



(HEAD OFFICE: BANGALORE)

GLOBAL TENDER FOR
"END TO END ATM & ATM MANAGED SERVICES (OPEX MODEL)"

TENDER REFERENCE NO. : RFP-10/2011-12
DATE OF TENDER DOCUMENT : 12.07.2011
DATE OF PRE BID MEETING : 26.07.2011, 03.00 PM
LAST DATE FOR SUBMISSION OF TENDER : 12.08.2011 up to 3.00 PM
DATE OF OPENING OF TECHNICAL BID PART A : 12.08.2011 at 3.30 PM
COST OF TENDER DOCUMENT : ₹ 25,000/- (Non refundable)
EARNEST MONEY DEPOSIT/BG IN LIEU OF EMD : ₹ 15,00,000/-
NO. OF PAGES : 75 Pages

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This document can be downloaded from Bank's website <http://www.canarabank.com/English/Scripts/Tenders.aspx>. In that event, the bidders should pay the cost of the tender document by means of DD drawn on any scheduled Bank for ₹25,000/- in favour of Canara Bank, payable at Bangalore and enclose the same to Technical Bid PART A of this tender.

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CALENDER OF EVENTS

Sl. No	EVENT	DATE
1	Date of Issue	12.07.2011 Tuesday
2	Date of Pre Bid Meeting	26.07.2011 Tuesday 03.00 PM
3	Date of Submission	12.08.2011 Friday 03.00 PM
4	Date of Opening of Technical Bid Part A	12.08.2011 Friday 03.30 PM
5	Date of Opening of Technical Bid Part B	Will be intimated subsequently
6	Date of opening of Commercial Bid	Will be intimated subsequently

REQUEST FOR PROPOSAL (RFP) FOR END TO END ATM & ATM MANAGED SERVICES (OPEX MODEL)

INTRODUCTION

Canara Bank a premier Indian Public Sector Bank having pan India presence intends to hire END TO END ATM & ATM MANAGED SERVICES (OPEX MODEL) for 500 new ATMs (450 Off site and 50 Onsite) to be installed, as per “Scope of Work” in Annexure I of the RFP.

1. OBJECTIVE

Bank presently have installed over 2460. ATMs of NCR, DIEBOLD and WINCOR make in more than 750 centres and desires to expand the network by adding 500 new ATMs under OPEX model.

The new 500 ATMs to be hired shall include biometric ATMs and ATMs with voice enabled facility having Braille keypads for use by visually impaired persons also as per RBI guidelines.

2. SCOPE OF WORK, HARDWARE AND SOFTWARE REQUIREMENTS

This tender consists of the following requirements (details are as per Annexure - I explaining Scope of Work).

This RFP is to deploy 500 ATMs (450 off site and 50 Onsite) locations across the country on END TO END ATM & ATM MANAGED SERVICES (OPEX MODEL) or Transaction Pricing Model with end-to-end solution. This inter alia means that the ownership/leasehold / freehold of ATM & Other related peripherals and Site will remain with the bidder for off-site locations, ownership of the site will be with Bank and that of Machinery and other peripherals will be with bidder for on-site locations. The payments shall be made by the Bank for successful financial and non-financial transactions of the cardholder at these proposed outsourced ATMs. There will be no profit sharing arising out of acquiry transactions. The financial transactions would mean transactions involving delivery of cash.

The number of ATMs to be installed in each Circle of the bank is indicated in Annexure L. The details of locations in each Circle shall be communicated to the selected bidder.

The Bank may increase or decrease the number of ATMs to be deployed by 10% during the period of the contract. The Bank shall continue to have switching services for these ATMs.

The arrangement is proposed for a period of 5 (five) years and after completion of 3 years, Bank shall at its discretion exercise its right to continue or discontinue the arrangement.

3. ELIGIBILITY CRITERIA

A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as Bidder.

A bidder should be required to satisfy the following requirements for being eligible for participation in the bidding process for carrying out project on turnkey basis covering activities detailed in Scope of works defined in Annexure-I of this RFP and also to comply with the Technical Specifications narrated in Annexure-J and any other related works pertaining to this Project so as to ensure smooth implementation of END TO END ATM & ATM MANAGED SERVICES (OPEX MODEL) in all the identified locations.

Sl. No.	Criteria	Documents to be submitted.
1	The Bidder should be registered as a company in India as per Companies Act 1956.	Copy of the Certificate of Incorporation and Certificate of Commencement of Business in case of Public Ltd. Company or Copy of Certificate of Incorporation in case of Pvt. Ltd. company.
2	<p>Original Equipment Manufacturers of ATMs / their authorized distributors/agents in India with at least 300 installations of ATMs in the last one year in India (as on date of RFP) having firmed up arrangements with providers of Managed Services and other allied services the Bank is seeking / or</p> <p>Bidders or wholly owning parent company who have experience in Managed Services and other allied services and have managed at least 300 ATMs for a minimum period of one year in India (as on date of RFP) having firmed up supply and service support arrangements with the ATM/ATMOEMs suppliers and other allied services / or</p> <p>Bidders or wholly owning parent company, owning or managing a Financial Switch currently having 300 installations in India (as on date of RFP) having firmed up supply and service support arrangements with the ATM/ATMOEMs suppliers and providers of Managed Services and allied services.</p>	<p>Supported by documentary evidence and also copies of the service contracts wherever entered.</p> <p>(The Bank will consider the arrangements to be firmed up only when documents evidencing agreements signed or undertakings/commitments made are submitted. Bidders who have not firmed up arrangements with other vendors/subcontractors are not likely to be considered)</p>
3	Bidders should have a minimum turnover of ₹ 10 Crores from Indian operations in the last financial year.	Audited financial statements to be submitted.
4	The ATM Remote Managed Services Centre setup, systems & software of the bidder should be compatible with Bank's Switch (Base 24) and NCR, Diebold & Wincor ATMs used by the bank presently. Further, it should be capable of handling all the ATM Brands operating in India.	Certificate/documents in support to be attached.
5	Offered model should be having a market presence of more than 3000 machines in India as on date of RFP.	Certificate from OEM with deployment details to be provided.

Before submission of the offer, the Bidders are requested to go through the following instructions and the terms and conditions detailed below.

Further, all bidders will have to submit the following:

1	Non Interest EMD for ₹ 15,00,000/- Refundable	By way of DD/Bank Gurantee favoring “Canara Bank”. payable at Bangalore
2	Application fees for ₹ 25,000/- Non Refundable	By way of DD favoring “Canara Bank” payable at Bangalore.
3	Bidders / their agents / partners should have pan India presence	List of service centres with complete address and contact details to be provided as per Annexure-G.

4. PRE-BID MEETING

- 4.1 A pre-tender meeting of the intending bidders will be held at **3.00 PM on Tuesday 26th July 2011** at Canara Bank, Conference Hall, II Floor, Naveen Complex, 14 M G Road, Bangalore - 560 001 to clarify any point/doubt raised by them in respect of this RFP. No separate communication will be sent for this meeting. All communications regarding points requiring clarifications and any doubts shall be given in writing to the Deputy General Manager, DIT Wing, HO Bangalore by the intending bidders before **4.00 PM on Thursday, 21st July 2011**.
- 4.2 Authorized representatives of interested bidders shall be present during the scheduled time.
- 4.3 The Bank shall clarify the queries during the pre-bid meeting and the replies along with the queries shall be uploaded in the Bank’s website and no individual correspondence shall be made. No individual consultation shall be entertained. Bank will not consider any other queries raised by the bidder’s representative during the pre-bid meeting without prior notice as specified in 4.1 above.

5. EARNEST MONEY DEPOSIT/BANK GUARANTEE IN LIEU OF EMD

- 5.1 The bidder shall furnish Earnest Money Deposit (EMD) of **₹ 15,00,000/- (Rupees Fifteen Lacs only)** by way of Demand Draft issued by scheduled bank in favour of Canara Bank, payable at Bangalore/or in the form of Irrevocable Bank Guarantee.
- 5.2 No interest is payable on EMD.
- 5.3 In Case the EMD is submitted in the form of Irrevocable Bank Guarantee the same is to be issued by First Class Scheduled Bank in India for ₹ 15 Lakh with validity for a minimum period of 6 months excluding the claim period from the last date for submission of offer. The format for submission of EMD in the form of Bank Guarantee is as per Annexure -D.
- 5.4 The DD for EMD / Guarantee in lieu of EMD should be placed in the Technical Bid PART A only.
- 5.5 Submission of EMD / Guarantee in lieu of EMD in other than Technical Bid PART A, is entirely at the risk of the bidder and in all such cases the bid is liable to be rejected on grounds of non submission of EMD.

- 5.6 The Technical Bid Envelope A will be evaluated only for those bidders who submit EMD in the same cover.
- 5.7 The EMD of the Bidders not qualified under Technical Bids will be returned within 15 days after opening the commercial bid of the technically qualified bidders. The EMD of other bidders will be returned upon the selected bidder accepting the order and furnishing the performance guarantee.
- 5.8 The EMD may be forfeited/ Bank Guarantee may be invoked:
- 5.8.1 If the bidder withdraws or amends the bid during the period of bid validity specified in this document.
- 5.8.2 If the selected bidder fails to accept the purchase order within 7 days or fails to sign the contract or fails to furnish Performance Guarantee/ Security Deposit in accordance with the terms of the RFP.

6. PREPARATION OF BIDS

The bidder has to submit the response to the bid in

- 6.1 Technical Bid Part A - indicating their compliance to eligibility criteria along with the required documents and as per Para 7.1.
- 6.2 Technical Bid Part B - indicating the response to the technical specifications as per Annexure -J
- 6.3 Commercial Bid - furnishing all relevant information required as per Bill of Material as per Annexure -K - Bill of material

All the Bids shall be submitted in English Language in Font size 12 and above.

7. FORMAT FOR TECHNICAL & COMMERCIAL BIDS

7.1. FORMAT FOR TECHNICAL BID PART A

The list of Documents to be submitted for Technical Bid Part A for this RFP is as follows:

- a. Index of all documents submitted.
- b. Bidder's Covering letter. This should be as per **Annexure A**.
- c. Bidders eligibility criteria as per Point No.3 of page no 4-5 .
- d. Power of Attorney / Authorisation letter signed by the Competent Authority with the seal of the bidder's company / firm in the name of the person signing the tender documents.
- e. Demand Draft favouring Canara Bank drawn on Bangalore for ₹ 25,000/- towards cost of application.

- f. Earnest Money Deposit (EMD)/ BG In lieu of EMD for ₹ 15,00,000/-. The Technical Bid Part A will be evaluated only for those bidders who submit EMD and Cost of application as per **Annexure - D**.
- g. Non disclosure agreement as per **Annexure -E**.
- h. Profile of the Company / Firm as per **Annexure -F**.
- i. Copy of memorandum of association, Copy of the certificate of incorporation and certificate of commencement of business issued by the Registrar of Companies.
- j. Certificate on status of the bidder - owner/certified or authorized agent.
- k. Copies of the purchase order issued by the banks and a certificate/letter from the institution for having completed the project successfully.
- l. Undertaking Letters can be submitted for support arrangements.
- m. Audited financial statements for the last 1 year.
- n. Declaration certifying capability to integrate with Bank's Switch Base24.
- o. The Bidders to furnish the Write up on the Work Experience / Expertise in implementing END TO END ATM & ATM MANAGED SERVICES (OPEX MODEL).
- p. Details of their existing offices/branches/ service centres across the country as per **Annexure -G**.
- q. Names and addresses of the Bankers and email ids, telephonic (landline and mobile), fax numbers of their present contact executives.
- r. Copy of Certificate in support of compatibility of ATM Remote MS Centre Setup, systems & software with Bank's switch.
- s. Certificate from OEM of ATM with deployment details to be provided

7.2. FORMAT FOR TECHNICAL BID PART B

The list of Documents to be submitted for Technical Bid Part B for this RFP is as follows:

- a. The Bidder to furnish the details of Hardware and Software as per the operational requirements mentioned in **Annexure-J**.
 - i. Proposed architecture.
 - ii. Hardware including site specification details
 - iii. Software
- b. The Bidder also should submit a certificate / letter from OEM of the Hardware/Software that the proposed Architecture, Hardware, OS, Application Software, any other related software and the solution offered by the bidder to the Bank are correct, viable, technically feasible for

implementation of END TO END ATM & ATM MANAGED SERVICES (OPEX MODEL).

- c. The Bidder to furnish compliance to each point mentioned in the Technical Bid Part A given in **Annexure-J** in the column mentioned, along with the detailed specifications of Hardware and Software offered for implementation of the Project.
- d. The masked Price Offer should be enclosed to the Technical Offer as per Annexure K. This table should not contain any price information in Technical Offer.
- e. Technical Documentation (Product Brochures, leaflets, manuals, drawings). An index of technical documentation/ solution submitted with the offer must be enclosed.
- f. A detailed list of the other Infrastructure required and any other precautions to be undertaken should be given in detail along with the Technical Bid.
- g. Bidder has to submit his response to all the items under Technical Bid Part-B as per format given in **Annexure J**.
- h. The service contracts entered for support arrangements should be in conformity with scope of work of the RFP, for the present and also in future whenever the contracts are renewed /extended. In case of requirement Bidder has to provide copy of the contract to the Bank. A declaration to this extent has to be given by the bidder.

7.3. FORMAT FOR COMMERCIAL BID.

The Commercial Bid must not contradict the Technical Offer in any manner. The suggested format for submission of commercial Offer is as follows:

- a. Index
- b. Covering Letter
- c. Commercial Version of Bill of Materials with price as per Annexure K. This annexure must contain all price information.

8. SUBMISSION OF BIDS

8.1 Technical Bid Part A

The Technical Bid Part A is to be sealed in separate Envelope super scribed on the top of the cover as “**Technical Bid Part A for END TO END ATM & ATM MANAGED SERVICES (OPEX MODEL)**”.

The Technical Bid Part A must contain EMD/ Bank Guarantee in lieu of EMD as per clause 5 of this document and also DD for ₹25,000/-towards the cost of tender document.

8.2 Technical Bid - Part B

The Technical Bid Part B is to be sealed in a separate Envelope super scribed on the top of the cover as “**Technical Bid Part B for END TO END ATM & ATM MANAGED SERVICES (OPEX MODEL)**”

8.3 The Technical Bid Part B should be complete in all respects and contain all information, as per **Annexure J**. The Technical Bid **should not contain any price information**. The Technical Bid Part B should indicate that all products and services sought for are quoted.

8.4 Commercial Bid

The Commercial Bid for END TO END ATM & ATM MANAGED SERVICES (OPEX MODEL) is to be sealed in separate envelope super scribed on the top of the cover as "Commercial Bid END TO END ATM & ATM MANAGED SERVICES (OPEX MODEL)".

Commercial Bid shall be submitted as per Bill of Material and other terms and conditions of RFP on prices. The Commercial Bid should give all relevant price information as per **Annexure K**.

Under no circumstances the Commercial Bid should be kept in Technical Bid Covers. The placement of Commercial Bid in Technical Bid covers will make the bid liable for rejection.

8.5 All the pages of Bid including Brochures should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be paginated with Name, Seal and Signature of the Authorized Signatory. Bids with eraser/overwriting/cutting are liable to be rejected. If required, the corrections can be made by scoring out entries and writing afresh and the authorized signatory should authenticate.

8.6 The separately sealed envelopes containing Technical Bids Part A, Part B and Commercial Bid for **END TO END ATM & ATM MANAGED SERVICES (OPEX MODEL)** shall be placed and sealed in another big envelope super scribed on the top of the envelope as "**Offer for END TO END ATM & ATM MANAGED SERVICES (OPEX MODEL) in response to RFP 10/2011-12 Dt. 12.07.2011**". The Name of the Bidder and due date of the RFP is to be specifically mentioned on the top of the envelope.

8.7 The bids should be deposited in the **Tender Box** kept at **Canara Bank, DIT Wing, First floor, Naveen Complex, 14 M G Road, Bangalore - 560 001, on or before Friday, 12th August 2011, 3:00 PM**. If last day of submission of bids is declared a holiday under NI Act by the Government subsequent to issuance of RFP the next working day will be deemed to be the last day for submission of the RFP. The Bid/s which is/are deposited after the said date and time shall not be considered. No offer will be accepted directly.

9. OPENING OF BIDS

9.1 The Technical Bid Part A shall be opened in the presence of the Bidder's representative on **Friday, 12th August 2011, 3:30 PM at Canara Bank, Conference Hall, II Floor, Naveen Complex, 14 M.G Road, Bangalore 560 001**. Bidder's representative may be present in the venue well in time along with an authorisation letter in hand, as per the format (Annexure -B) enclosed and sign in the Register of Attendance during opening of Technical Bid Part A and other Bids.

- 9.2 The bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or holiday then the bid will be accepted upto 1.00 PM on the next working day and bids will be opened at 1.30 PM at the same venue on the same day.
- 9.3 If any of the Bidders or all the bidders who submitted are not present during the specified date and time of opening, it will be deemed that such Bidder is not interested to participate in the opening of the Bid/s and the bank at its discretion will proceed further with opening of the technical bids in their absence.
- 9.4 The Technical Bid Part A submitted by the bidder will be evaluated based on the eligibility criteria stipulated. The Technical Bid Part B of only those bidders who qualified in Technical Bid Part A will be opened with due communication by the bank.
- 9.5 The Commercial Bid of only those bidders who qualified in Technical Bid Part B and **secured 60% or more marks** in technical evaluation, will be opened with due communication by the Bank.

10. DETERMINATION OF L1 BIDDERS

- 10.1 On completion of the evaluation process of the commercial bid and based on any other clarification submitted by the bidder in response to the Bank's query, if any, the contract will be awarded to the L1 bidder, i.e. bidder quoted the lowest cost.
- 10.2 The bidder who has quoted the lowest cost will be arrived based on the Rates quoted as per Bill of Material.
- 10.3 In respect of onsite ATMs the rates quoted for financial transaction should not exceed 70% of rates quoted for offsite financial transactions. If the rate is more than 70%, the price bid will be rejected.
- 10.4 The rate quoted for non-financial transactions should not be more than 25% of corresponding financial transactions. If the rate is more than 25%, the price bid will be rejected.

11. SPLITTING OF PURCHASE ORDERS:

- 11.1 Further, Bank reserves its right to split its purchase order on L1,L2 Bidders qualifying in Technical evaluation and who agree to match the L1 Bidders Price, in a fair and transparent manner as under ;
- Price ranking as L1,L2,L3 and so on based on Bidders price bid will be done.
- 11.2 First offer for matching the price with L1 will be given to L2 .In case L2 does not agree to match L1 price, then the offer will be extended to L3 and so on.
- 11.3 Norms for distribution of purchase order :
- 11.3.1. In case of selection of 2 Bidders, 60% to L1 and remaining 40% will be distributed to next bidder as explained in 11.2.

11.3.2. This does not give any right to L2, L3, L4, L5 and other Bidders to demand the distribution of purchase order.

11.3.3. The Bank reserves the right to place order on L1 and L2 bidder only irrespective of the fact whether the other bidders i.e, L3 and so on match their price with L1 bidder or not.

11.4 The Bank reserves the right to reject L1 and L2 bid at any point of time without assigning any reasons.

12. COMPLETION PERIOD

12.1. Time is the essence of the Contract. Time Period for delivery, installation, configuration, commissioning and acceptance shall also be indicated separately by the bidder and the same shall also be firm and binding.

12.2. The successful bidders shall co-ordinate all the activities relating to implementation of END TO END ATM & ATM MANAGED SERVICES (OPEX MODEL) within the scope of the Bank. Such facilities and activities shall be specifically listed out by the Bidders at the time of submission of the tender in the technical proposal.

12.3. Acceptance of site/location in case of OFF site ATMs and location details in case of ON site ATMs will be provided by the Bank.

12.4. The successful bidders will be required to complete the site preparation, installation and operationalisation of ATM within 90 days from the date of acceptance of purchase order. The purchase order is to be accepted by the selected bidders within 7 days from the date of purchase order invariably, else the bank shall treat that the date of acceptance as the 7th day from date of order for all purposes.

12.5. The delay in implementation will attract Liquidated Damages as per Terms & Conditions (Point No.27.11)

13. TERMS OF PAYMENT

The ATM will be considered as commissioned after the successful testing of the following transactions by the Bank - cash withdrawal, balance enquiry, mini statement and PIN change.

All transactions logged in Bank's Switch will be treated as successful transactions. Transactions like insufficient funds, wrong PIN, wrong a/c selection, withdrawal amount exceeds shall be as successful non financial transactions.

The Bank will check ATM-wise downtime report and certify the correctness. The certified report along with invoices to be submitted by the bidder for payment.

The payments to the bidder will be made on monthly basis in arrears on aggregated basis by the Bank centrally at its, Head Office ,Bangalore after submission of invoices along with the monthly downtime report duly certified by the Banks official, after deducting applicable LD if any.

14. SECURITY DEPOSIT / PERFORMANCE BANK GUARANTEE

The successful bidders should submit a Security Deposit by way of DD drawn on Canara Bank / Performance Guarantee issued by scheduled commercial Bank in India, for 10% of (transactions per day x no of atms x 365 days x rate per transactions) i.e., $(200 \times 500 \times 365 \times \text{Rate per TXN}) \times 10\%$.

- 14.1 Here Rate per transaction is the rate quoted for Offsite Financial Transaction.
- 14.2 The Security Deposit/ Performance bank guarantee should be submitted within seven working days from the date of receipt of the order.
- 14.3 If the Performance Guarantee is not submitted within the date stipulated, penalty at 0.50% per week or part thereof on the total value of the order will be deducted from the first monthly payment for the delay in submission of Performance Guarantee.
- 14.4 Security deposit if submitted in the form of Performance Bank Guarantee, the guarantee period should be valid for 36 months from the date of placing the order. The guarantee should also contain a claim period of three months from the last date of validity.
- 14.5 The security deposit / bank guarantee will be returned to the bidder on completion of implementation and acceptance by the Bank and successful operation for a period of one year from date of acceptance.
- 14.6 The selected bidder shall be responsible for extending the validity date and claim period of the bank guarantees as and when it is due, on account of delay in completion of the project.
- 14.7 The Bank shall invoke the Bank guarantee before the expiry of validity, if work is not completed and the guarantee is not extended, or if the selected bidder fails to complete his obligations under the contract. The bank shall notify the selected bidder in writing before invoking the bank guarantee. The proceeds of the guarantee shall be payable to the bank as compensation for any loss from the selected Bidder's failure to complete his obligations under the contract.

15. OFFER VALIDITY PERIOD

The Offer submitted and the Price quoted therein shall be valid for 6 Months from the last date for submission of offer (Bid) and for such further period as may be requested for by the bank, and agreed to in writing by the bidder.

16. PROPOSAL OWNERSHIP

The proposal and all supporting documentation submitted by the bidder shall become the property of the Bank.

17. PRELIMINARY SCRUTINY

The Bank will scrutinise the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether technical documentation as

required to evaluate the offer has been submitted, whether the documents have been properly signed and whether items are offered as per the tender requirements.

The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.

18. CLARIFICATION OF OFFERS

During the process of scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, seek clarifications from all the bidders/any of the bidders on the offer made by them. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time stipulated by the Bank.

19. NO COMMITMENT TO ACCEPT LOWEST OR ANY OFFER

- 19.1. The Bank is not bound to accept the Lowest or any tender or to assign any reason for non-acceptance. It also reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.
- 19.2. The Bank will not be obliged to meet and have discussions with any bidder and /or to entertain any representations in this regard.
- 19.3. The bidder including those, whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify/withdraw the tender.
- 19.4. The Bank may withdraw/cancel the RFP at any point of time without assigning any reasons.

20. EFFECTIVE DATE

- 20.1. The purchase order is to be accepted by the selected bidders within 7 days from the date of purchase order invariably, else the bank shall treat that the date of acceptance as the 7th day from date of order for all purposes.
- 20.2. Within 21 days from the date of acceptance of the Order, the selected bidder shall sign a stamped "Contract Agreement" with the Bank.

The contract shall come into effect from the date of acceptance of the purchase order.

21. TAXES

Applicable taxes will be paid at actual at the prevailing rate.

22. DELIVERY, INSTALLATION, COMMISSIONING & ACCEPTANCE

The successful bidders will be required to complete the site preparation, installation and operationalisation of ATM within 90 days from the date of acceptance of purchase order. The purchase order is to be accepted by the selected bidders within 7 days from the date of purchase order invariably, else the

bank shall treat that the date of acceptance as the 7th day from date of order for all purposes.

23. ORDER CANCELLATION / TERMINATION OF CONTRACT

The Bank reserves its right to cancel the entire / unexecuted part of Purchase Order at any time by assigning appropriate reasons in the event of one or more of the following conditions:

- 23.1. Delay in Implementation of the Project beyond the specified periods.
- 23.2. Non satisfactory performance of the Project during implementation.
- 23.3. Failure to integrate / implement the project as per the requirements of the Bank.
- 23.4. Serious discrepancies noted in the implementation of the project
- 23.5. Breaches in the terms and conditions of the Order.
- 23.6. Non satisfactory performance of the Project in terms of affecting the Core Systems of the Bank or the Core Business of the Bank and the functioning of the Branches/Offices of the Bank.

In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Performance Bank Guarantee given by the bidder towards non performance/non compliance of the terms and conditions of the contract, to appropriate the damages.

24. LOCAL SUPPORT

The Bidder should be capable of meeting the service & support standards as specified in this tender. Service support should be available on 24/7 on all days/ hours.

25. INDEMNITY.

The selected bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:

- (i) *The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;*
- (ii) *Any contravention or Non compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;*

Further, the bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of ATM under opex model and other related equipments by them.

- *All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.*

- Bidder aggregate liability shall be subject to an overall limit of the total Cost of the project.
- The limits specified in the above said clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss of or damage to real property and tangible personal property and for bodily injury or death.

26. PUBLICITY.

Any publicity by the bidder in which the name of the Bank is to be used will be done only with the explicit written permission of the Bank.

27. OTHER TERMS AND CONDITIONS

27.1 Bank reserves its right to swap some of the on-site ATMs to off-site ATMs and vice-versa in case of need.

27.2 Bank plans to have some mobile ATMs to be installed in Vehicle (with saloon body) to house ATMs. Such ATMs shall be treated as on-site ATMs.

27.3 EXECUTION OF AGREEMENT

27.3.1. Within 21 days from the date of acceptance of the Order by the selected Bidder, the selected bidder shall sign a stamped "Contract Agreement" with the Bank at the time, place and in the format prescribed by the Bank. Failure to execute the Contract Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder.

27.3.2. The Contract Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and the final price quoted by the bidder and accepted by bank. The Contract shall be executed in English language in one original, the Bank receiving the duly signed Original and the selected Bidder receiving the photocopy. The contract shall be valid till all contractual obligations are fulfilled.

27.4 MODIFICATIONS AND WITHDRAWALS OF BID/S

No offer can be modified or withdrawn by a Bidder after submission of Bid/s.

27.5 ERASURES OR ALTERATIONS

The Offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "Accepted", "Noted", "As given in Brochure/Manual" "negotiable", "to be discussed" is not acceptable. The Bank may treat such Offers as not adhering to the tender guidelines and as unacceptable.

27.6 ALTERNATIVE OFFERS /BIDS

The Bidder/s desirous of offering the Bank two or more alternatives of the Solution meeting the tender specifications should submit separate Offer/Bid for each

alternative. Each alternative Offer /Bid should be complete in all respects and should not make cross-reference to details given in other offer/alternative. Every such alternative Offer should accompany separate EMD and cost of application.

27.7 PRICE

- 27.7.1. The price should be quoted as per Bill of Material (BOM)-Annexure -K
- 27.7.2. The Price/s quoted must be made in Indian Rupees only,
- 27.7.3. The Service Tax if any as applicable will be paid / reimbursed by the Bank at actual.
- 27.7.4. If the bidder fails to include any other expenditure / item in the tender, no claim thereof will be considered by the bank afterwards.
- 27.7.5. No escalation in price is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract including warranty period.
- 27.7.6. Bank shall place the Orders on the selected Bidder at cost price excluding tax.

27.8 MAKE AND MODELS

It is mandatory to provide product details including all the items and their subcomponents as has been sought in the technical specification. The Offer may not be evaluated in case of non-submission or partial submission of make, model of the items offered. Please note that substituting required information by just brand name is not enough.

27.9 UPTIME

Availability is calculated as accessibility to the ATM for all the transactions supported on the ATM. Availability should be for the end customer and the customer should be able to perform all transactions (financial & non-financial) that are supported on the ATM including generation of the receipt to the end customer on completion of transaction, dispensing of cash of all denomination for which ATM is configured. Installation of ATM Delivery Channel is of critical importance for the Bank and therefore, it requires uptime availability of minimum of 99.5% for Metro and Urban areas and 98.5% for Semi-Urban and Rural areas. Following will be excluded while calculating availability.

An uptime of minimum of 99.5% for Metro and Urban areas and 98.5% for Semi-Urban and Rural areas Norms for each ATM for a calendar month (excluding the month in which the ATM is installed) is expected after taking into account the following exclusions.(Classification of areas is as per Banks) :

- i. A maximum of 1 hour per month Preventive Maintenance
- ii. A maximum of 10 hrs per month for Supervisory Time
- iii. Actual downtime on account of non-supply of cash by the Bank
- iv. Actual downtime on account of ATM Switch downtime
- v. Force Majeure and Sun Outages

27.10 PENALTY FOR NON MAINTENANCE OF UP-TIME

Penalties will be levied @ ₹ 200 per hour per ATM for downtime exceeding 0.5 % in a month for Metro and Urban areas and 1.5% in a month for Semi Urban and Rural areas, after excluding 11 hours for Preventive Maintenance, Supervisory Time and the actual downtime on account of non-supply of cash. For example, if the month has 30 days i.e. 720 hours, 11 hours will be deducted for Preventive Maintenance and Supervisory Time (assuming that there is zero downtime on account of non-supply of cash and the non-operation of Switch). Of the remaining 709 hours, the bidder has to ensure that the downtime does not exceed 0.5% i.e. 4 hours, in the month per ATM for Metro and Urban areas and 1.5% i.e., 11 hours, in the month for Semi Urban and Rural areas. Penalty will be calculated if the downtime exceeds 15 hours (i.e., 11+4 hours) in a month for Metro & Urban areas and 22 hours (i.e., 11+11 hours) in a month for Semi Urban & Rural areas.

In addition, penalties @ ₹ 200 per hour will also be levied on a per incident basis if the time for attending to and rectifying the fault(s) which will include ATM hardware/software, networking, UPS, AC etc., exceeds 3 hours in metro/urban centres and 5 hours in other places.

27.11 LIQUIDATED DAMAGES

The Site Implementation Service, installation and commissioning of all ATMs must be completed and commencement of Managed Services should begin within 90 days from the date of the contract agreement. In case the bidder fails to comply with the time schedule on account of factors attributable to the bidder, a penalty @ Rs.200.00 per day for each ATM will be charged.

27.11.1 The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the bidder in respect of other Orders.

27.11.2 All the above LDs are independent of each other and are applicable separately and concurrently.

27.11.3 LD is not applicable for the reasons attributable to the Bank and Force Majeure.

27.12 CASH EFFICIENCY RATIO

The bidder has to ensure average cash efficiency ratio of 70% per month and in case of failure to maintain the same a penalty of 0.5% per month of cash surplus will be applicable and will be deducted from monthly payment. Penalty will be applicable after three months from the date of completion of installation of ATM. The bidder has to provide monthly cash utilisation report for each ATM while submitting the monthly invoices for payment.

27.13 CLEAN NOTE POLICY

Bank has adopted clean note policy as per RBI directives i.e. the note packets are not stapled or stitched and instead sorted and banded horizontally. As such while receiving the cash the Successful Bidder would count the currency notes and scan the same to ensure that there is no fake currency note in the packet in the bank's

premises itself. Bank will not provide any infrastructure in the Banks Premises to check fake currency. Bidder should ensure correctness, genuineness of the cash and shall take the ATM fit currency notes to its possession. Once the note packets are taken out of Bank's premises the Bidder would be responsible for shortage and fake currency if any, noticed subsequently.

27.14 DOCUMENTATION

- 27.14.1 All documents supplied shall be in English language in ATM and also in printed media.
- 27.14.2 One copy of overview summary of the whole project, Project Completion Report detailing site, equipment/rack layout, cabling (if required by bank), network connectivity to be submitted to DIT, HO.
- 27.14.3 One copy of site survey reports, including configuration/settings details shall be submitted to each location.
- 27.14.4 Two copies of Acceptance Test Procedure document of all testing, installation, commissioning activities carried out including the final results to be submitted before issue of acceptance certificate by the Bank, one to the location and one to DIT, HO.
- 27.14.5 Wherever applicable the Bidder shall submit the relevant test certificate / guarantee certificate / licences along with the supplies, installation and acceptance, as applicable to each location.

27.15 INSURANCE

The bidder should ensure that the entire cash of the Bank handled by it , in transit is adequately insured with the bank as beneficiary and Loss Payee endorsement in favour of the Bank. Cash in ATM will be insured by Bank. Copy of the insurance should be submitted to the Bank. Insurance value should be as per the actual value of cash being handled at each vault location and or in transit. In case of any loss/cash loss, the bidder should reimburse the loss amount to the Bank immediately, without waiting for settlement of Insurance claim.

27.16 UNDERTAKING OF AUTHENTICITY

The bidder should certify that the ATM and all other equipments supplied under this RFP are brand new, including all components and in the case of software; the bidder should certify that the software is licensed and legally obtained as per ANNEXURE - C.

27.17 NEGLIGENCE.

In connection with the work or contravenes the provisions of General Terms, If the Contractor neglects to execute the work with due diligence or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the Contractor calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the Contractor liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the Contractor.

27.18 RESPONSIBILITY FOR COMPLETENESS.

Any supplies and services which might not have been specifically mentioned in this tender but are necessary for the design, engineering, manufacture, supply, installation, testing, commissioning, performance or completeness of the order, shall be provided / made available as per the time schedule for smooth and efficient operation and maintenance of the system under Indian condition.

The Bidder shall be responsible for any discrepancies, errors and omissions in the drawings or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the bank or not. The bidder shall take all corrective measures arising out of discrepancies, error and omission in drawings and other information as mentioned above within the time schedule and without extra cost to the bank.

27.19 TERMINATION OF CONTRACT

Bank will have the right to terminate the contract at its discretion by giving three months notice.

In the event of termination of contract, bank shall have the right to avail the services of any other person for the purpose without any let or hindrance from the successful bidder besides claiming the liquidated damages as per para 27.11.

28. INSPECTION & AUDIT OF THE SERVICES:

The Bidder shall extend full cooperation to the Bank's authorised personnel, its auditors (internal and external), and authorised personnel from regulatory and statutory authorities to inspect and audit the solution/facilities in their site. In case any of the services are outsourced / assigned / subcontracted to third party vendor by the Bidder, it will be the responsibility of the Bidder to ensure that the authorities / officials as mentioned above are allowed to inspect the third party products and related process. It is the responsibility of the bidder to rectify the audit observations at the earliest.

29. NON-DISCLOSURE INFORMATION:

The bidder shall not, without the Bank's written consent, disclose any specification or information furnished by or on behalf of the Bank, to any person other than a person employed by the bidder in the performance of the work assigned to them. The bidder shall be required to sign a Non Disclosure Agreement with the Bank as per the prescribed format provided in Annexure E.

30. FORCE MAJEURE.

The bidder shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the bidder, i.e. Force Majeure.

For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the bidder, resulting in such a situation.

In the event of any such intervening Force Majeure, the Bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the Bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the Bidder shall hold consultations with each other in an endeavour to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the Bidder.

31. RESOLUTION OF DISPUTES.

All disputes and differences of any kind whatsoever, arising out of or in connection with this Offer or in the discharge of any obligation arising under this Offer (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days notice in writing to the other party clearly setting out there in the specific disputes. In the event of absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators; one to be nominated by each party and the said arbitrators shall appoint a presiding arbitrator. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration.

The venue of arbitration shall be Bangalore, INDIA.

32. JURISDICTION

The Service Contract shall be governed by the Laws and Regulations of India for the time being in force and will be subject to the exclusive jurisdiction of the Courts in Bangalore, India.

Yours faithfully,

R Rajendran
Deputy General Manager

ANNEXURE - A

Covering Letter Format

Offer Reference No:

Date:

To

The Deputy General Manager,
Canara Bank,
Asset Procurement & Management Group,
Department of Information and Technology,
Naveen Complex, 14 M G Road,
Bangalore - 560 001
Karnataka

Dear Sir,

SUB: Tender Ref: RFP: 10/2011-12 DT: 12.07.2011 for End to End ATM & ATM Managed Services (Opex Model)

Having examined the subject tender document including all Annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide END TO END ATM & ATM MANAGED SERVICES (OPEX MODEL) in conformity with the said tender which includes Supply, Installation and Maintenance of ATMs and undertake SIS, do Managed Services as per the terms and conditions and technical specifications spelt out in the RFP, and in accordance with the schedule of prices indicated in the commercial bid and made part of this offer.

If our offer is accepted, we undertake to complete implementation within 90 days as specified in the offer document.

We enclose a Demand Draft /Bank Guarantee in lieu of EMD for ₹ 15,00,000/- in favour of Canara Bank as EMD and another Demand Draft for ₹25,000/- for cost of tender document.

We agree to abide by this offer till 6 months from the last date for submission of offer (Bid) and for such further period as may be requested for by the bank, and agreed to in writing by the bidder. We also agree to keep the Earnest Money Deposit/Bank Guarantee in lieu of EMD during the entire validity period of the tender. However if we withdraw our offer within the said validity period, you shall have the right to forfeit the EMD/invoke the Bank Guarantee in lieu of EMD, without reference to us. We agree to abide by and fulfil all the terms and conditions of the tender and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in tender together with the return acceptance of the contract for END TO END ATM & ATM MANAGED SERVICES (OPEX MODEL)

We enclose a list of clients in India (giving their full addresses) where the solution is implemented and the name and addresses of our Bankers where the solution is implemented.

While submitting this bid, we certify that:

- Prices in this bid have been arrived without agreement with any other bidder of this RFP for the purpose of restricting competition.
- The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.
- We have not induced nor attempted to induce any other bidder to submit or not submit a bid for restricting competition.
- We undertake to support ATMs, provide managed and other services for a minimum period of five years and shall seek no escalation in the per transaction cost.

We accept all the Instructions, Terms and Conditions and Scope of Work of the subject RFP and we undertake to comply with them. Until a formal contract is prepared and executed, this offer, together with the Bank's written acceptance thereof and the Bank's notification of award shall constitute a binding contract between us.

Our PAN number for Income Tax is _____.

We are registered with the Sales Tax/Service Tax authorities and our registration numbers are as follows.

Sales Tax/VAT Registration Number is _____.

Service Tax Registration Number is _____.

We understand that the Bank is not bound to accept the lowest/highest or any offer the Bank may receive without assigning any reason whatsoever.

Dated this _____ day of _____ 2011

Signature _____

Signature of the Authorized Signatory with date & seal

ANNEXURE - B - Authorization Letter Format

To

The Deputy General Manager,
Canara Bank
Asset Procurement & Management Group,
DIT Wing
Naveen Complex, 14 M G Road,
Bangalore-560 001
Karnataka

Date:

Dear Sir,

SUB: Authorization Letter for attending the Bid Opening

REF: YOUR RFP NO: 10/2011-12 Dated 12.07.2011

This has reference to your above RFP for END TO END ATM & ATM MANAGED SERVICES (OPEX MODEL).

Mr./Miss/Mrs _____ is hereby authorized to attend the bid opening of the above RFP 10/2011-12 dated 12.07.2011 on _____ on behalf of our organization.

The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

Name of Authorizing Authority

ANNEXURE C

UNDERTAKING OF AUTHENTICITY OF ATMs /HARDWARE/SOFTWARE

Sub: Supply of ATMs and related Hardware/Software

Ref: Your Purchase Order No..... Dated.....

With reference to the ATMs and other Hardware/software being supplied/quoted to you vide our Quotation no/Order no cited above,.....

We hereby undertake that all the components/parts/assembly/software's used in the ATMs and other hardware items under the above like Hard Disk, Monitors, Memory etc shall be original new components /parts / assembly /software only from respective OEMs of the products and that no refurbished/ duplicate/ second hand components/ parts/ assembly/ software are being used or shall be used.

We also undertake that in respect of licensed operating system if asked for by you in the purchase order the same shall be supplied along with the authorized license certificate (e.g. Product Keys on Certification of Authenticity in case of Microsoft Window Operating System) and also that it shall be sourced from the authorized source (e.g. Authorised Microsoft Channel in case of Microsoft Operating System)

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with the above at the time of delivery or during installation, for the IT Hardware/Software already billed, we agree to take back the ATMs and other hardware items without demur, if already supplied and return the money if any paid to us by you in this regard.

We also take full responsibility of both parts and service SLA as per the content even if there is any defect by our authorised service centre/Reseller/SI etc.

Authorized Signatory (Not less than Company Secretary of the Organisation)

Name:

Designation

ANNEXURE - D

BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT

To

.....
.....
.....

WHEREAS _____(Name of Bidder) (hereinafter called "the Bidder " has submitted its tender dated _____ (Date) for the execution of (Name of Contract)_____ (hereinafter called "the Tender") in favour of _____ hereinafter called the "Employer";

KNOW ALL MEN by these presents that we, _____(name of the issuing Bank), a body corporate constituted under the _____ having its Head Office at _____ amongst others a branch/office at _____ (hereinafter called "the Bank" are bound unto the employer for the sum of Rs _____(Rupees _____ only) for which payment well and truly to be made to the said Employer, the Bank binds itself, its successors and assigns by these presents;

THE CONDITIONS of this obligation are:

- (a) If the Bidder withdraws its Tender during the period of Tender validity specified in the Tender; or
- (b) If the Bidder having been notified of the acceptance of his Tender by the Employer during the period of Tender validity;
 - (i) Fails or refuses to execute the Agreement, if required; or
 - (ii) Fails or refuses to furnish the performance security, in accordance with clause _____ of conditions of Contract.

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

Notwithstanding anything contained herein

- i) Our liability under this Bank Guarantee shall not exceed Rs. _____ (Rupees _____ only)
- ii) This Bank Guarantee is valid up to _____ and
- iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before _____(mention period of guarantee as found under clause (ii) above plus claim period)

Dated _____ day of _____ 20____

SIGNATURE OF THE BANK

ANNEXURE-E

NON-DISCLOSURE AGREEMENT

WHEREAS, we, _____, having Registered Office at _____, hereinafter referred to as the COMPANY, are agreeable to offering the Mobile banking solution to Canara Bank, having its registered office at 14,Naveen complex, HO(annex), M.G Road Bangalore -1 hereinafter referred to as the BANK and,

WHEREAS, the COMPANY understands that the information regarding the Banks Mobile banking solution shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and

WHEREAS, the COMPANY understands that in the course of submission of the offer for the said END TO END ATM & ATM MANAGED SERVICES (OPEX MODEL) and/or in the aftermath thereof, it may be necessary that the COMPANY may perform certain jobs/duties on the Banks properties and/or have access to certain plans, documents, approvals or information of the BANK; NOW THEREFORE, in consideration of the foregoing, the COMPANY agrees to all of the following conditions, in order to induce the BANK to grant the COMPANY specific access to the BANK's property/information

The COMPANY will not publish or disclose to others, nor, use in any services that the COMPANY performs for others, any confidential or proprietary information belonging to the BANK, unless the COMPANY has first obtained the BANKs written Authorisation to do so.

The COMPANY agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the COMPANY for the purpose of submitting the offer to the BANK for the said Mobile banking Solution, will not be disclosed to during or subsequent to submission of the offer to the BANK, to anyone outside the BANK

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

Place:
Date:

Authorised Signatory
Name:
Designation:
Office Seal:

ANNEXURE - F

PARTICULARS OF BIDDER

A. Profile of Bidder

1. Name of bidder:
2. Location
Regd. Office:
Controlling Office:
3. Constitution
4. Date of incorporation & Date OF COMMENCEMENT of business:
5. Major change in Management in last three years
6. Names of Banker / s

B. Financial Position of Bidder for the last financial year

	2009-10
Paid up capital	
Tangible Net Worth (excluding revaluation reserve)	
Total Outside Liabilities/Tangible Net Worth	
Net Sales of the Company as a whole.	
Out of the above Net Sales, Net Sales from services	
Gross Profit	
Net Profit (Profit After Tax)	
Summary of Financial Position and working results	
Growth in Operations (%)	
Growth in profitability (%)	

N.B. Enclose copies of Audited Balance Sheets along with enclosures

C. Details of Experience in Commissioning of ATMs in OPEX model

PSU		
Name of Bank	Period	
	From	To
Non-PSU		
Name of Bank	Period	
	From	To

N.B. Enclose copies of Purchase Orders as references.

ANNEXURE -G

DETAILS OF OFFICES/ BRANCHES /SERVICE CENTERS

A. Service centre detail of the bidder

Sl. No.	Place	Owned/ Franchise	Postal Address	Contact Numbers including Name of in charge and his contact details	Service Facilities available, please describe	Number of Service Engineers

B. Management Centre details of the bidder

Sl. No.	Item	Existing Details	Details of additional requirements necessary for undertaking proposed work
1.	Management Centre operational since		
2.	No. of ATMs the Management Centre is designed to support		
3.	No. of banks for whom Managed Service have been undertaken (mention names of the banks and number of ATMs managed) - Work completed		
4.	No. of banks for whom MS presently being undertaken (mention names of the banks and number of ATMs under management) - Work in Progress		
5.	No. of personnel employed on full-time basis for Management Centre activities		
6.	No. of own / part-time employees, if any		
7.	No. of shifts in 24-hour period		
8.	Substitution arrangement in case of emergencies		
9.	No. of own employees dedicated for each major service at the Management Centre		
	- Incident Management System		
	- Remote Enterprise Management System		
	- Cash Management		
	- Help Desk		
	- Management of sub-contractors for FLM, Consumables, Cleaning, Cash replenishment, Deposit pick up etc.		
	- Supervisors		
	- Managers		
	- Total number of skilled employees		

C. Details of Managed Services currently undertaken by the bidder
(Bank-wise: Please attach separate sheets for each Bank)

Sl. No.	Item	(Yes/No)
1.	Supply of ATM	
2.	Supply of Site Infrastructure Equipments	
3.	Site Preparation	
4.	AMC of ATM /CD	
5.	AMC of Site Infrastructure Equipments	
6.	Managed Services for ATM operations	
	a) ATM Management Centre Infrastructure Including Data Security Systems	
	b) Incident Management	
	c) ATM Monitoring	
	d) Help Desk	
	e) Consumable Management	
	f) MIS and Settlement Reports	
	g) ATM Single Point of Contact	
	h) Software Distribution from Management Centre	
	i) Cash Forecasting	
	j) Escalation	
7.	Disaster Recovery Site for Managed Services	
8.	Field Level Services	
	a) First Line Maintenance	
	b) Site Maintenance	
	c) Consumables Replenishment	
	d) Deposit Pickup	
	e) Cash Replenishment	

ANNEXURE - H

[Note: These details should be on the letter head of Bidder and should be signed by an Authorised Signatory with Name and Seal of the Company]

Technical Compliance Statement

Declaration

We hereby undertake to agree to abide by all the Instructions, Requirements, Terms & Conditions including the Scope of Work stipulated in the RFP/tender document for smooth Implementation of Comprehensive Solution for END TO END ATM & ATM MANAGED SERVICES (OPEX MODEL) in identified locations of Bank.

We certify that the systems / services offered by us for tender conform to the specifications stipulated in the tender form.

Signature of the Authorised Signatory with date & seal

ANNEXURE I

SCOPE OF WORK

This RFP is to deploy 500 ATMs (450 off-site and 50 on-site) at various locations across the country on Transaction Pricing Model (Outsourced) with END TO END ATM & ATM MANAGED SERVICES (OPEX MODEL). This inter alia means that the ownership/free hold/lease hold of ATM and other related peripherals and Site will remain with the bidder for off-site locations and ownership of the site will be with Bank whereas ATM and other peripherals will be with bidder for on-site locations. Payments shall be made by the Bank for successful financial and non-financial transactions by the cardholder at these proposed outsourced ATMs. There will be no revenue sharing arising out of acquirery transactions. The financial transactions would mean transactions involving delivery of cash. The Bank would continue to have switching services for these 500 ATMs through Bank's existing financial switch.

The bidder has to comply with the broad scope of work as detailed below:

1. SELECTION OF SITE FOR INSTALLATIONS OF ATMS

1.1. OFF-SITE LOCATIONS

Bank will communicate to the selected Bidder, the number of ATMs required in each city/place. The selected bidder should then identify sites for installation of ATMs in the city/place chosen by the Bank. Premises should preferably be located on ground floor at vantage points (There could be few exceptions like premises in Malls, Shopping Centre etc where infrastructure facilities like lifts, escalators are available). The premises must be suitable from the security point of view and should be accessible 24 hrs/365 days to the card holders. The selected bidder should conduct a feasibility study of the site. The selected bidder should study other Bank's ATMs /CDs located in the aforesaid area like the average number of transactions, network feasibility etc and submit the report to the Bank at the Head Office of the Bank. The site should be such that a minimum of 200 successful transactions per day should happen. Lead time of 3 months will be given to attain minimum of 200 daily transactions. The bidder should get in-principle approval from the Bank for the site before proceeding with the final installation. The bidder has to provide minimum of two choices of sites for each location supported by valid reason.

1.2. ON-SITE LOCATIONS

Bank will provide the list of on-site locations with complete address, contact number etc. The bidder has to initiate actions for making the site ready as per specifications provided by the Bank and install the ATM and other peripherals.

2. SITE IDENTIFICATION AND IMPLEMENTATION SERVICES

2.1. OFF-SITE LOCATION

- a. Identification of site at suitable locations and entering into lease agreement/ownership after obtaining Bank's approval for the centres where new ATMs are proposed to be deployed.
- b. Obtaining all statutory approvals from landlord, municipal authority and all other concerned authorities.

- c. Supply and Installation of Site Infrastructure items like Network equipments, UPS with batteries, Air Conditioners (A/C), A/C Timer, V M item - Glow Sign Board, Information Panel, Lighting, Access Control Mechanism, Storage Cabinet and Waste Paper Basket, External Camera, Visual Merchandise and Other fixtures/fittings specified.
- d. Preparation of site including Civil, Electrical, Carpentry/Aluminium work, Interior work, Air-conditioning and providing drop box facility.
- e. Payment of Rent/EB Advances and Rent, Electricity bill, taxes, lease deed expenses etc.

2.2. ON-SITE LOCATIONS

- a. Preparation of site including Civil, Electrical, Carpentry/Aluminium work, Interior work, Air-conditioning and providing drop box facility.
 - b. Supply and Installation of Site Infrastructure items like Network equipments, UPS with batteries, Air Conditioners (A/C), A/C Timer, VM item - Glow Sign Board, Information Panel, Lighting, Access Control Mechanism, Storage Cabinet and Waste Paper Basket, External Camera, Visual Merchandise and Other fixtures/fittings specified.
 - c. Bidder has to make arrangements for payment of power consumption for ATM. Bidder has to pay the cost of electricity and provide the sub meter also.
 - d. However, in the case of one site ATMs, if walls have to be constructed, the cost of construction will be borne by Bank/ Premises owner.
 - e. The rent for the space provided for VSAT shall be borne by the Bank. However the cost of VSAT and installation charges to be borne by the bidder.
- 2.3. The bidder will not transfer or sell or surrender or vacate the site or enter into any contract or order with any other Bank or entity for the site without Bank's prior permission. ***The Bank will have the first right of refusal for the site before the bidder discontinues or terminates the arrangement with the Bank.*** Bidder has to bear the cost. In case, the bidder desires to relocate ATMs, bidder must obtain Bank's prior approval in this regard. The Bank also may request/advise the bidder to relocate the ATM to any other location due to administrative exigencies. Bidder has to bear the cost. The relocation should be executed within 15 working days from the date of the approval provided by the Bank, failing which that ATM shall be considered as under downtime from the 16th working day onwards. Partial surrender of ATMs or sites will not be allowed.
- 2.4. The bidder is required to develop the site and take up complete site preparation, supply, Installation and maintenance of all site infrastructure equipments as per the specification detailed in Annexure-J. The site is to be developed as per Bank's brand colour and in line with the existing ATM sites. The Bidder will be responsible for the performance of the systems and compliance with statutory requirements and government regulations for the work undertaken by them. The bidder would be required to guarantee

maintenance support of all equipments/fittings supplied for at least five years. The materials used shall be of standard make.

3. SUPPLY OF ATMS AND ACCESSORIES

Selected Bidder has to arrange supply and installation of new ATMs, related peripherals and their maintenance. The bidder is required to guarantee maintenance support of all equipments at least for five years.

ATMs with technology and functionalities like 'touch screen', triple DES enabled, EMV certified and 'dip card reader' etc have to be supplied and installed at locations confirmed by the Bank. The ATMs should have capability / features for remote monitoring of their health / status, transferring Electronic journal to central site.

The selected Bidder must ensure that all the ATMs that are commissioned are brand new and should function efficiently, if not should be replaced immediately.

ATM supplied / commissioned should have Tri-lingual features wherever required. Apart from Hindi & English -lingual features, it should also support one more Indian regional language depending on the area involved.

For Bio-metric ATMs, it should also include any related peripherals like finger print scanner, finger print matching algorithm or device etc. required for full functioning of Bio-metric ATM. The number of Biometric ATMs will be taken as 20 for the purpose of evaluation. The ATMs and sites should be user friendly for physically challenged person.

Bidders should note that ATMs will be deployed across the length and breadth of the country as per requirements of business and the bidder will be required to support all such installations.

Bidder should note that it is the bidder's responsibility to operationalise all the 500 ATMs awarded within thirty days from the date of award of the contract.

All requisite licenses for the software etc. should be made available to the Bank by the bidder. The ATMs have to be interfaced with BASE 24 switch. 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 selected Bidder to provide the required support to commission the ATMs with new switching interface without any additional cost to the Bank.

The selected bidder(s) should supply only Lobby type ATM and it should have our Bank Logo on the ATM.

4. NETWORKING FOR CONNECTIVITY OF ATMS

- a. All the ATMs should be networked by using reliable connectivity. The acceptable network technologies are Leased Line, CDMA, RF with licensed frequency, VSAT [Ext-C band, Ku band VSAT]. Any other newer technologies like 3G will also be acceptable. However all the technologies should be implemented subject to clearance of Bank's Network Operation Team and IT security team.
- b. The entire network setup should not be shared to any other customer. It should be end to end private network. If it is point to point connectivity, the bidder has to comply with the RFP Terms. If MPLS, CDMA, VSAT connectivity, the bidder shall create separate VPN Cloud End-to-End and ensure the security and confidentiality of the Banks data.

- c. The bidder is responsible for supply, installation and maintenance of the network equipments and establish the connectivity with very high uptime, inbuilt redundancy, security, etc.
- d. Maintenance of all network equipments is the responsibility of the Bidder which includes support/repair/replace/maintain all parts of the equipments
- e. The network devices required for establishment of backhaul link should be supplied by the bidder.
- f. Preventive Maintenance: Preventive maintenance of network equipments should be carried out by the bidder at least once a quarter to ensure uninterrupted ATM service
- g. Network devices Installation and maintenance of network equipments at bank's premises shall be responsibility of the bidder and it shall be done in consultation with bank's Network Operation Team.
- h. Entire Network setup should adhere to the enterprise security standard and security standards suggested by the bank from time to time. The connectivity shall be subject to compliance of all information security standards and policies of the bank from time to time. Standard and policies will be shared to the selected bidder.
- i. The networking design, implementation and establishment plan, technology and security details should be provided by the bidder.
- j. The bidder has to provide sufficient bandwidth for smooth functioning of ATM operations and managed service activity.
- k. The backhaul connectivity between the bidders NOC/POP to the Bank's DC and DRC should be provided by the bidder and end to end should be secured and also should support IP Sec , 3DES, etc.
- l. The sufficient bandwidth should be provided to the backhaul links by the bidder.
- m. The backhaul links should have in-built redundancy. One link should be wired line from one service provider and redundant link should be wireless from another service provider in both DC and DRC.
- n. Bidder has to provide guaranteed uptime for all the ATM locations. The quarterly guaranteed uptime is 99.5% for each ATM locations.
- o. The bank has the right to conduct post implementation audits of the network to ensure proper establishment of network connectivity and security.
- p. Network fine-tuning, patches/IOS /OS/Firmware updations, up gradations should be done by the bidder.
- q. The bidder should allocate dedicated IP addressing scheme for entire network in coordination with Bank's networking Operation Team and Security team.
- r. The bidder should have a clear Disaster Recovery Plan and Business Continuity plan and details should be furnished.

- s. Network should adhere to the following security aspects
- i. Strong Authentication
 - ii. IPSec Tunnel for the ATM traffic
 - iii. Data confidentiality
 - iv. End-to-End private network
 - v. All the links and devices should be monitored by Network Monitoring system and NMS dashboard should be shared to the bank.
 - vi. Auto Trouble ticketing system should be implemented by the bidder.
 - vii. All the LAN and WAN cabling should be neat and structured manner and it is responsibility of the Bidder.

5. SECURITY

In future, Bank may carry out design modification and/or application addition to the Bank's network, including modification for the security policy implementation. Accordingly, bidder should carry out necessary configuration changes in their network, as advised by the Bank time to time and no additional cost will be borne by the Bank in this regard.

6. MANAGED SERVICES

A. Support Service

It is the responsibility of the selected bidder to deploy the existing and new (if any) display screens in ATMs during the contract period as and when decided by the Bank. The selected bidder will be required to provide centralized software/screen distribution and EJ pulling. The services include the following:

- i. Software and Screen distribution from bidder's management centre (bidder's server).
- ii. Electronic Journal (EJ) Pulling from ATMs and pushing it to the designated server of the Bank on a daily basis.
- iii. EJ archival and retrieval.

B. Maintenance and Preventive Maintenance of all Equipments.

The bidder will be responsible for the maintenance of all ATM/Sites both on-site and off-site and replace all spares/equipments/materials including consumables. The bidder to support /repair /replace/maintain all parts of the equipments mentioned above irrespective of whether the parts are manufactured by the bidder or outsourced by it. Preventive Maintenance of ATMs, UPS, Door Access Lock, Video Surveillance System, UPS, AC etc. and other site infrastructures are to be carried out at least once a quarter to ensure uninterrupted ATM service.

C. Site Maintenance and Housekeeping at on-site and off-site ATMs.

Site maintenance and housekeeping will be the responsibility of the bidder. Site maintenance and housekeeping shall include the following:

- i. Cleaning of ATM sites & immediate surroundings, Cleaning of ATM Exterior, LCD/CR screen, Fascia, Visual Merchandise and cleaning of all items in ATM room and electrically-lit signage
- ii. CHECKING of all site infrastructure equipments used for ATM operation on daily basis and resolving the problems if any.

- iii. Checking of tubes/bulbs and its replacement, door alignment/ access lock problems, if any etc. on day to day basis either by them or by their sub-contractors.
- iv. Visual materials, brochures supplied by bank should be made available at the ATM Site.

D. First Level Maintenance (FLM) and Second Level Maintenance (SLM)

The selected bidder to provide First Level Maintenance (FLM) and Second Level Maintenance (SLM) support of all equipments supplied and used for smooth operation of ATM system such as ATM, VSS (internal, external), Site Infrastructure Equipments. FLM and SLM support should include the following:

- i. Supply and replenishment of consumables without any quantitative limit.
- ii. Clearing of paper / card / currency jams.
- iii. Monitoring of ATM and health status of all the ATMs.
- iv. Reporting faults/problems at ATMs, Networking Equipments and other Site Infrastructure Equipments to the concerned bidder/service provider for SLM.
- v. Providing video footage of the ATM sites on weekly basis to the Branch with due record/acknowledgment, by way of DVD without any additional cost to the Bank. Images should be provided as and when required. 90 days image data should be made available to the Bank.

E. Online Monitoring of ATMs

The selected bidder will be responsible for Online and real time monitoring of ATMs to ensure desired 99.5% uptime of each ATM. Bidder should provide remote monitoring tool at Bank's site or site specified by the Bank for observing the health and status of all the ATMs outsourced/deployed by the bidder. The services include the following:

- i. Remote detection of events exceeding threshold.
- ii. ATM cash forecasting.
- iii. Daily order recommendation.
- iv. Potential cash out warning for ATMs.
- v. Consolidation of settlement, reconciliation reports and data.
- vi. Centralized monitoring and control over access to safes.

Bidder should arrange to intimate above situations by way of SMS to authorized officials of the Bank.

Bidder has to provide the reports.

F. Incident Management

The selected bidder is required to provide incident management services. These services include the following:

- i. Single point of contact for end-to-end resolution for ATM, automated on-line real-time fault detection & trouble ticketing.
- ii. Automated triggering of escalation alarm and follow up till resolution.
- iii. Proactive and reactive review of hardware performance and service provider's performance in relation to SLAs.

G. Help Desk Service

The selected bidder is required to provide help desk services. These services include the following:

- i. Providing Help Desk facility with multiple lines as single point of contact for all ATM related issues.
- ii. Proactive problem resolutions.
- iii. Round-the-clock remote support to field operatives and customers.

H. MIS Reports

The selected bidder to provide MIS Reports as per the requirements of the Bank which includes but not limited to the following:

- i. Management reporting including exceptions for SLAs of all connected service providers.
- ii. Assistance in meaningful analysis of performance for improving uptime and availability of ATMs to customers.
- iii. All reports mentioned in Technical Bid Part-B compliance details

I. Cash Management and Replenishment Services

Cash loading, Cash optimization and Cash Forecasting will be the responsibility of the selected bidder. The services include the following:

- i. Cash replenishment at ATMs and ensuring cash efficiency ratio of 70%.
- ii. 24 x 7 continuous monitoring of availability of cash in the network of ATMs through Incident Management Tool and ensuring no cash out scenario for any of the ATM.
- iii. Evaluate the cash requirement for every ATM through analysis of past usage trends and current cash status updates.
- iv. Forecast and recommend suitable cash level for each ATM based on the evaluation subject to compliance of internal procedure / limit set for cash retention for individual ATM.
- v. Cash EOD on a daily basis. However on exceptional cases, there should not be a gap of more than 2 days between each EODs.
- vi. Cash Replenishment Services shall be provided normally whenever required; such Services are known as "Scheduled Replenishment Services." Bidder /CRA shall respond to unscheduled service requests also. (Replenishment on Sundays and Holidays may also be required in emergency or Cash out situations. It is to be done at no extra cost to the Bank). Based on the predict model, cash will be provided on daily basis.

- vii. Cash Replenishment Services (CRS) can be outsourced to accredited / reputed agencies (CRA). The bidder will be responsible for Service Level Agreement (SLA) for CRS outsourced. The replenishment process, inter alia, includes receiving cash from a designated centre/branch of the Bank, making ADMIN transactions at ATM, performing End of Day (EOD) and furnishing detailed MIS as required by the Bank.
- viii. The bidder will be responsible for reconciliation of cash and resolution of all related complaints received from customers.
- ix. Bank will undertake periodic verification of the cash held on its behalf by the CRA. The bidder will ensure that cash verification by Bank's officials, authorized agents is allowed by the concerned CRA.
- x. The CRS agency shall take adequate insurance policy with Bank Clause for the value of entire cash throughout the Cash Replenishment Services Cycle for all sorts of risks including fidelity clause arising from acts of omission / commission / dishonesty of its employees and / or its authorised agents. The loss-payee endorsement of such insurance policies shall be in favour of the Bank and it shall be ensured that the amount of claim, if any, shall be paid by the insurance companies directly to the Bank. Copy of the Insurance policy should be submitted to the Bank. The CRS agency shall pay the premium for obtaining insurance cover. Insurance policy should be in force.
- xi. Cash in ATM will be insured by the Bank.
- xii. Any shortage or loss of cash, whatsoever and for whatever reason shall be immediately made good to the Bank without waiting for admissibility or settlement of the insurance claim. Any amount of such insurance claims received by the Bank shall be remitted to the CRS agency by the Bank after adjustment of outstanding dues if any. The CRS agency should ensure correctness and genuineness of the cash and shall take the ATM fit currency notes to its possession. Once the note packets are taken out of Bank's premises the bidder would be responsible for shortage and fake currency if any, noticed subsequently.
- xiii. Bank will fix a reasonable amount of bank guarantee to be submitted by the bidder after taking into account the total amount of cash involved, transit insurance, vaulting arrangements, and other risk-mitigating factors including number of ATMs to be serviced. For Cash handling, Bidder has to execute Bank Guarantee for ₹ 5 Crores (Rupees Five Crores).

J. Consumable Management

The selected bidder is required to provide Consumable Management services. The services include the following:

- i. Continuous Monitoring of the level of consumables (Journal rolls, Receipt Printer Rolls, ink cartridges, Ribbons etc.) in each ATM through Incident Management Tools.
- ii. Based on the monitoring and on the past usage trend, the selected bidder should proactively draw a schedule for replenishment of consumables for each ATM and carry out the same.
- iii. Consumable replenishment services should be independent of ATM Make, Model, type of network and bidder.

K. No minimum transaction commitment

There is no minimum transaction commitment by the Bank to the bidder. Bank shall pay to the bidder only on Per Transaction Basis.

- L. Any cost for the development of the interface or its customization at the Bidder's end or at Bank's Switch end has to be borne by the Bidder. The indicative list (but not exhaustive) is given hereunder:
- i. The development of the interface between Bank's Switch and monitoring tool of the services provider (both at Switch and monitoring tool end).
 - ii. Customizations of the ATM switch software and ATM software to handle biometric transactions on ATM.
 - iii. If any processes at Bidder's end or their consortium partner's end needs to be changed, upgraded, re-designed, the same has to be done at no additional cost to the Bank.
 - iv. If any new customisation at Banks switch for the model supplied by the Bidder, bidder has to bear the cost of customisation
- M. It is the responsibility of the Bidder to change/upgrade/customize the infrastructure at all levels (like software, hardware supplied to Bank, Infrastructure at Management Centre, Disaster Recovery Site of Bidder, ATM site etc.) for ensuring the compliance to statutory, RBI, IBA and VISA/MasterCard requirements at no additional cost to the Bank.

N. Biometric Solution

At selected locations Bank may ask the bidder to implement the Biometric features. The implementation includes the finger-print registration process at the ATM and the customized transaction processing. The finger-print registration should have the capability to capture three finger-prints and transmit the biometric data to the switch centre over the wide area network, in ANSI 378 template form. Since the biometric authorization system at the switch centre would have the capability of processing any combination of three finger-prints from the biometric authorization server, the biometric ATM should enable capture of three fingerprints without resulting in the transaction getting timed out. Biometric ATMs should recognize the Biometric card and accordingly display the screen/voice prompts. Biometric ATM should accept normal PIN based Debit/ATM cards as well as Biometric cards. It will be the responsibility of the bidder to provide customization, if any, for enabling centralized authentication through biometric authentication server at the Bank's existing switch centre.

Finger print registration will be done by the branch.

It should be voice enabled and biometric features should be enabled. The number of biometric ATM will be taken as 20 for the purpose of evaluation.

O. Shifting of ATM/Site

In case of shifting of any ATM is required to be carried out from one site to another due to any reason not attributed to the Bank, selected bidder will be required to again follow the process mentioned in point 2.3 above. No additional cost will be paid by the Bank for the relocation.

As an ongoing process, the Bank will review the performance of the off-stie ATMs on daily basis. In case number of transactions in a ATM does not surpass the targeted level of 200 transactions per day, the Bank may decide to shift the

off-site ATM in consultation with the Bidder. The Bidder will shift the ATM to a new site, at their expenses within the time frame agreed with the Bank.

Lead time of 3 months will be given to attain minimum of 200 daily transactions

Bidders should submit an undertaking that they will comply with the scope of work mentioned above.

ANNEXURE - J (Technical Bid Part - B)

A. Technical Specifications of the ATMs

Sl. No.	Specifications	Details	Bidders Response
1	ATM Specifications		
	1.1	Mounting Type	Lobby - Front loading
	1.2	Colour Branding	The colour shall be Grey/shades of Grey
	1.3	Service Access	Front Access
2	Screen		
	2.1	Type	LCD colour
	2.2	Size	15"
	2.3	Resolution	VGA (1024 x 768), 256 colours
	2.4	Other Features	Privacy Filter with Vandal Shield
3	Keyboard		
	3.1	Type	Alphanumeric
	3.2	Keypad	16 keys with Braille capability.
	3.3	Function Display keys	8 Functional keys (Screen side)
	3.4	PIN Pad	Encrypting PIN pad - PCI complaint
	3.5		Poly carbonate / Metallic
	3.6	ATM with FDK	For full ATM functionality
4	Internal Processing Unit		
	4.1	CPU	Pentium IV 2 GHz and above
	4.2	RAM	1 GB
	4.3	HDD	160 GB and above
	4.4	OS	Windows XP with compatible service packs and the required software for ATM/ Switch functionality (specify the details). The Bidder shall ensure the OS offered shall be XFS compliant and Cross vendor platform and also ensure the functioning of the ATM in the existing BASE24
	4.5	DVD Writer	Required - 12x Speed
	4.6	Free Ports	Minimum of 1 Serial, 1 parallel and 4 USB Ports.
	4.7	Other Features	All the above shall be upgradable, in future.

5	Security - Physical			
	5.1	Safe	UL291 (24 hrs safe)	
	5.2	Lock	Dual combination Electronic Lock	
	5.3	Alarms	The Bidder shall offer the standard alarms provided by default along with the ATM	
	5.4	Alarm sensors	The bidder shall offer all standard sensors to connect the following alarms like Door status alarm, Chest door alarm, heat thermo temperature raise alarm, burglar Alarm, Duress alarm, seismic alarm	
6	Security - Other Hardware and Software			
	6.1	Encryption	Triple DES. The bidder shall furnish details of hardware and software security offered. The bidder shall confirm that the security encryption standard is meeting VISA/Master security standard	
7	Card Reader			
	7.1	Type	Hybrid DIP Smart Card Reader (Latest version)	
	7.2	Read	Track 1,2	
			Low and High coercivity support. Coercivity levels between 2700 and 3200 oersteds	
	7.3	Other Features	Latest EMV Compliance as per the requirement of VISA/Master card standards	
8	Dispenser			
	8.1	Technology	Vacuum Pick / Friction Pick	
	8.2	Cassette Type	Poly carbonate / Metallic	
	8.3	Cash Cassette	4 nos. Minimum One cassette should be capable of stacking 1000 rupee Indian currency	
	8.4	Reject / Divert and Retract Cassettes	1 no. (type should be like cash cassette)	
	8.5	Lock for each cassette	Latching facilities required	
	8.6	Capacity	Min. 2500 sorted currency notes	
	8.7	Currency	INR-Fresh/Used of any denomination Notes.	
	8.8	Reject	Single/Bundle	
	8.9	Dispensing capacity	Minimum 40 currencies at a time	
	8.10	Other features	Cash Low and No cash Indication.	

9	Printer			
	9.1	Journal	40 col Thermal / Dot Matric Printer	
	9.2	Receipt	40 col. Thermal / 48 Col. Thermal	
	9.3	Other Features	Low and No paper indication	
			Ribbon inclusive	
			Automatic Paper cut	
			Top of Form Sensors	
10	Consumables			
	10.1		The bidder shall furnish the specification and quality of rolls/ribbons to be used in the printers.	
	10.2		Electronic Journal log shall also be offered. However, ATM shall be out of service when Journal printer is faulty or without paper.	
11	Communication Interface			
	11.1	LAN standard	Ethernet	
	11.2	Physical Interface	RJ 45, CAT 6/ECAT 6	
	11.3	Protocol	TCP/IP	
	11.4	Emulation Protocols	All Wincor Nixdorf, Diebold and NCR, Protocols (911/912/NDC/DDC).All the above ATM should work in our ATM network with BASE24 Switch for inter-operability.	
12	Functions			
	12.1		PIN Change	
	12.2		Balance Enquiry	
	12.3		Cheque Book Request	
	12.4		Statement Request	
	12.5		Deposit	
	12.6		Mini Statement Printing	
	12.7		Enable linking for 4 Accounts like SB, CA, OD, etc.	
	12.8		Provide for Multiple denominations of currencies such as 50, 100, 500 and 1000.However, Rs. 500 and 100 to be enabled. 1000 rupee cassette to be enabled as and when the bank requires without any additional cost to the bank. The Bidder shall specify the no. of denomination supported.	
	12.9		Support for ATM cards, Debit cards, Credit cards, Banks Kissan Credit Card, Gift Card, Campus Card any other domestic and international cards, etc.	
	12.10		Hot/Warm card programmable support.	
	12.11		The software required for connecting the ATM to the existing BASE24 Switch to be provided by the Bidder.	

13	Other Details		Bidder shall provide required mesh to cover the holes available in the ATM to prevent the dust/insect/rat/lizards entering inside the ATM/Equipment.	
14	Access control system:			
	Features		The Bidder shall supply and Install Synergistic Access Control System or Honey Tech Access Control System at all ATM lobby entrance and ensure proper fitting on the doorframe in co-ordination with the branch officials. Bidder can provide equivalent / better quality of Access control system.	
	14.1		A DIP type Card Reader	
	14.2		Magnetic Door locking/ releasing	
	14.3		Egress button and door knob	
	14.4		Programmable controller to allow different cards.	
	14.5		The Bidder shall ensure that there should not be any problem in opening the door by the user using the standard card size (VISA/MASTER/CANCARD/ATM CARD/KISAN CREDIT CARD ETC.)	
15	Video Surveillance:			
	Features			
	15.1		The system should be provided as an integrated solution within the ATM - both hardware and software.	
	15.2		The solution must be able to capture, store the transaction information based on Card number, Transaction number, date & time along with the images in a digital format. The images must be Should be provided as and when required. 90 days backup should be there	
	15.3		Solution should provide an image and data viewer within the ATM database and should be able to browse, search and archive stored images locally.	
	15.4		Solution should have the facility to provide data backup into a USB pen drive / flash drive /DVD or USB HDD.	
	15.5		Solution should have the capability to send unsolicited messages for camera malfunction and errors in NCR, Diebold and Wincor Nixdorf Protocols (NDC/DDC/911/912) message format to the switch.	

15A	ADDITIONAL CAMERA		
			One external camera (without access to keypad operation) should be there for capturing the images of all who enter the ATM cabin.
16	UPS		
	UPS Specifications		
	16.1	UPS RATING	
		Technology	2 KVA single phase input & output, on-line double conversion unit with facility for Automatic Switch Over to battery and Visa-Versa without any delay.
			Microprocessor controlled high frequency PWM technology
	16.2	INPUT	
		Nominal Voltage	230 V AC, [+/- 15%], Single Phase
		Nominal Frequency	45 Hz to 55 Hz
		Input Power Factor	> 0.95
	16.3	RECTIFIER & CHARGER	
		Type	PWM with Active power factor control
		Nominal voltage regulation	+ / - 1 %
		Ripple (without battery)	< 1 %
		Charging method	Constant voltage constant current [CVCC]
	16.4	BATTERY	
		No. of hours of backup	Bidder to ensure adequate backup to keep the ATM uptime in metro/urban @ 99.5% and in Semiurban/Rural @ 98.5%. [Load of 2 KW @ unity power factor]
		Battery voltage	12 V
		Type	Sealed Maintenance Free [SMF]
		Make, Model	As per clause B 13.3 of RFP
		Voltage, rating	Total VAH shall be 16000 VAH using batteries of same batch
			The Bidder shall supply suitable Racks to house the batteries.

	16.5	OUTPUT		
		Power Capacity	2 KVA / 1.6 KW	
		Load Power Factor	0.7 lag to unity within KVA & KW rating	
		Nominal voltage	220 / 230 / 240 VAC, Single Phase [Stepless Adjustable]	
		Regulation	For Balanced Load +/- 1 %	
			For 100% Unbalanced Load +/- 2 %	
		Frequency	50/60 Hz [+/- 0.25 Hz] in Free running mode	
			50 Hz [+/- 3 Hz] in synchronous mode	
		Waveform	True sine wave	
		Total Harmonic Distortion	<= 3 % Max for 100% Linear load;	
			<= 5 % Max for 100% Non-Linear load	
		Overload capacity	125% for 5 min	
			150% for 60 Sec	
		Inverter	IGBT based PWM True On Line with INSTANTANEOUS SINEWAVE CONTROL	
		Dynamic Response	For 0 to 100 % step load change, the output shall remain within +/- 5 % and recovers to 98 % within quarter cycle	
		Crest Factor	3:01	
		Duty	Continuous	
	16.6	BYPASS STATIC SWITCH		
		Frequency synchronization band	+ / - 3 Hz	
		Slew Rate	0.1 Hz / Sec	
		Transfer [Inverter to Bypass]	In sync mode - < 2 to 3 m sec	
			In async mode - < 10 m sec	
		Retransfer [Bypass to Inverter]	In sync mode -No break in retransfer	
	16.7	MANUAL BYPASS FACILITY	To be provided	
	16.8	EFFICIENCY		
		[At full load & nominal input voltage]		

		Inverter Efficiency [DC to AC]	> = 90 %	
		Converter Efficiency [AC to DC]	> = 90 %	
		Overall Efficiency	> = 85 - 90 %	
	16.9	ENVIRONMENTAL		
		Acoustic Noise level	< 55 db	
		Ambient Temperature	0 to 45 Deg C	
		Storage Temperature	-10 to 70 Deg C	
		Humidity	Upto 95 %, RH, Non-condensing	
		Altitude	< 1000 Mtrs, above sea level [without derating]	
	16.10	PHYSICAL		
		Enclosure - Protection grade	IP - 20 or High	
		Cooling	Forced Air	
		Cable Entry	Bottom	
	16.11	METERING / LCD Digital Display		
			Input voltage	
			Battery voltage	
			Output current [%]	
			Input current	
			Battery current	
	16.12	INDICATORS / ALARMS		
			Battery low pre-alarm	
			Batter low	
			Load on battery	
			UPS indicator	
			Battery status indicator	
			Load on Bypass	
			Inverter Faulty	
			Mains, Inverter, Output on Indicator & Others if any, specify	

	16.13	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	
	16.14	ISOLATION TRANSFORMER	To be provided as an internal feature of the system at the input	
	16.15	TESTING STANDARDS	IEC 62040 - PART III	
	16.16	STABILIZER	2 kVA Stabilizer : Make- Numeric/ Voltas Model : Numeric / Voltas 2 KVA Stabiliser From ISO certified company. ; Spec: 2 KVA ISO Certified.	
	16.17	COMMUNICATION INTERFACE		
		Standard	RS 232 port for Software Interface	
		Optional	SNMP facility. However, Inbuilt provision to be available in the UPS	
17	Earthing			
			Copper wire of 9 SWG and the 'end copper plate', minimum size 8'x8' and 2 mm thickness. Earth and neutral should not be > 1 volt.	
18	Stickers and Tips to ATM users			
			The Bidder shall provide 6 no. of necessary stickers for displaying in ATM, ATM lobby door.	
19	General			
	19.1		The Bidder shall provide all other required equipments and services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability of the network.	

	19.2		The Bidder shall own the responsibility to demonstrate that the products offered are as per the specification/performance stipulated in the RFP and as committed by the bidder either at site or in his works without any extra cost to the Bank. However the Bank will bear the travelling, boarding and lodging cost related to its own personnel.	
20	GROUTING			
			ATM should be grouted to the floor of the ATM in a secured manner.	
21	Other Features			
			Voice guidance support will be with internal speakers by default. The jack facility should be enabled for usage of head phone whenever the same is connected.	
			Braille stickers on all devices as per requirement to support the visually challenged.	
OPTIONAL ITEM-Transaction cost with and without should be given				
DEPOSITORY				
		Nature of Deposit - Document, Cheque and Cash accepting		
		Envelope Printing facility	Dot Matrix/Inkjet.	
			The bidder shall indicate the maximum no. of characters which can be printed and details of the same.	
			The bidder shall furnish the specification and quality of cartridges/ribbons to be used in the printers.	

GENERAL

Deviations from technical specifications must be clearly indicated. Though the Bank has laid down the minimum configuration of both hardware and software of ATM to meet present requirements, the ATM should be upgradable to support any additional services that Bank may introduce at a later date.

No charges will be payable by the Bank for minor modification/ up gradation of the software pertaining to ATM for the purpose of enhancing their functionality to meet mandatory compliance. The task should be completed within 30 days from the date of request by the Bank.

All operating systems / proprietary software upgrades / patches will be provided free of cost and also installed in all the ATMs at no cost to the Bank. No charges will be payable by the Bank for installation of any other software / patches at all ATMs.

B. SITE SPECIFICATIONS

SPECIFICATIONS FOR ATM SITE PREPARATION CONSIDERING ROOM SIZE: 8'X10' AND 10 FEET CLEAR ROOM HEIGHT.		
S.NO.		DESCRIPTION OF WORK
A		INTERIOR WORKS
1	Vitrified flooring	Providing & fixing flooring with vitrified tiles joint-free of minimum 9mm thickness, size 24" x 24" , , all fixed in 1:5 cement mortar/tile adhesive, complete with cutting and filling joints with white cement. Make of tiles Johnson / Bell / Euro / Asian/Nitco/Naveen /Somani. The shade shall be as approved by the Bank. The specification of vitrified tile stands modified as premium quality Vitrified tiles of 600mmx600mm x 9mm size of "Super White Granite" shade of Johnson/ Bell/ Euro/ Asian/ Nitco/ Naveen / Somani make. Other equivalent makes can be used only with prior approval of Bank.
2	False Ceiling	FALSE CEILING-Providing and fixing suspended 12mm thkGypboard false ceiling with GI grid as per India Gypsum board Manufacturers' specification .The rate should be inclusive of one coat of primer,putty and two coat of emulsion and making cutouts to accommodate light fixtures.
3	Cornice	CORNICE - Providing and fixing 4"x4" size POP cornice to all sides of the ATM and kiosk room of Bank approved design.The rate should be inclusive of one coat of primer,putty and two coats of emulsion.
4	Aluminium Composite panel cladding for internal walls.	Providing & fixing in position Aluminum Composite Panel (ACP) with framing of Aluminum Tube sections of min 2" * 1" and 20 gauge 2'-0" C/C both ways. ACP to be in 2' width panels or distributed equally. Panels to be fixed to the frame with 3M or equivalent adhesive. Joints to be finished with Silicon based sealant. ACP thickness of 3mm min. Aluminium foil thickness to be min 0.25 mm on both sides. Alubond, Eurobond, Fujibond, Alcobond or equivalent with prior approval of bank ISI approved brands to be used. Bright silver /Shade to be as per bank's approval. Additional Sections to be provided to fix the Indoor AC units. Both the AC units to be installed near the machine area at the highest. Colour code-"Bright Silver" code no ER-101 in case of Eurobond make & ALM-101 in case of Alu Bond. .Colour code-"Bright Silver" code no ER-101 in case of Eurobond make. In case of other make, the color shall be equivalent
5	Aluminium Composite panel cladding for exposed external walls.	Providing & fixing in position Aluminum Composite Panel (ACP) with framing of Aluminum Tube sections of min 2" * 1" and 20 gauge 2'-0" C/C both ways. ACP to be in 2' width panels or distributed equally. Panels to be fixed to the frame with 3M or equivalent adhesive. Joints to be finished with Silicon based sealant. ACP thickness of 3mm min. Aluminium foil thickness to be min 0.25 mm on both sides. Alubond, Eurobond, Fujibond, Alcobond or equivalent with prior approval of bank ISI approved brands to be used. Bright silver /Shade to be as per bank's approval. Additional Sections to be provided to fix the Indoor AC units. Both the AC units to be installed near the machine area at the highest. Colour code-"Bright Silver" code no ER-101 in case of Eurobond make & ALM-101 in case of Alu Bond. Colour code-"Bright Silver" code no ER-101 in case of Eurobond make. In case of other make, the color shall be equivalent

6	Aluminium Entrance door	Providing and fixing Aluminium door comprising of approximate 83.5mm vertical members, approximate 85-90 mm top & bottom, approximate 83.5 mm middle member, Black powder coated. Thickness of section not less than 1.5 mm. Godrej / Dorma / /Hafele/ Ingersol Rand floor spring (for 100 kg weight and rated for 1 million cycles) and Pivot on top. 6 mm clear polycarbonate sheet on both sides. Wool pile/ Weather strip on one vertical member. Providing and fixing colour customised door handle to fit on Aluminium section. The door size is 3'6"x7'.
7	Aluminium Fixed glazing adjoining doors	Providing and fixing Aluminium panel openable comprising of approximate 83.5mm vertical members, approximate 85-90 mm top & bottom, approximate 83.5 mm middle member, Black powder coated. Thickness of section not less than 1.5 mm. 8 mm clear glass of Modifloat, SaintGobain, Asahi or equivalent. The door in all cases will always be 3'6"x7' and two panels on either side of the door and their width will depend on the width of the facade. One panel will work as a door with minimum width of 2' on the side of the floorspring to be openable with 4 Nos of 3" Stainless steel hinges one edge and towerbolt on the top and bottom on the other edge. "The door opening in all cases will always be 3'6"x7'. Further necessary provision should be made for fixing access lock card reader and magnetic catch in the fixed partition and door.
8	Rolling shutter cover	ROLLING SHUTTER COVER-Providing and fixing rolling shutter cover comprising of Necessary frame work using 2"x2" size hardwood frame work, fixing 12mm thkMR grade com plywood for sides,front and openable door at bottom fixed using piano hinge,tower bolt etc.The rate should be inclusive of one coat of primer,putty and two coats of enamel paint of approved shade.
9	Wooden partition	WOODEN PARTITION-Providing and fixing wooden partition comprising 2"x2" size hard wood section at 2' c/c bothways and covered by 6mm thk MR grade com.ply of century ply,kit ply,uniplies make on bothsides and finished with ACP cladding of 3mm thickness with 0.25 mm aluminium foil on both sides of reputed brands such as Alubond, Eurobond, Fujibond, Alcobond or equivalent with prior approval of Bank .Colour code-"Bright Silver" code no ER-101 in case of Eurobond make. In case of other make, the color shall be equivalent.Provision to be made in the partition for fixing aircon louvers,exhaust fan,grooves,to be made as per customised design.Partition above false ceiling need to be finished with ACP/enamel paint . An opening for the ATM machine shall made in the partition
10	Wooden door	WOODEN FLUSH DOOR-Providing and fixing wooden-ply door frame,30-32 mm thick solid core flush door (both side commercial),hot pressed grade,with teakwood lipping patti,SS hinges-3no's,one dead lock,finished with ACP cladding of 3mm thickness with 0.25 mm aluminium foil on both sides of reputed brands such as Alubond, Eurobond, Fujibond, Alcobond or equivalent with prior approval of Bank .Colour code-"Bright Silver" code no ER-101 in case of Eurobond make. In case of other make, the color shall be as per item 4above on one side and enamel paint on the other side .The door size to be 2'x7'.

11	Signage of size 2'6"x8'	MS Square Pipe of 1" x 1" 16 gauge for framing with one coat of red oxide and two coats of oil paint to avoid rusting. Powder coated 1.5mm thick aluminium sheets on all Top, bottom & Sides. The bottom sheet to have rust-proof screws at every foot to facilitate easy maintenance. 22 gauge powder coated GI sheet at the back. L Angle system. Electrical -- LED lights (Lucifer, Wipro, Instapower India, Permlight, Vin, GE, or equivalent) distributed evenly. ISI FRLS wiring -- Finolex, RR Cables or equivalent. Flex: Avery Dennison / Dupont / 3M . Film : Light European blue & Mari gold yellow of Avery Dennison / Dupont / 3M make. With comprehensive warranty from manufacturer of the vinyl and substrate for Indian weather and dust conditions without any restrictive sub clauses. Copy of valid warranty to be provided to the Bank. In case of any failure happening within 5 years from date of installation, principal manufacturer of flex & vinyl should replace the complete fascia (flex and vinyl).The technical specifications of flex & vinyl as per C below. The size of the ATM signage stands modified and should cover the fascia. Further, in case of corner site, signage should be provided on both the side of ATM room to cover the fascia.
12	Signage Wiring	Providing & fixing of 3 x 1.5 mm copper wire & 19 mm dia PVC 2mm thick ISI conduit with all accessories like saddles, bends etc.
13	Conduiting for VSAT / leased lines	Providing & fixing of 25 mm dia PVC 2 mm thick conduit of ISI make with saddling complete for connectivity.
14	Rough granite for steps & sill/ threshold	Making steps of black rough granite 18mm thick. Fixing in cement mortar 1: 5, complete with cutting and joints filling and moulding.
15	Lighting fixture - LEDs in 2'X2' frame	Lighting Fixture 2'x2' with LED Lights Lucifer, Wipro Instapower India, Permlight, Vin, GE or equivalent. (LEDs to be connected to the UPS). Warranty from principals for LEDs-- 3 years. Rated for min 50000 hours. Min 2400 lumens
16	Electricals with UPS cabling. DB to be fitted on the Rack.	All wiring to be ISI FRLS cables. Lighting points including circuit wiring with 1.5 sq mm copper wire in 2mm thick PVC conduit 19 mm for a length of 5 meters. 10 nos. UPS and AC Input and output wiring - 4 sq mm copper wires through 19 mm PVC 2 mm thick conduits. Single line diagram showing the lighting, power & UPS power distribution in ATM room with size and ratings of wires, etc. to be incorporated and attached to the specifications. Mains cabling: 10 Sq mm COPPER CABLE OF ISI make. All Switches, MCBs, ELCBs, cables to be ISI make: Crabtree, Havells, Anchor Roma, MK, Indokrupp, Finolex, Siemens..or equivalent with prior approval of the Bank.
		6 nos. 10 A Single pole MCBs. Two Double Pole 63 A MCBs.
		6 no. switch sockets 5/15 A. 4 Nos of 20 A metal clad sockets with matching plug.
17	Maintenance- Free chemical Earthing	Based on Earthing Electrode with inbuilt copper strip/GEL/GAF based. Should have resistance < 1 Ohm and should be < 2V between neutral and earth. Suitable electrode be used as per the site requirements. Earth enhanced compound powder (Gel) with hardener to be provided minimum 20Kg per site/ Back Fill/Site Filled compound (BFC/BSC) - 100 Kg. Earthing Warranty for 5 years. The electrode should be minimum 60mm dia and 3 Meter length. 6 mm solid copper PVC insulated wire 15 metres for extending from the earth pit to ATM room using a 2 mm thick PVC 19 mm dia conduit.

18	Light under the signage/ porch	Providing & Fixing recessed downlighter LEDs. Lucifer, Instapower, Vin, Permlight, GE, Wipro or equivalent
B		Fixed Components
1	1 T Split Airconditioners (including piping)	Two no 1.0 T High Wall Split A.Cs with 3 Star & above of BEE rating rating, cordless remote of vendors of repute (e.g. Voltas , Blue star, Carrier, LG, Onida or equivalent with prior approval of Bank and having a good service network across the country. A timer should be provided to ensure alternate run of airconditioners. Copper, drain pipe length not exceeding 5 Mtr.
2	Stand for aircon condenser units	Stand M.S. 50 mmX50 mmX 6 mm duly painted with enamel paint.
3	Aircon extra Copper Piping	Copper Piping if more than 5 Mtr.
4	A/C extra Drain Piping	Drain Piping if more than 5 mtrs
5	Stabilizer for AC	Compact Stabiliser 3 KVA. ISI make or from ISO certified company
6	Floor standing rack for housing UPS, batteries, distribution board and keeping all stabilisers routers, etc	Width Min 600mm; depth min 800mm; Height: 36U for 4 hours battery back up. To be able to take 800 kg weight. Frame: 14 gauge CRCA Steel. Front Door: CRCA sheet steel plain door perforated, (Hinge fitting RH or LH, freely selectable on site). Hinges with captive hinge pins, door opening angle. Front door numeric lock of Godrej or equivalent make. Service door at the rear or side depending on site. Door: CRCA sheet steel plain perforated door, (Hinge fitting RH or LH, freely selectable on site). Rear /side door Lockable. All doors/side panels to be 18 gauge. Power strip with min 6 No 5/15 universal power points. For sides CRCA sheet steel perforated. Four 14 gauge sheet CRCA shelves and top two 16 gauge shelves (all shelves can be pulled out and placed at any height) for keeping equipment. No castors. Proper Cable management system. Necessary provision to be made for proper ventilation. 36U stands for 36 rackunit or 1575mm.
7	Visual Merchandising	Designer level customised branded Information Panel, Writing ledge, Cheque deposit box ; 16 swg cr metal, die pressed with powder coated with light european blue. Waste Bin and storage space for housekeeping material as per banks' design.
8	Vinyl Designer Kit for glass	P&F vinyl designer kit & etching film for glass and polycarbonate sheet. The specification for vinyl is same as that of vinyl in signage and etching film should be of garware, JK or equivalent make with prior approval of bank.

9	Customised ATM Guide	Customised ATM guide with digital printing and wall mounted on studs.
10	Customised Sticker set	Colour Customised user stickers for ATM input / output devices, access lock / release bell, entrance door.
11	Poster Frames - Wall Hung	2 sheets of 36" x 24" clear acrylic (poster to be sandwiched in between). Outer sheet is 5 mm thick and bevelled crystal edge polished for 3/4" at 8-10 degrees on all sides in the front. Rear sheet is 5 mm thick flat. Rate inclusive of S1 grade aluminium. In addition to the specification, the poster frame shall be fixed using SS studs to the ACP cladded partition
12	Timer	GE make timer is also included in the approved makes. It is suggested to use mechanical timer(Analog model).Any other equivalent make can be used with prior approval of Bank. The timer should be installed on a metal background only.
13	Fire Extinguisher	FIRE EXTINGUISHER-Providing and fixing inside ATM lobby at suitable location as per Bank dirextion 1kg capacity ABC type fire extinguisher of Safex/Minimax or equivalent make.
		Note: The site should have required power to provide power supply to UPS, AC and signage. In addition one emergency lighting should be provided in ATM lobby in case of power failure. In addition to the above, SS handrails should be provided in case ATM room is located in elevated ground floor.

Preference will have to be given to the brand names mentioned for a material/equipment. Equivalent brands have to be used only in absence of any of the alternatives with prior approval of the Corporate Centre. All electrical items including cables, switches etc, should bear ISI certification. The bidder may indicate one or two Brands in the Technical Bid. All deviations will be subject to approval.

C. SITE SPECIFICATIONS FOR FLEX AND VINYL

1. SPECIFICATIONS FOR FLEX SUBSTRATE AND VINYL TO BE USED FOR SIGNAGE

- **FASCIA-FLEXIBLE SUBSTRATE:** The properties are given in Table 1. It shall have UV resistors added while manufacturing to prevent the whiteners turning yellow due to constant exposure to UV rays. The flexible substrate shall be guaranteed for 5 years to retain the white color (i.e yellowing), plasticizer migration, wicking for a period of at least 5 years and similarly the vinyl shall be guaranteed against peel off, fading, shrinkage, cracking and crazing.
- **GRAPHICS:** Graphics shall be computer-cut with translucent cast vinyl matching the Canara Blue and Canara yellow Colour. **The Colour specification for the signage : Light European Blue and Marigold to match the existing color .**

• TABLE 1- PHYSICAL PROPERTIES OF FLEXIBLE SUBSTRATE

<u>Property</u>	<u>Metric Units (Range)</u>
Service Temperature range	-20* to + 70 * C
Light Transmission (opacity)	24% - 26%
Tensile strength Range	
Tear weft (Cross Direction)	Minimum 15.50 kg / cm
Tear Warp (Machine Direction)	Minimum 17.00kg / cm
Tensile Weft (Cross Direction)	Minimum 20.00 kg / cm
Tensile Wrap (Machine Direction)	Minimum 26.00 kg / cm
Characteristics Substrate	Polyester scrim embedded in a white pigmented vinyl
Thickness and weight	0.050 cm to 0.070 cm - weight 700gsm to 800 gsm

- **WATERMARK:** The Flexible Substrate should have the watermark of the manufacturer on the second surface. The Flexible Substrate not having watermark will get disqualified.

• TABLE 2 - PHYSICAL PROPERTIES OF TRANSLUCENT VINYL

<u>Property</u>	<u>Metric Units (Range)</u>
Tensile Strength	0.8-0.9 kg / cm at 23°C
Applied Shrinkage	Maximum 0.5 mm
Service temperature range	-40*c to +75°C
Adhesion Strength (acrylic and uncoated, clear Poly carbonate)	0.7 kg / cm
Film Characteristics	0.050mm, translucent vinyl
Thickness (film & adhesive)	3 to 4 mil (0.08 to 0.105 mm)
Adhesive type and color	Permanent Clear Pressure Sensitive Adhesive
Liner	Synthetic / Poly coated Liner or equivalent
Application surfaces	subject to submission of certificate in this regard from reputed testing centre
Minimum application temperature	Flat, without rivets 16°C

D. SCORING MATRIX

S.N.	Particular		MARKS	Response
1	Operational Parameters			
1.1	Ownership of Management Centre			
	i	Owned	5	
	ii	Outsourced	3	
1.2	Existence of Management Centre			
	i	>3 Years	5	
	ii	>2 & <= 3 Years	4	
	iii	>1 & <= 2 Years	3	
1.3	No. of ATM handled by the Management Centre			
	i	> 1000	5	
	ii	> 500 & <= 1000	4	
	iii	> 300 & <= 500	3	
1.4	No. of Completely outsourced ATMs managed by the bidder			
	i	> 1000	5	
	ii	>500 & <= 1000	4	
	iii	> 300 & <= 500	3	
1.5	Support Centre			
	i	Owned	5	
	ii	Outsourced	3	
1.6	No. of Support Centres			
	i	> 100	5	
	ii	> 50 & <= 100	4	
	iii	< 50	3	
1.7	No. of seats at Call Centre / Help Desk			
	i	> 10	5	
	ii	> 5 & <= 10	4	
	iii	< 5	3	
1.8	Customer Base (No. of customers for whom handling MS)			
	i	> 5	5	
	ii	> 3 & <= 5	4	
	iii	< 3	3	
1.9	Certification by Base24/Opus/Electra			
	i	All three	5	
	ii	Only two	4	
	iii	Only one	3	
1.10	Incident Management Services are being provided to (Customer Base)			
	i	> 5	5	
	ii	> 3 & <= 5	4	
	iii	< 3	3	
1.11	Centralised monitoring of ATMs (Customer Base)			
	i	> 5	5	
	ii	> 3 & <= 5	4	
	iii	< 3	3	
2	Site Implementation Services			
2.1	No. of sub-contractors with whom agreement is in place			
	i	>10	5	

	ii	>5 & <= 10	4	
	iii	> 2 & <= 5	3	
2.2	No. of Sites these sub-contractors have prepared (aggregate)			
	i	>250	5	
	ii	>150 & <= 250	4	
	iii	> 50 & <= 150	3	
2.3	First Level Maintenance(Customer Base)			
	i	> 5	5	
	ii	> 3 & <= 5	4	
		< 3	3	
2.4	Second Level Maintenance (Customer Base)			
	i	> 5	5	
	ii	> 3 & <= 5	4	
		< 3	3	
2.5	Site Maintenance (Customer Base)			
	i	> 5	5	
	ii	> 3 & <= 5	4	
		< 3	3	
3	MIS reports			
3.1	MIS reports (Customer Base)			
	i	> 5	5	
	ii	> 3 & <= 5	4	
	iii	< 3	3	
4	Cash Replenishment Service			
4.1	No. of agencies with whom agreement is in place			
	i	>3	5	
	ii	2-3	4	
	iii	>1	3	
4.2	No. of ATMs these agencies are handling (aggregate)			
	i	> 500	<u>5</u>	
	ii	> 200 & <= 500	<u>4</u>	
	iii	> 50 & <= 200	<u>3</u>	
5	Consumable Replenishment and Management (Customer Base)			
5.1	i	> 5	<u>5</u>	
	ii	> 3 & <= 5	<u>3</u>	
	iii	< 3	<u>2</u>	

We understand that bidders who have qualified in technical bid PART B and secured 60% and above marks in the above analysis will be eligible for opening of commercial bid.

Place.
Date.

AUTHORISED SIGNATORY
Name & Designation.

E. COMPLIANCE DETAILS AS PER SCOPE OF WORK

S.N.	Feature	Compliance (Y/N)
	The bidder should not have been blacklisted by any Government / Government agency in India.	
ATM MANAGEMENT CENTRE INFRASTRUCTURE		
1	The Management Centre should be located in India	
2	The Management Centre should be owned by the bidder	
3	The Bidder must have invested in best in class IT infrastructure for its ATM management centre, which is managed by highly redundant operations - people, processes and tools.	
4	The Bidder should provide details of infrastructure capacity and demonstrate capability for quickly augmenting the same for the additional ATMs. Bidder must have separate facilities for systems and people to provide high availability and business continuity.	
5	The Bidder's management centre and Data centre should have highly redundant power supply from multiple power feeds supported by UPS and other backup systems.	
6	Within the Bidder's IT infrastructure, the systems should be ensured safety from natural disasters, EMI / RF Interferences, Industrial Pollution, vibrations, vandalism, Fire, Hazards etc.	
7	The Bidder's operation centre should have highly redundant telephony & backend systems which are capable of monitoring and recording the telephone pickup / response time, conversation, usage etc.	
8	Data Centre should have at least following specifications Raised Flooring & False Ceiling, Enough Spacing for easy movement & operation of rack and avoidance of interference, Fire Detection & Suppression, controlled Humidity, Ventilation, Air Conditioning (HVAC), Water Proofing	
9	The Bidder's operation centre should have no single point of failure either in people, processes, tools or operations	
10	The Bidder must deploy necessary security measures like Firewall and access controls for the connectivity to the ATM switch. Bidder has to provide the network diagram substantiating the same.	
11	The IT infrastructure like servers, etc. supporting incident management system must be configured in highly available (multiple server clustered for high availability) and redundant mode thus providing 99.5% system uptime. These systems must be housed in high available and redundant specialized premise which has multiple sources of accessible power, has high resistance to fire, any form of natural disaster like earth quake, floods etc. has secured accessibility and has multiple network connectivity.	
12	Bidder must have a process with embedded technology that allows the bank's switch environment to pass the native status	

	codes of an ATM fault electronically into the Bidders management center.	
13	The native status codes must be analyzed in the Bidders ATM management center where diagnostics could be performed and a recommended action should be provided resulting in an intelligent dispatch containing recommendation for the appropriate skill set & spares required for the service request. This infrastructure therefore, extensively minimizes the downtime associated with the fault.	
14	This technology of capturing all and every messages from the ATM, storing in a database and then electronically analyzing the same to get right service actions resulting in high availability and faster incident resolution is a requirement of the Incident management system	
15	The incident management systems along with other related processes must help to a. Increase the number of service requests that can be quickly resolved remotely without the need for dispatch of a technician to the site b. Identify and eliminate multiple and duplicate requests c. Ensure that proper service and skills are assigned to the field action dispatch d. Provide the recommended service action for the repair e. Identify the required parts to resolve the fault prior to arriving at the ATM.	
16	Quality of service The Bidder should have processes and tools to measure .Cash Efficiency Ratio. (CER) (Ratio of amount of Cash dispensed to the amount of cash loaded in the ATMs).	
17	Business Continuity Plan (BCP) and connectivity Bidder must undertake to periodically run the full fledged Managed Service from the DR Site as will be stipulated by the Bank. Smooth, error-free switchover from Primary to DR Site.	
INCIDENT MANAGEMENT SERVICES		
1	Bidder should provide management service, using knowledgeable and skilled personnel for transition to Bidder's Incident Management Services.	
2	Bidder should monitor the Bank's ATMs both proactively and reactively reviewing hardware performance and Bidder performance to service level agreements	
3	The Incident management tool should give a stable interface to the bank's ATM switch , through which the IM tool should automatically identify the problem. The system and the software should be compatible with the Bank's ATM Switch and also with all brands of ATMs. The ATM Incident management (IM) service must comprise of automatic fault detection & incident management tool. The Bank's Switch	

	will provide relevant data feed to the Bidder's Management Centre. IM tool should be capable of processing all the status codes generated by ATMs and initiate appropriate actions. IM system should be capable of capturing even minor link fluctuations and the reports generated should capture all such downtimes.	
4	The Incident management tool should give a stable interface to the Bank's ATM switch , through which the IM tool should automatically identify the problem.	
5	Dedicated and proven ATM management software / tools for all round monitoring of health of ATMs from Management Centre with the facility of automated on-line, real time trouble ticketing, call logging, call transfer, call escalation, follow up till satisfactory closure of ticket, forecasting optimum requirements of cash in ATM and advising the ATM Branch/CIT, trouble shooting and providing wide ranging MIS for each ATM for meaningful analysis of performance over a period.	
6	The IM system should drive an automatic straight through process (fault diagnosis, fault segregation, fault ticket generation, assigning owner to the ticket, call to action, dispatches, progress monitoring, escalation and call closure) to rectify any type of fault without manual intervention.	
7	The tool should be capable to provide remote analysis and resolution of the ATM related problem on 24X 7 basis before actual dispatch is required on the site.	
8	When an incident is reported, which can be due to complete outage of an ATM or an ATM component, performance related issues, alerts & warnings from ATM or ATM related third party problems (FLM, Cash, UPS, etc.) or SNMP enabled UPS, a trouble ticket is automatically generated, detailing the type of problem, with time of occurrence and other ATM details.	
9	Incident management should also involve automated dispatching of field services calls using telephone lines, SMS to the right bidder and providing the escalations when the call is not closed in defined time frame. For all other third party components problems, which requires field visit, the call will be dispatched to the respective third party agency and will be tracked to closure.	
10	Triggering escalation/alarm on unusual activity at ATM, e.g., supervisory activity in pre-defined period of the night, unusual thermal and vibration signals from ATM	
11	The monitoring system must be capable of securely logging into the Bank's ATM switch and must be capable to run certain important commands like screen download, ATM reset etc. remotely, to control the ATM, if permitted by the bank. It is required as a day one functionality. The Bidder must have process that allows the Bank Switch environment with built in technology which can monitor and capture all the messages which are generated by ATM	

	through the switch.	
12	Should supports major ATM Switches . Electra, ITM, Base24, IFS, Oasis etc. At present Base 24 switch.	
13	The connection between the monitoring system and the ATM switch must be provided through high level of security standards like network connectivity through IPSEC/3 DES, dedicated servers located at Bidder's end to remotely run special commands, firewall / De Militarized zone (DMZ) and other IP security methods.	
14	The Bidder shall provide report, detailing the performance of the ATM channel, which includes segregation of faults based on the pre agreed criteria.	
15	The Bidder's Incident Management System should take error codes from the ATMs and route these codes to Bidder's dispatch system or the Bidder's ATM Management Centre agent, or to the appropriate Bidder as designated by the Bank.	
16	Bidder's Incident Management Services should also manage the coordination of incidents that require both single and multiple third party dispatches. For all equipments (UPS, Access Lock, Air Conditioners, VSATs, terrestrial lines or any other communication media, ATMs) installed at ATM locations Bidder's responsibility is to dispatch an incident call to the respective supplier and to track the call and ensure that the error is rectified within a reasonable time not causing major decline in the ATM availability.	
17	Bidder should provide to the Bank monthly report on ATM channel performance.	
18	The ATM Management Centre at Primary and Disaster Recovery Site should operate on twenty-four (24) hours per day, seven (7) days per week basis.	
ATM MONITORING		
1	Bidder should have a centralized monitoring system to minimize time required to perform each task and minimize downtime due to replenishment of cash, clear jams, etc. and maximize the accuracy with the help of the data provided by the central monitoring system. Bidder should use automated ATM call receipt, incident management and remote technical support methods for effective monitoring.	
2	Single, integrated view of the network of the ATMs should be provided by Bidder to know the status of each ATM. Any discrepancy noticed must be rectified immediately under information to the ATM Switch Center.	
3	Bidder should ensure to enhance remote resolution via auto commands to be sent to the switch for online correction of minor errors occurred in ATMs. Remote resolution should be provided online to make the ATM Live. (Monitoring system should initiate action on encountering an error. Some of the major activities to be handled will be remote reboot, Alerts SMS, Screen Download and Key Upload)	
4	Using ATM incident databases, Bidder should 'map' ATM	

	servicing requirements in a more pre-emptive fashion. Early, accurate and automated fault diagnosis," Intelligent-dispatching" of appropriately skilled workforce members and remote differentiation between 1st and 2nd Line Maintenance should be ensured from the Bidder Centre.	
5	Bidder should ensure that no ATM is under-serviced. (The minimum requirements are that there should not be any cash outs or Consumable out situation, cleaning should be done daily twice, FLM calls should be attended immediately and cash and paper jam to be cleared immediately)	
6	24 X 7 fault detection for ATM infrastructure	
7	Management tools capable to react to the following possible fault scenarios: a) a trap is received from a managed device, notifying the system that a predetermined threshold has been surpassed or b) the management system does not receive a response from an active poll of the managed device on a regular basis.	
8	Establish fault priority codes for all managed elements within ATM infrastructure upon service start-up.	
9	Monitor all incidents to ensure escalation and resolution times are being met as per SLA with various Bidders	
10	Performance Management Services include on-line performance monitoring of managed elements, establishment of performance baselines, collection of performance statistics, creation and maintenance of historical statistical database, and monthly performance reporting of metrics and trends.	
11	Bidder should be capable of managing electronic locks fixed on the ATMs from a centralized location and ensure that ATM site security requirements are met while performing the activities like FLM and Cash replenishment.	
12	Bidder needs to coordinate with multiple Third Party service providers of the Bank and alert them whenever required.	
13	Reporting: Monthly Report on Bidder's performance on call logging, call forwarding to the Third Party Bidder and escalations if required. Long pending issues and exceptional cases shall be reported in a separate format on weekly basis or on daily basis in case of emergency. The bidder to maintain 99.5% for Metro & Urban areas. Maintain 98.5% for Semiurban and Rural areas. The classification of Metro/urban / Rural & Semiurban is as per bank's norms. & the Bidder has to monitor and follow up with all third party service provider.	
14	A web-based application with reporting tool should be made available at Bank's ATM Cell, HO for monitoring performance of the ATM network.	
Network Connectivity(Bidder to comply with all points as per scope of work)		

1	All the ATMs should be networked by using reliable connectivity. The acceptable network technologies are Leased Line, CDMA, RF with licensed frequency, VSAT [Ext-C band]. Any other newer technologies like 3G will also be acceptable. However All the technologies should be implemented subject to clearance of Bank's Network Operation Team and IT security team.	
	The backhaul connectivity between the bidders NOC/POP to the Bank's DC and DRC should be provided by the bidder and end to end should be secured and also should supports Ip Sec , 3DES, etc.	
	A backup link of 2 Mbps or higher to the Primary links from a different service provider with end-to-end IP Sec/3DES should also be provided by the Service Provider. The entire network setup should not be shared to any other customer. It should be end to end private network.	
	Selected bidder shall allocate dedicated IP addressing scheme in co-ordination with Bank's Networking Department/ network integrator of the Bank, if necessary. The bidder has to provide sufficient bandwidth for smooth functioning of ATM operations and managed service activity.	
	Entire Network setup should adhere to the enterprise security standard and security standards suggested by the bank from time to time. The connectivity shall be subject to compliance of all information security standards and policies of the bank from time to time. Access controls including firewalls and router based access control should be implemented to ensure that there is adequate logical separation between Bank Network and other systems/networks at the Hub/NOC.	
FIRST LEVEL MAINTENANCE (FLM)		
1	The following are standard FLM Services calls as per Bank: a. Removal/Clearing of paper, card and access locks b. Removal/Clearing of Currency Jams, paper jam c. Basic remedial maintenance, which consists of servicing obvious items that will prevent a repeat or subsequent FLM call; d. Replenishment of a particular consumable as mentioned under consumable replenishment; e. Machine resets, CIT caused errors and other reasonable requests f. Issues related to paper not loaded properly etc. g. Cleaning of ATM exterior, CRT screen, fascia, card reader and access lock. h. Issues related to working of Cameras. i. Taking backup of camera images on weekly basis on suitable backup media and handing over the same to the base branch of ATM. This activity need to be done in co-ordination with the branch officials and the proper records has to be maintained in the back-up register supplied by the	

	bidder at each branch location. The format of the back-up register should be finalized after taking content from the Bank. The copy of the backup register needs to be submitted to Head Office when invoice is raised by the bidder.	
2	FLM services will be provided on 24 X 7 X 365 basis.	
SECOND LEVEL MAINTENANCE (SLM)		
1	Bidder should be willing to provide support for ATMs at all locations across India. The Bidder or its authorized business partner should have trained engineers on the field across the country for supporting the ATM network of the Bank. (List of support centres & trained engineer strength to be provided)	
2	The Bidder to commit ATM availability of 99.5% calculated on monthly basis	
3	The Bidder should arrange to get license software, bootable media, and utilities such as screens as provided for each machine from the OEM. It is meant for New OPEX Model ATMs only. We will provide the CD for screens. The Bidder should also arrange to load upgraded and new version of the software, software patches released by the OEM from time to time. The Bidder should also have Diagnostic Tools to check the health of the ATM machines and the ATM Software, which will help in higher availability. The Bidder must also provide status reports on the software loaded on the ATMs on a quarterly basis	
4	The Hardware and software maintenance must be taken from the OEM of the ATM machine or its authorized vendor in India.	
5	Overall availability reports to be provided with breakup of downtime into different buckets such as hardware, consumable, Cash Out, Communication Failure, Power Outages and other failures.	
6	For each of the downtime, there should be a base data, which captures the date and time of non-availability (the start date and time and also end date and time for each non-available reason). Reports should be generated automatically from the data based on scheduled tool.	
7	The Bidder or its authorized business partner to provide 24 x 7 Staff with all necessary tools / systems / knowledge base to help field staff for quick resolution.	
8	The AMC support should be given 24 X 7 for ATM.	
10	The Bidder or its authorized business partner will schedule Preventive Maintenance at least once in three months. The ATM model, the specific nature of the problem being experienced and the repair history will determine which preventive activities will be performed.	
11	The Bidder or its authorized business partner will provide for remote diagnostics wherever possible.	
12	The Bidder will ensure necessary trouble ticket management.	
13	The Bidder will provide for all reports on the service performance across the country.	
14	For the aforesaid purpose; "Hardware" of ATM means the ATM supplied to the Bank along with parts and /or components like	

	access lock, Alarm Hooter Panel, Digital camera, operating system loaded in ATM, ATM software, EJ software etc. and includes expendable items such as paper roll, printer accessories, cassettes etc.	
SITE MAINTENANCE		
1	Comprehensive AMC for all the equipments during entire period of contract (equipments that are use in preparation of site including AC , UPS ,signage etc)	
2	Cleaning mopping entire site: Daily twice - Cleaning includes flooring, glass door, laminates, ceiling, ATM machine; AC fins, dusting other equipment. Agency to ensure stains free and dust free clean ATM site.	
3	Checking of all Infra equipments on daily basis and escalating to the respective bidder in case of problems, if any, for resolution and to submit a comprehensive report to the Bank on such issues on fortnightly basis.	
4	Checking of tubes / bulbs and its replacement, door alignment / access lock problems, if any etc. on day today basis and reporting the problems to Bank on weekly basis. Bank would not reimburse the cost of tubes/bulbs etc.	
5	Cleaning of ATM Exterior, CRT Screen, Fascia, and Visual Merchandise and cleaning of all items in ATM room. This should be conducted once daily.	
6	Displaying of advertisement, Bank Schemes etc. in the form of hoardings, banners, posters, stickers etc at ATM rooms which will be provided by Bank / Branches at regular intervals.	
7	Maintaining records of visits of third party vendors viz. A/C, UPS & others for repair and maintenance purpose.	
9	Deep Cleaning of the ATM site including repair of broken doors and handles at no additional cost to the Bank. Main Glow signboard and lollypop signage: Deep Cleaning -Once in a quarter.	
10	General Maintenance: Furniture, Flooring, Ceiling, Leakage / Seepage, Signage repairs, replacement and maintenance of Door closures, Part Painting of wall.	
11	Electrical Maintenance: Replacing lights, tubes, bulbs, electrical switches etc as and when required.	
12	Electrical health checks, earthing checks etc. Earthing and other electrical health checks as per checklist as and when required.	
13	Shutter greasing & Floor machine (Door closer) oiling: As and when the problem occurs.	
14	Pest control: Once in a year	
15	Replenishing posters, stickers supplied by Bank as and when required. Putting additional stickers supplied by the Bank on the signage board whenever required.	
16	Providing Stationary at ATM site: Registers Pens, Pins, files etc as and when required. The stationary would be supplied by the Bank.	
Note: These activities need to be done in co-ordination with the branch official and the		

proper record has to be maintained in the log book supplied by the bidder at ATM site. The format for the log book should be finalized after taking the consent of the Bank.

HELPDESK		
1	Helpdesk service must be the single point of contact for bank to call for help, checks on the status of an ATM problem, or managing multiple parties to resolve problems. The Helpdesk must be located in the bidder's own premises.	
2	Help Desk Services includes: Call Taking: Bidder must receive calls, identify the caller, log and create the incident ticket and assign the incident priority. Call Management and reporting: Must track and provide bank with status updates from the creation of the call incident through its closure. These services include monitoring call incidents; updating the status of call incidents, if necessary; escalating call incidents if necessary; and closing the call. Phone Resolution: Must attempt to determine the cause of the problem and/or action required to resolve the incident. These services include providing procedural and operational support and hardware troubleshooting. Bidder Delivery Management: For incidents not resolved remotely, Bidders helpdesk must determine the appropriate Bidder to dispatch, route the incident to that bidder and act as Bank's single point of contact	
3	The Bidder must demonstrate the processes adopted for business continuity and to avoid single point of failure in people and tools used for helpdesk purpose.	
4	The helpdesk must be integrated with Incident Management System to manage the coordination of incidents that require both single and multiple third party dispatches.	
5	The helpdesk with incident management system must be capable to monitor the service levels by analyzing (i) receipt of an incident, (ii) arrival on-site, (iii) repair time; and (iv) the total resolution time from start to finish.	
6	The Bidder should install a dedicated telephone number with multiple lines to support the load of incoming calls without rejection and receive all services via that number. (If required the lines should be increased)	
7	The Bidder should maintain complete confidentiality in the matters related to ATM Managed Services as they deal with the financial data pertaining to the Bank.	
8	The Bidder should deploy adequate human resources at Bank's ATM Cell, HO for liasoning between Bank officials and bidder Help Desk for handling ATM related matters till the period the interface between monitoring tool and the Bank Switch is stabilized and the same is confirmed by the Bank. These resources need to be deployed on	

	24X7X365 based on the scheduled prescribed by the Bank.	
CONSUMABLE REPLENISHMENT AND MANAGEMENT		
1	<p>Consumable management service includes replenishment of consumable essential for uninterrupted ATM operation as necessary. Consumables to be replenished should include:</p> <ol style="list-style-type: none"> 1. Receipt printer paper roll 2. Journal Paper 3. Journal Printer ribbons <p>Bank will provide deposit envelops at the time of implementation</p>	
2	<p>The Thermal paper should have high sensitivity and high print density black print which features excellent, clear, sharp print characteristics that produce images that are dark black and easy to read. All thermal paper prints must have a quality to be stored in good condition for a minimum of 2 years period. In addition, a reasonable level of resistance to image fading must be demonstrated when the document is subjected to extended exposure to direct light, elevated temperatures and high humidity.</p>	
3	<p>This Service shall be Independent of ATM make, model, type of network and Bidder. The complete flow of work of the consumable replenishment and management service will be as below.</p> <ol style="list-style-type: none"> a. The Incident management tool will trap warning messages when the level of consumables in an ATM is reaching low and needs replenishment. b. The Incident management system is linked to the dispatching system, which will raise a consumable replenishment message for that ATM to the FLM agency and AMC coordinator for that ATM. c. The incident shall be dispatched to the FLM agency using email, phone, SMS. This message contains information about the type of consumable, which needs to be replenished. d. The consumable must be stocked in all major cities / locations across the country and the distribution of the consumables for each of the ATM sites occur from these locations. <p>The FLM agency will carry out the consumable replenishment at the ATM site. FLM service personnel will take the required consumable from the stocking location and replenish the ATM in timely manner as agreed in the SLA. The FLM agency has to check the quality of the Journal Printer Ribbon at each site and replace the ribbon whenever required.</p>	
4	<p>The bank will provide the design of the receipt paper to the selected bidder. The bidder to provide the roll as per the same.</p>	
ATM SINGLE POINT OF CONTACT		
1	<p>Bidder must have dedicated team of resources to provide a. A single point of contact, consistent relationship ownership, and on-site support and accountability with regard to the day-to-</p>	

	day operations b. Ensuring seamless day-to-day management, administration, and delivery of services and on-going planning and implementations of new initiatives within the ATM channel in conjunction with the bank c. Monitor and report SLA performance and suggest improvements thus bringing in improvement in availability d. The person managing this service management needs to be minimum 2 yrs experience and must be able to bring in value add to the services.	
SOFTWARE DISTRIBUTION FROM MANAGEMENT CENTER		
1	Software & screen distribution from a central source to facilitate individual configuration & screen displays. Screens will be provided by the Bank	
2	Should be platform independent - should support Windows NT / XP / 2000	
3	Capable of scheduling download and installation at desired times	
4	Should have the facility of scheduled and ad hoc/ immediate upload of electronic Journals	
5	Capable of monitoring Job status online	
6	Should have built-in EJ viewer with search & print facility	
7	Should have EJ archival and retrieval facility	
8	Messages transferred to be encrypted with time stamp to prevent unauthorized access	
9	Capable of resuming job automatically in case of communication failure	
10	Should automatically register ATMs that come live on the network. The Bidder will add the ATM to their EJ pulling software as and when the ATMs go live.	
11	Should maintain Audit Trail to track all activities	
12	Bidder to group the ATMs for delivery according to location, models or other features	
13	Bidder should initialize and pickup EJ files from ATMs to their Management Center and also should push the EJ data to the Central Server maintained by the Banks on a daily basis.	
14	The Bank will provide the screens for downloading on ATMs, whenever required. In case, remote downloading of screens is not possible due to size of screens, the Bidder should arrange for physical loading of the screens on the ATM at no extra cost to the Bank.	
Note: The bidder should get confirmation in form of email (in specific format as decided by the Bank) from Banks' reconciliation team regarding receipt of EJ. Record for the same has to be submitted to Bank at the time of invoice submission to the Bank.		
CASH FORECASTING		
1	Selected Bidder to provide for a Cost Optimization & Management software for reducing dead cash (specify tool/software with details)	

2	Bidder to be able to do Dynamic Forecasting based on past trends	
3	Bidder will do appropriate CIT Scheduling based on predictive cash analysis on the Cash Efficiency Ratio.	
4	Bidder to be able to do a Performance Measurement and reduce cash and CIT on a year on year basis	
5	Bidder should use internationally approved tool/Software. The Bidder will use the best software features available in the industry. There is no international agency approving software tools for cash forecasting - This request is considered	
6	Bidder should ensure "no cash out ", "no idle cash" ,"no Low cash" in ATMs	
7	Bidder should analyze performance of all cash points and suggest changes as required	
CASH REPLENISHMENT		
1	Transmission of messages between Management Centre and the cash replenishment agency must be through well defined processes.	
2	Should have own or other arrangements in place with reputed cash-in-transit agencies	
3	Cash-in-transit agencies should have operational experience in handling ATM cash replenishment	
4	Should have vault, security guards and other necessary infrastructure	
5.	Should have insurance for activities undertaken by them	
6.	Reconciliation and settlement report for replenished and idle cash should be provided on a daily basis across multiple cash replenishment agencies.	
7	Cash replenishment on Holidays	
8	Cash EOD on daily basis.	
9	Cassette Swap system to be adopted if requested. Bidder has to provide Cassette Swap when it is required. Additional Cassettes to be provided by the Bidder only.	
10	Identify discrepancies, MIS-settlements and performance issues.	
11	Consolidate vault reconciliation reports, settlement reports and bulk cash acknowledgement.	
ESCALATION		
1	Any ATM, which is not available, will be considered as critical, (i.e. cash cannot be withdrawn from the ATM for any reasons like Journal Paper Empty, Cash Not Available etc.)	
2	The bidder should adhere to a call resolution matrix for all ATM fault related complaints. The escalation matrix to have hierarchical level both from Bank and the bidder. The matrix to be finalised mutually between the bidder and the Bank.	
3	Weekly report on all the escalation should be provided to the Bank giving full details of the escalation, which has taken place.	

4	No additional cost will be paid for making phone calls/ SMS and email relating to escalation.	
5	Escalation Email and SMS should be generated through an automated process with no manual intervention	
6	Records of the calls, SMS and emails done during escalation should be maintained by the Bidder and should be readily available to the bank as and when asked for.	
7	Bidder should arrange to send SMS to authorized Bank officials for remote detection of events exceeding threshold such as: <ul style="list-style-type: none"> • ATM cash forecasting. • Daily order recommendation. • Potential cash out warning for ATMs. • Consolidation of settlement, reconciliation reports and data. • Centralized monitoring and control over access to safes. 	
M.I.S. REPORTS		
1	The bidder should be able to provide the raw report of ticket history on demand by the Bank.	
2	Bidder should provide all statutory, regulatory and adhoc MIS reports, Executive Information reports as required by the Bank in the desired format and subsequent changes to the reports as suggested by the statutory and regulatory bodies from time to time at no additional cost to the Bank	
3	Bidder should provide standard MIS Reports as given below	
3.1	Monthly	
3.1.1	Network Performance Report Performance of Managed Services with stress on call logging and escalations	
3.1.2	Availability Report Availability trend analysis, causes of downtime, chronic ATMs, action plan for improving availability	
3.1.3	Consolidated Cash Out Report with cause and TAT analysis Monthly with ATM ID, Date and reasons	
3.1.4	Consolidated Report on ATMs down Due to hardware fault, network problem and spares not available with reasons	
3.1.5	Analysis of Optimum cash Recommendations No. of occasions ATMs went out of cash despite Branch loading cash as per recommendations	
3.1.6	Top ATMs (Hits-wise and cash dispensed) along with similar data for previous months Monitoring high footfall ATMs (similar information may be requested by Zones)	
3.1.7	Consolidated Reports on FLM/SLM calls Zone-wise report of FLM/SLM calls per ATM	
3.1.8	Report on Service Calls Zone-wise report on service calls per site for kiosk repairs and maintenance	
3.1.9	Report on Site Condition Report on condition of kiosks, repairs necessary/undertaken	
3.1.10	Report on Chronic ATMs ATMs down repeatedly for the same reason	
2	Fortnightly	

3.2.1	Consolidated Exception Report Consolidated list of ATMs which were out-of-service for more than one hour with downtime break up and the reasons	
3.2.2	Performance Report on Priority ATMs Availability analysis of select ATMs with reasons for downtime	
3.3	Weekly	
3.3.1	Report on ATM availability Weekly availability report on ATMs for assessing overall average availability	
3.3.2	Report on ATMs down during the week Weekly ATM-wise report on ATMs not available with duration and reasons	
3.4	Daily	
3.4.1	Report on Downtime of/a Third Party Components Report to ensure previous day's faults have been properly escalated, followed up and rectified within the stipulated timelines	
3.4.2	24/48 hours Down Report List of ATMs which were out of service for 24/48 hours with downtime break up and reasons	
3.4.3	Current State Reports (thrice a day) Status of ATMs during the day	
3.4.4	Urgent Actionable Information Urgent actionable information on cash out, cash jams, cash handler, low currency cassette etc, through SMS	
3.4.5	Cash Recommendations Recommendations for optimum amount of cash to be loaded to avoid cash outs and dead cash	
3.4.6	Consolidated Cash Recommendations Consolidated list of all cash recommendations sent to branches	
3.4.7	Cash Recommendations Not Followed List of ATMs which went out of cash o/a non adherence to cash recommendations sent	
3.5	On Demand	
3.5.1	Cash Out Report Incidents of Cash Out	
3.5.2	Hourly Current Status report Current status on demand in crises like Bank strike, rains, floods, etc	
3.5.3	Ticket History Report For chronically ailing ATMs	
3.5.4	ATM-wise History of downtime Reason-wise	
3.5.5	Any other report As and when required	
<p>Note: 1. The Bank may at its discretion add to / delete from the list. 2. All reports must be submitted promptly as per the stipulated periodicity. 3. Credibility and integrity of the reports is absolutely vital for performance measurements, and the Bank reserves the right to make surprise checks and demand system-generated back up records in support of the reports.</p>		
<p><u>Service centres of the Bidder are required in the following cities in India where bank is having its controlling offices.</u> Agra, Ahmedabad, Bangalore, Mysore, Bhopal, Bhubaneswar, Calicut, Chandigarh, Karnal, Chennai, Coimbatore, Delhi, Guwahati, Shimoga, Hubli, Gulbarga, Hyderabad, Jaipur, Kolkata, Lucknow, Meerut, Dehradun, Madurai, Mangalore, Goa, Mumbai, Patna, Pune, Ranchi, Trichy, Trivandrum, Visakhapatnam, Nagpur.</p>		

Place:
Date:

AUTHORISED SIGNATORY
Name:
Designation:

**ANNEXURE K
BILL OF MATERIAL AND PRICE SCHEDULE**

Sl. No	ATM Type	Nature of Transaction	No of ATMs	No of Txn. per day per ATM out of 200 Txn.	No of Days in Month	Total Transactions in a Month	Rate per Transaction (Excl of Tax)	Tax Component for Column E		Rate per Transaction (Incl of Tax)	Total Amount per month (Incl of Tax)
			A	B	C	D = AxBxC	E	F Tax %	G Tax Amt	H= E + G	I = D x H
Non BioMetric ATM											
1	Offsite ATM	Financial	440	120	30	1584000					
		Non Financial	440	80	30	1056000					
2	Onsite ATM	Financial	40	120	30	144000					
		Non Financial	40	80	30	96000					
BioMetric ATM											
3	Offsite ATM	Financial	10	120	30	36000					
		Non Financial	10	80	30	24000					
4	Onsite ATM	Financial	10	120	30	36000					
		Non Financial	10	80	30	24000					
							Total Amount for arrival of L1 :-				
Optional Item Offsite/Onsite											
5	Depository Transaction		100	50	30	150000					

Notes:

1. The bidder should quote per transaction rate for successful financial and non-financial transactions in INR. The rate quoted to be exclusive of applicable taxes.
2. The Bidder should indicate the individual taxes, and its applicable rate along with the tax amounts to be paid by the Bank.
3. The number of transactions and number of ATMs mentioned above are indicative and for arrival of L1 only. However the bank shall pay per transaction cost as quoted in the above Bill of Material for the actual number of successful transactions processed in the ATM/s.
4. The Commercial Bid will be evaluated based on the total arrived as per the above Bill of Material plus taxes for arriving at L1, L2, L3

5. However, applicable taxes will be paid at actual at the prevailing rate.
6. The financial transaction would mean the transaction involving dispensing of cash by ATM and all other transactions are called non-financial transactions.
7. In respect of onsite ATMs the rates quoted for financial transaction should not exceed 70% of rates quoted for offsite financial transactions. If the rate is more than 70%, the price bid will be rejected.
8. The rate quoted for non-financial transactions should not be more than 25% of corresponding financial transactions. If the rate is more than 25%, the price bid will be rejected.
9. Bidders to strictly quote in the format and for periods as mentioned above.
10. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.
11. Actual no. of ATMs/sites to be commissioned would be decided by the Bank as per Bank's requirement. The Bank may increase or decrease the number of ATMs to be commissioned by 10% during the period of the contract. However, unit price quoted by the bidder will be applicable irrespective of the no. of ATMs ordered by the Bank.
12. The ratio of financial to non-financial transaction considered for evaluation is 60:40.
13. The Bank shall inform the locations/sites for Bio-Metric ATM's.

Place: AUTHORIZED SIGNATORY
Date: Name:
Designation:

Annexure L

Proposed ATM Locations Circle Wise

SI No	CIRCLE	No. of ATMs
1	AGRA	12
2	AHMEDABAD	12
3	BANGALORE METRO	45
4	BANGALORE RURAL	20
5	BHOPAL	12
6	BHUBANESHWAR	10
7	CALICUT	12
8	CHANDIGARH	30
9	CHENNAI	25
10	COIMBATORE	20
11	DEHRADUN	9
12	DELHI	48
13	GOA	3
14	GULBARGA	3
15	GUWAHATI	5
16	HUBLI	15
17	HYDERABAD	25
18	JAIPUR	6
19	KARNAL	8
20	KOLKATA	10
21	LUCKNOW	15
22	MADURAI	10
23	MANGALORE	2
24	MEERUT	20
25	MUMBAI	0
26	MYSORE	6
27	NAGPUR	6
28	PATNA	5
29	PUNE	25
30	RANCHI	15
31	SHIMOBA	8
32	TRICHY	16
33	TRIVANDRUM	22
34	VISHAKHAPATNAM	20
	TOTAL	500

Note: The above list indicates the number of proposed ATMs (Circle wise). The details of locations in each Circle will be communicated to the selected bidder.