner)  Selected vendor should demonstrate the offline decryption of hard disk during the UAT at Bank's premises.		
16.7	The CR's should still cater for customers while the hard disk is being encrypted (during installation)		
16.8	The solution should also have capability to have central server based authentication		
16.9	CRs should have full hard disk encryption (FHDE) and encryption and authentication solutions to protect internal communications between the genuine CR PC core and CR modules, including the dispenser. Dispenser encryption (Communication between CD PC and Dispenser should be encrypted). All		



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	Sensitive information must be encrypted during transmission.		
16.10	CRs Windows OS should be configured to work in a locked down / restricted mode (with non admin rights).		
16.11	Hard disk encryption solution should utilize a custom pre-boot process to enable the CR Authenticate over the network to ensure the system credentials are correct before the complete boot process is allowed. 1. Solution should Encrypt the whole Hard Disk (FHDE) 2. Encryption process tolerates interruptions i.e. power Outages, without data loss. 3. Auto boot - Seamless boot Up without additional authentication screen yet secure with encryption 4. Single Centralized management console for managing the encryption policies 5. Allows for Remote Browser-based Access to the Encryption Server for Administration and Reporting		
<b>17</b>	<b>Intrusion Detection And Protection (anti malware)</b>		
17.1	The solution should have provision to block unused ports on the CR.		
17.2	The solutions should protect against malware which may be injected locally or remotely on to the machine		
17.3	The solution should protect against the manipulation of executable e.g. .exe, .dll, .class etc. and scripts e.g. .js, bat, .bat etc.		
17.4	The solution should protect against the unauthorized updating/changing of configuration – property files		
17.5	The solution should issue alert / warning once a threat has been identified		

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18	Remote Status Indicator (ATM should have remote status indicators for		
18.1	Low paper		
18.2	Low currency		
18.3	Divert bin Full		
18.4	ATM out of service		
18.5	Paper jam in printers		
18.6	Printer fatal		
18.7	Currency Jam		
18.8	DVS system down indicators		
18.9	No Cash		
18.10	Indicators for part fault (e.g motherboard, Cassette, EPP, card reader, SMPS, etc.)		
18.11	Presence of skimming devices/ foreign objects.		
19	<b>Facility Management Services</b>		
19.1	The selected bidder has to carry out Facility Management Services for monitoring of Terminal Security Solution, EJ Pulling, Downtime, OTC etc. (10:00 AM to 6:00 PM on all Bank's working day) for the contract period, at a single location decided by the Bank. The said services have to be delivered from a single centralized location of the Bank. However, Bank may at its discretion not avail this service or prematurely discontinue the same after giving one month notice. The payment of this service will be done quarterly in arrears after submission of invoices.		
19.2	The FM services include monitoring the Terminal Security Solution through the centralized server with facility to enable/disable services remotely for the access, application whitelisting, time based admin access, OTC, other control measures etc. from the Bank's centralized		

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SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
	location.		
19.3	The FM services also include monitoring the EJ pulling, Downtime Monitoring, Down call logged of the CRs deployed under this project, coordination with vendors for problem resolution, etc.		
19.4	The solution should be able to pull the required images from the Central location and share the same over e-mail with Bank officials, as and when required.		
<b>20</b>	<b>Other features</b>		
20.1	Cash Recycler should be able to operate in a wide range of temperature (10 to 45 degree) and humidity conditions from 20 to 80 RH.		
20.2	Should be mechanically and electrically capable of functioning 24x365 basis. The entire unit (Cash recycler, UPS, voltage stabilizer and isolation transformer) supplied and installed by the successful bidder should be capable of protecting the cash recycler and its spare parts from voltage fluctuation, earthing issue, over heating and abrupt shutdown due to zero battery backup. <b>Any damage the cash recycler or its spare parts due to the above reasons should be rectified or replaced at no cost to the Bank.</b>		
20.3	A complete write up on security features of the Cash recyclers shall be attached with bid.		
20.4	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. It will be vendor's sole responsibility to ensure proper covering by mesh during every preventive maintenance and engg. visit at site.		
20.5	The Cash Recycler shall be properly grouted as defined below:  Drilling 10"-12" holes (or up to the maximum depth of the floor) in the flooring and hammering metal sleeves in these holes. Putting in Anchor		

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SI No	Minimum Specification Required for Cash Recycler	Specification Offered	Write Complied or Not Complied
	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.		
20.6	Cash Recycler should be suitable for wheel chair based operation for Physically challenged.		
20.7	ISO or equivalent certificate for manufacturing process for the production unit/facility of the ATM machines.		
20.8	ATMs deployed shall comply with RBI, IBA or any regulatory guidelines as on the Effective date of the agreement. If any new guidelines are issued by these organizations, the vendor shall arrange for its compliance/ upgradation without any extra cost to the Bank. Only if any additional new third party software is required (excluding upgrade/patches of existing softwares), Bank may pay at mutually agreed rates.		

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

1<sup>st</sup> Make: .....

1<sup>st</sup> Model: .....

2<sup>nd</sup> Make: .....

2<sup>nd</sup> Model: .....

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

SI No	Minimum Specification Required for 1 KVA UPS	Specification Offered	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		

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SI No	Minimum Specification Required for 1 KVA UPS	Specification Offered	Write Complied or Not Complied
	requirement of 8 Hours		
13	Battery Type: Sealed Maintenance Free [SMF]. No. of batteries connected to UPS should not exceed 4.		
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		

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SI No	Minimum Specification Required for 1 KVA UPS	Specification Offered	Write Complied or Not Complied
	input voltage: $\geq 90\%$		
35	Converter Efficiency [AC to DC] at full load & nominal input voltage: $\geq 90\%$		
36	Overall Efficiency at full load & nominal input voltage: $\geq 85 - 90\%$		
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 stabilizer (1.5 KVA or above) to be provided along with the UPS at the input. (Bidders should mention the make, model, capacity 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.		



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**SECTION X: COMMERCIAL BID**

**COMMERCIAL BID FOR SUPPLY, INSTALLATION & MAINTENANCE OF 300 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 300 Cash Recyclers along with 1 KVA UPS.

**Ref:** Bid document No. GEM/2023/B/3192703 Dated 27/02/2023.

Referring to your above letter calling for quotations, we submit hereunder the price bid for supply, installation and maintenance of 300 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) (Without GST)	GST as applicable (D)	Total Price (P1=C + D) (incl. GST)
1	Cash Recyclers as per specification with initial comprehensive warranty of 1 year	300				
2	1 KVA UPS (alongwith a stabilizer and an isolation transformer) with 8 hours power backup as per specification with initial comprehensive warranty of 3 years (batteries also to be provided with 3 year warranty)	300				
	<b>TOTAL (P1)</b>	<b>300</b>				

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

(Amount in Rs.)

Sl No	Description	AMC for 1 CR/UPS per year (E)	No of CR/UPS (F)	No of Years (G)	Total AMC (H=E*F*G) (Without GST)	GST as applicable (D)	Total Price (P2=H + D) (incl. GST)
1	AMC for Cash Recyclers after 1 year warranty		300	6			
2	AMC for 1 KVA UPS (alongwith stabilizer and isolation transformer) after 3 years warranty		300	4			
	<b>TOTAL (P2)</b>		<b>300</b>				

**Lockable Cassette Cost for Cassette Swap (P3)**

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

(Amount in Rs.)

	Description	No. of cassettes (I)	Quantity of CRs (J)	Unit Price Per Set (K)	Total Price (L=J*K)	GST as applicable (D)	Total Price (P3=L + D) (incl. GST)
1	Lockable Currency Cassette (Recycle enabled)		300				
2	Lockable Divert/Reject/Retract Bin (without recycle facility)		300				
	<b>TOTAL (P3)</b>		<b>300</b>				

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**EJ PULLING CHARGES (P4)**

(Amount in Rs.)

	Description	No of Cash Recyclers (M)	Per month per Cash Recycler charge (N)	No of Months (O)	Total Price for 84 Months $P = (M \times N \times O)$	GST as applicable (D)	Total Price for 84 Months $(P4 = P + D)$ (incl. GST)
1	EJ pulling charges	300		84			
	<b>Total (P4)</b>						

**FACILITY MANAGEMENT (P5)**

(Amount in Rs.)

	Description	Per month charge (Q)	No of Resources (R)	No of Months (S)	Total Price for 84 Months $T = (Q \times R \times S)$	GST as applicable (D)	Total Price for 84 Months $(P5 = T + D)$ (incl. GST)
1	Facility Management Services at Bank's location.		1	84			
	<b>Total (P5)</b>						

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

(Amount in Rs.)

Sl. No.	Description	Quantity (U)	Unit Price (V)	Total Price $(W = U \times V)$	GST as applicable (D)	Total Price for 84 Months $(P6 = W + D)$ (incl. GST)
1	Buyback price per ATM/CD/CR/SNA	300				
	<b>Total (P6)</b>					



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**SUMMARY (P7)**

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

**TOTAL COST OF OWNERSHIP (TCO):**

- TCO refers to the aggregate amounts payable by the Bank over the entire period of the contract
- TCO shall encompass but not be limited to the following:
  - Cost of the equipment / product or services.
  - License fee (Corporate or user specific as defined in RFP) including OS / Data Base / Application licenses.
  - Installation and commissioning charges, if any.
  - Comprehensive on-site warranty of the equipments covering all components, services, and visits to the concerned offices as specified in the RFP for the period as specified in the RFP.
  - Comprehensive Annual Maintenance Charges for the period as specified in the RFP.
  - Transportation and Forwarding charges to respective sites.
  - Training costs for the product / service / equipment as defined in RFP.
  - Service Level Agreement (SLA) costs as defined in RFP for applicable period.
  - Insurance to cover the equipment for and from transit period till delivery at the locations specified by the Bank.
  - Facility Management Charges.
- L1 bidder will be decided on the basis of TCO cost as per Table P7 after reverse auction.
- Above prices are inclusive of applicable taxes including GST. During the contract period, in case of change in GST, GST will be paid on actual basis.
- Commercial Bid should be strictly in the above format only. No additional conditions should be included in the Bill of Material.



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6. In case of discrepancy between unit price and Total price, the unit price shall prevail.
7. The Unit and Total Cost should be given in full INR (i.e. without decimal places). All payments will also be in INR.
8. Warranty period for Cash Recycler will be 1 year & for UPS alongwith batteries, stabilizer and isolation transformer will be 3 years from the date of installation and AMC support will be for after expiry of the warranty period.
9. The per annum rate of AMC quoted by the bidders for Cash Recycler and UPS shall not be less than 8% of the cost of the Cash Recycler & UPS.
10. For table P3, the quantity of cassettes mentioned is indicative and only for TCO calculation. However, the actual order placed by bank may vary and Bank may procure cassettes as per the requirement during the entire contract period on the final price derived for each cassette from table P3.

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

Sl. No.	Part Description	No. of Units used in the Cash Recyclers/ UPS (A)	Unit Price (in Rs) (B)	Total Price* (Without GST) (in Rs) C = (A*B)
1.	Cash Recycler module			
2.	Stacker unit			
3.	Dispenser Unit			
4.	Recycler Solution			
5.	1TB SATA Hard Disk			
6.	Keyboard with inbuilt mouse			
7.	DIP Smart Card reader with anti skimming			
8.	15" LCD Monitor with touch screen			
9.	PC Core mother board			
10.	Biometric unit			
11.	SMPS			
12.	Anti-Skimming device			
13.	Fascia			

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14.	Red Key for OTC			
15.	Black Key for OTC			
16.	Presenter/ Shutter assembly			
17.	Recycler Controller Card			
18.	Mechanical Lock-Handle			
19.	Pin Hole Camera			
20.	Dom Camera			
21.	Function Key (Set)			
22.	RAM			
23.	RP Roll			
24.	Vandal Shield			
25.	EPP			
26.	Hood Door Lock & Key			
27.	Safe Door Lock & Key			
28.	Receipt Printer			
29.	S & G/ Mass Hamilton Lock			
30.	Touch Screen			
31.	Vault Lock with replacement labour charges including break open			
32.	Harness			
33.	Chest Door handle			
34.	Printer Spool/ Spindle			
35.	Visit Charges of Engineer (per Visit)			
36.	Isolation transformer			
37.	Stabilizer			
38.	Grouting of Cash Recycler			
39.	De-Grouting of Cash Recycler			

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40.	Shifting of Cash Recycler within same premises with all work incidental to shifting including de-installation, de-grouting, dismantling, grouting and reinstallation at the new site / location			
41.	Shifting of Cash Recycler within same City with all work incidental to shifting including de-installation, de-grouting dismantling, packing, loading, transportation, transit insurance, unloading, unpacking, grouting and reinstallation at the new site / location			
42.	Shifting of Cash Recycler from one City to other City with all work incidental to shifting including de-installation, de-grouting, dismantling, packing, loading, transportation, transit insurance, unloading, unpacking, grouting and reinstallation at the new site / location			
X.	Any Other			
<b>Total</b>				

\*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.
- The cost of spare parts furnished in Table 1 should be exclusive of applicable GST.
- All prices should be quoted in (INR) only
- Applicable TDS or any taxes, if any, will be deducted from the payment.
- The cost of spare parts furnished in Table 1 should be in line with market rate.

**Note:**

1. For Table 1, Bidder must submit the details & fair prices of all parts of Recyclers. Bidder may add any other part not listed in Table 1 and is being used in the proposed recycler. If bidder does not provide any part details (which is available in the proposed Recycler) & prices in above table 1, Bank will not pay any cost for that item/service. Prices should not be quoted zero for any item/service. However, if a particular part mentioned in Table 1 is not available in the proposed CR, the bidder may write NA for





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that part. Prices are exclusive of taxes. The Sum total price (i.e. column C in Table 1) of Serial Nos 1 to X should not exceed 1.25 times the cost of one Cash Recycler & one UPS (Price quoted in Section-X, Table P1). These prices will be applicable only in case of exigency like fire incidents/earthquakes/floods that are not covered in the scope of the RFP during the contract period. For all other purpose, the Bidder has to replace the spare parts, if required, at no additional cost to the Bank during the Contract period (One year warranty and Six years AMC).

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

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

**For**

**(Authorised Signatory) (Seal)**

Place:

Name:

Date:

Designation:

Contact No:

E-mail ID:

