

AMENDMENT-1 TO RFP -DBS- 07/2017-2018 DATED 05/01/2018- SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF CHEQUE DEPOSIT KIOSKS				
Sl. No.	Page No.	RFP Clause No.	Existing Clause Description	Amended Clause Description
1	10	8.10. Scope of Work	The Bidder will have to integrate the Cheque Deposit Kiosks with the banks CBS host system and make them operational within one week from the date of delivery at each site. Unsatisfactory experience of bank, non-accomplishment of fulfilling the criteria for integration as mentioned above may lead to cancellation of the order.	The Bidder will have to integrate the Cheque Deposit Kiosks with the banks CBS host system and make them operational within two weeks from the date of delivery at each site. Unsatisfactory experience of bank, non-accomplishment of fulfilling the criteria for integration as mentioned above may lead to cancellation of the order.
2	12	8.25 Scope of Work	The bidder shall provide proof of concept within one week from the acceptance of the order regarding functioning of the Kiosk with the integration to the Bank's CTS applications. In case the successful bidder fails to complete POC within the stipulated time period the bid will be summarily rejected as non-complaint. The offer will pass on to the subsequent bidders who are ready to match the L1 Price.	The Bidder shall provide proof of concept within two weeks from the acceptance of the order regarding functioning of the Kiosk with the integration to the Bank's CTS applications. In case the successful bidder fails to complete POC within the stipulated time period the bid will be summarily rejected as non-compliant. The offer will pass on to the subsequent bidders who are ready to match the L1 price.
3	26	41.3 Delivery, Installation, Commissioning and Acceptance	The successful bidder should ensure installation, configuration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 1 week from the date of delivery of all the materials for each ordered locations.	The successful bidder should ensure installation, configuration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.
4	44	Annexure-2 Para-2	If our offer is accepted, we undertake to complete delivery of materials within 4 weeks from the date of receipt of the	If our offer is accepted, we undertake to complete delivery of materials within 4 weeks from the date of receipt of the Purchase Order for non-road permit

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KIOSKS**

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			Purchase Order for non-road permit locations and within 5 weeks for Road Permit locations. Also, we undertake to complete installation, configuration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 1 week from the date of delivery of all the materials for each ordered locations.	locations and within 5 weeks for Road Permit locations. Also, we undertake to complete installation, configuration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations. Revised Annexure-2 is enclosed.
5	46	Annexure 3 - Eligibility Criteria Declaration Point No.f)	The Bidder should have national presence and should have experience in handling, installations, customization, maintenance and services support of CTS enabled Cheque Deposit Kiosks at minimum 2 Scheduled Commercial Banks. The bidder should have installed at least 50 such Kiosks during the last five years. The experience of 5 (five) years should be reckoned prior to the date of bidding. Experience in the fields of ATM or any other equipment of similar nature will not be counted as experience for Kiosks installations.	The Bidder should have national presence and should have experience in handling, installations, customization, maintenance and services support of CTS enabled Cheque Deposit Kiosks at minimum 1(One) Scheduled Commercial Bank. The bidder should have installed at least 20 such Kiosks during the last five years. The experience of 5 (five) years should be reckoned prior to the date of bidding. Experience in the fields of ATM or any other equipment of similar nature will not be counted as experience for Kiosks installations. Revised Annexure-3 is enclosed.
6	46	Annexure 3 Eligibility Criteria Declaration Point No.g)	The bidder should have its own/ franchise Service / Support Office at all the 21 circle offices locations of the Bank as mentioned in Annexure-5 of the RFP to Service the Kiosks.	The Bidder should have their own/franchise Service /Support Office in at least 15 out of 21 Circle Office locations of the Bank as mentioned in Annexure-5 of the RFP to service the kiosks. Revised Annexure-3 is enclosed.

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7	56	Annexure-10 Technical Specifications Point No.2.2	500 GB x 2(SATA HDD configured in RAID1 or higher).	Minimum 500 GB X 2 SATA HDD or higher. Revised Annexure-10 is enclosed.
8	61	Annexure-10 Technical Specifications Point No.17	1KVA online UPS (inbuilt) with serial communication, minimum 20 minutes backup.	1KVA online UPS (inbuilt) with minimum 20 minutes backup. Revised Annexure-10 is enclosed.

Note:

- 1) All the other Instructions and Terms & Conditions of the above RFP remain unchanged.
- 2) The RFP clause or RFP terms referred in the above replies & amendments means the RFP clause / terms detailed in the RFP Document dt.05/01/2018 unless otherwise modified in the above replies & amendments.
- 3) This document will form part & parcel of our RFP-DBS-07/2017-18 dated 05/01/2018.
- 4) Please take note of the above replies and Amendments while submitting your response to the subject RFP.

Date: 20/01/2018
Place: Bengaluru

DEPUTY GENERAL MANAGER

Annexure-2
Bid Covering letter format

Reference No:

Date:

The Deputy General Manager,
Canara Bank,
Digital Devices Procurement Section,
Digital Banking Services Wing,
Naveen Complex, 14 M G Road,
Bengaluru - 560 001, Karnataka

Dear Sir,

SUB: RFP for Supply, Installation, Commissioning and Maintenance of Cheque Deposit Kiosks.

Ref: Your RFP-DBS-07/2017-18 dated 05/01/2018

Having examined the tender document including all annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer for subject items are in conformity with the said tender in accordance with the schedule of prices indicated in the commercial offer and made part of this offer.

If our offer is accepted, we undertake to complete delivery of materials within **4 weeks** from the date of receipt of the Purchase Order for non-road permit locations and within **5 weeks** for Road Permit locations. Also, we undertake to complete installation, configuration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within **2 weeks** from the date of delivery of all the materials for each ordered locations.

If our offer is accepted, we undertake to provide Technical consultancy / Service support / Guidance for the devices supplied as per the above referred RFP, during warranty support period and AMC (if contracted). We enclose a Demand Draft /Bank Guarantee in lieu of EMD for Rs.1,90,000 (Rupees One lakh Ninety Thousand only) in favour of Canara Bank as EMD.

We agree to abide by this offer till **One Year** from the date of opening of Commercial Bid and for such further period as mutually agreed between the bank and successful bidder, 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.

We accept all the Instructions, Technical Specifications, Terms and Conditions and Scope of Work of the subject RFP. We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive without assigning any reason whatsoever.

Date

Signature with seal

Name :

Designation :

Annexure-3

Eligibility Criteria Declaration

SUB: RFP for Supply, Installation, Commissioning and Maintenance of Cheque Deposit Kiosks

Ref: Your RFP-DBS-07/2017-18 dated 05/01/2018

We have carefully gone through the contents of the above referred RFP and furnish the following information relating to Eligibility Criteria.

Sl. No.	Eligibility Criteria	Documents to be submitted	Bidder's Response and Documents Submitted
a)	The Bidder should be a Registered Company in India as per Indian Companies Act, 1956 or Indian Companies Act 2013.	Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company OR Certificate of incorporation in case of Private Limited Company, issued by the Registrar of Companies.	
b)	The bidder should be the original equipment manufacturer (OEM) OR Authorized Indian supplier/Distributor/ Partner/System Integrator (SI) of Cheque deposit Kiosks with past 3 years of presence in India.	If the bidder is Manufacturer, they should have manufacturing and testing facilities of international standards and should enclose the details of locations where the manufacturing and testing facilities are available. If the bidder is an Authorized Indian Supplier/Distributor/Partner/System Integrator, an Authorization letter from the OEMs of respective hardware items to deal/market their product in India and it should be valid for a minimum period of Six years from the date of submission of Bid. An authorization letter from manufacturer to this effect should be furnished. This letter should specify that in case authorized representative is not able to perform obligations as per contract during contract period, the Original Equipment Manufacturer should provide the same.	
c)	The Bidder or its Parent Company should be profit earning company (FY 2016-17) registered in India and should	a) Audited Balance Sheet for last 3 Years (i.e. 2014-2015, 2015-16, 2016-17)	

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Sl. No.	Eligibility Criteria	Documents to be submitted	Bidder's Response and Documents Submitted
	have a minimum turnover of Rs. 1 crore during each of the last 3 financial years i.e. 2016-17, 2015-16 and 2014-15. This must be individual company turnover and not of any group of companies.	and b) A Certificate from Company's Auditor to that effect to be submitted.	
d)	The Bidder/ Bidder's Parent Company should have positive Net Worth as on 31/03/2017. OR The Bidder should be Operationally profitable as on 31/03/2017.	Bidder has to submit a Certificate from company's Chartered Accountant to this effect.	
e)	Bidder/OEM should have an ISO certified quality systems.	Copy of latest and valid certificate to be submitted. In respect of Dealer, ISO Certificate of the OEM is to be enclosed	
f)	The Bidder should have national presence and should have experience in handling, installations, customization, maintenance and services support of CTS enabled Cheque Deposit Kiosks at minimum 1(One) Scheduled Commercial Bank. The bidder should have installed at least 20 such Kiosks during the last five years. The experience of 5 (five) years should be reckoned prior to the date of bidding. Experience in the fields of ATM or any other equipment of similar nature will not be counted as experience for Kiosks installations.	Submit complete list of Banks with number of CTS enabled Cheque Deposit Kiosks currently operational for the installed base in India. The Certificate of installation & satisfactory performance should be submitted to the Bank along with the Bid. The Bidder must enclose a certificate from Head Office of at least One Scheduled Commercial Banks and the letter of satisfaction must be in English on the letter head of the Bank duly stamped and signed by an official of the Bank not below the rank of Assistant General Manager	
g)	The Bidder should have their own/franchise Service /Support Office in at least 15 out of 21 Circle Office locations of the Bank as mentioned in Annexure-5 of the RFP to service the kiosks.	The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc as per Annexure-5. In Case bidder is having own/franchise Service /Support Office for only 15 Circle Offices Locations of the Bank, Bidder has to provide an undertaking that they will support remaining 6 Locations from their nearest Service	

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Sl. No.	Eligibility Criteria	Documents to be submitted	Bidder's Response and Documents Submitted
		Center as per RFP terms.	
h)	The Bidder should have arrangement to provide 24 * 7 support and also arrangements to provide All India toll free/ contact number for lodging the complaints and escalations thereof. Bidder is required to support such installations and will have to enter into SLA for uptime guarantee.	Proof of having complaint monitoring system with toll free number is to be furnished	
i)	The Bidder should have neither been blacklisted nor expelled from any project/contract, nor have had any contract terminated for breach thereof by any Bank, Financial institutions/ any Government/ Government agencies/ IBA/ RBI/ insurance companies/ any other regulatory bodies during the last three years. In case, in the past, the name of their Company was black listed by any of the above authorities, the name of the company or organization must have been removed from the black list as on date of submission of the tender, otherwise the bid will not be considered. There should not be any pending litigation/ court cases due to lack of support/services, poor hardware quality and malpractices in the last 3 years.	The bidder shall give an undertaking on their Letter Head.	

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection.

Date

Signature with seal

Name :

Designation :

Annexure-10
Technical Specifications for Cheque Deposit Kiosks

Note:

1. The Bidder shall specifically mention the make and model of the items offered for all the requirements in terms of RFP without fail, failing which the Bid is liable for rejection.
2. If the Bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed configuration to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to accept the modifications / superior features suggested/offered.
3. 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.
4. The selected bidder shall own the responsibility to demonstrate that the products offered are as per the specification/performance stipulated in this RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

1. Technical Specification of Cheque Deposit Kiosks

Sl. No.	Clause No.	TECHNICAL SPECIFICATIONS	Specification Offered	Please write COMPLIED/ NOT COMPLIED for each specification
		Mention Make & Model		
1		Kiosk's Properties		
	1.1	Rectangular in shape		
	1.2	Compact, sleek and edgeless		
	1.3	Exterior: Height = 5.2-5.10ft, Width=Max 2.25 ft, Depth=Max2.5ft		
	1.4	Scanner: height from base 2.75-3.5 ft		
	1.5	Virtual onscreen keyboard and pin pad also to be made available. However, Key Board and Mouse for maintenance purposes are to be placed inside the Kiosks or as decided by the Bank.		
	1.6	Mounting Type - Floor Mounted		
	1.7	Mobility: Plug and Play		
	1.8	Wake on LAN, Audio line out, Line in, Speaker(external)		
	1.9	Sheet Metal - IS513Draw Material or equivalent to 1.6mm		
	1.10	Powder coated		
	1.11	Anti Static		
	1.12	Provision to bolt the Kiosk to Floor.		
	1.13	Strong Mechanical Key lock		
2		CPU		
	2.1	Intel i5 Processor or above		

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Sl. No.	Clause No.	TECHNICAL SPECIFICATIONS	Specification Offered	Please write COMPLIED/ NOT COMPLIED for each specification
	2.2	Minimum 500 GB X 2 SATA HDD or higher, 4USBPorts, 10/100 mbps Ethernet card and audio port. In-built SMPS to work on 230V 50MHz power supply or external adaptor ROHS certified. IPv6 compliant hardware, Should support TCP/IP or any other protocol introduced in future.		
	2.3	RAM : 4GB upgradable upto 8 GB		
3	Operating System			
	3.1	The operating system on Kiosk should be GUI based (TC/IP enabled) and supported by OS Provider.		
	3.2	Operating System should be Windows 10 or above, capable of multitasking real time operations.		
	3.3	OS Hardening with firewall		
4	Touch Screen			
	4.1	Size : 17"wide or higher		
	4.2	Type : SAW / Capacitive		
	4.3	Material : Atleast 6mm Pure Glass		
	4.4	Touch-Screen Resolution : 4096 touch points per axis within the calibrated area.		
	4.5	Endurance: Scratch resistant (must withstand more than 50 Million touches in one location without failure)		
	4.6	Light Transmission : > 90%		
	4.7	Accuracy : Less than + 1% error within the active area		
	4.8	Response time : <20 ms		
	4.9	Impact Resistant: Meets GB9633-1988 and UL-60950-1 steel ball test or equivalent		
	4.10	Antiglare Surface: 6:1 minimum		
	4.11	Operating Temperature: upto 50° C		
	4.12	Ability to add Flash messages on welcome loop screens and all screens as requested by Bank.		
5	Cheque Scanner			
	5.1	The machine should have a CTS-2010 compatible cheque scanner- UV which should be compatible to NCR CTS solution which is implemented in Canara Bank.		
	5.2	Supports acceptance of cheques one by one		
	5.3	Must be capable of reading cheques / DD / Bankers cheques		

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Sl. No.	Clause No.	TECHNICAL SPECIFICATIONS	Specification Offered	Please write COMPLIED/ NOT COMPLIED for each specification
	5.4	Programmable for accepting / rejecting documents based on business rules.		
	5.5	The scanner should be a linear path scanner (Not horse shoe type)		
	5.6	Scanning Method: Concurrent Two-Sided Duplex		
	5.7	Light Source : Tri-color LEDs		
	5.8	Product Life & Duty Cycle : Designed for a useful life of over 10 lakhs items.		
	5.9	Optical character Recognition to enhance MICR Read		
	5.10	The scanner should have an integrated endorser for CTS requirements		
	5.11	Endorser should be programmable, Single line inkjet printer, User replaceable cartridge.		
	5.12	It has to have check pull in facility with programmable reverse for bad MICR read / outstation cheque/ unacceptable instrument.		
	5.13	The scanner must be programmable for full MICR line validation as per RBI guidelines.		
	5.14	Must have features capable of providing images as per RBI CTS requirements for future needs and can generate all the images views along with UV image in single pass. Bank will facilitate with their existing CTS vendor for integration.		
	5.15	Double feed detection by thickness measurement		
	5.16	Images: Front - Grayscale, Format - JFIF, minimum 100 DPI, Compression - JPEG		
	5.17	Reverse: Black & White, Format - TIFF, minimum 200 DPI, Compression - CCITT G4		
	5.18	Image Quality: Gray Scale image should be 8 bits/ pixel (256 levels).		
	5.19	UV Image: Scanner UV should scan the cheque and provide an image for verification		
	5.20	Cheque scanner should have the horizontal metal tray/ rest pad to keep the cheques at the insertion point and the path should be linear.		
	5.21	Must be able to detect and reject		

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Sl. No.	Clause No.	TECHNICAL SPECIFICATIONS	Specification Offered	Please write COMPLIED/ NOT COMPLIED for each specification
		suspicious document		
	5.22	Auto alignment of cheque		
	5.23	Auto Shutter Mechanism		
6	Cheque Stacker			
	6.1	Metallic Box with Controlled free fall facility for holding upto 500 cheques		
	6.2	Box should be pilfer proof, water and fire resistant build.		
	6.3	Should have separate Lock & Key to hold the Cheques deposited.		
7	Application Software			
	7.1	The Application software must integrate with existing CBS software and NCR CTS solution.		
	7.2	Validation of Account No.		
	7.3	Validate Status of A/c - Should not accept in Dormant / Stopped / Frozen A/c.		
	7.4	Display of title of the Account		
	7.5	Tally of Cheque(s) total with total amount to be credited.		
	7.6	Cheque Date Validation		
	7.7	Entry of voucher and Cheque information in outward clearing Batch.		
	7.8	Based on pre defined time and holiday calendar of base branch, the transaction date of Outward Clearing Batch should be identified.		
	7.9	Images generated must be capable of integrating with CTS application. Bank will provide the formats in which the file will be required for integration.		
	7.10	Reports for IQA failure/Outstation Cheques should be generated.		
	7.11	The touch-screen based menu-driven Application Software will be a communication tool and will maintain log for all transaction between kiosks and CBS.		
	7.12	Capable of remotely managing the kiosk transactions.		
	7.13	Component level health monitoring like Printer, Cheque scanner etc- Connected / Not connected Remote loading of Patch as and when needed like anti-virus updates.		
	7.14	Should be able to send notification along		

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		with images of cheques using the Bank's systems. Mobile Number and e-mail address will have to be fetched from CBS.		
8	Audit	Audit Report features required in the Kiosk.		
	8.1	Quantity Accepted: Shows the actual number of cheques accepted. Total Value: Shows the Total value of this quantity of cheques.		
	8.2	Failure Audit: Out of Service conditions- Totals, Total out of order conditions, Total No. of Jams, Total Jam recovery efforts, Total Rejects follows by Jam, Total Jams with recovery disabled.		
	8.3	Alerts: Low Media warning for all items viz., bills, journal roll, consumer printer roll etc. Warning in case the cassette is / are full and cannot accept further cheques.		
9	Receipt Printer			
	9.1	Printer: 80mm, 40 Column Thermal Receipt Printer. Jam proof and automatic cutter facility. Minimum speed of 150 mm/sec. Capable of printing graphics. Minimum Resolution of 200 dpi. Should have support for RS232C and USB interface		
10	Message			
	10.1	Display of messages / instructions to the customers in Multilingual capability i.e., (1) English (2) Hindi (3) Any regional / local languages		
	10.2	Compatible with ISO8583 - 1993 Version		
11	In-built Camera			
	11.1	The system shall have HD camera		
	11.2	The camera shall be pilfer proof. The system shall capture image of the customer while doing the transaction and the image shall have the clarity to identify the person		
	11.3	The system shall be capable of capturing images		
	11.4	The system should be able to store the images in digital format for minimum 6		

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		months at an average of 300 transactions per day. The vendor will be responsible for maintenance activities like taking backup and image retrieval. The backups should be taken during preventive maintenance and handed over to concerned branch. The media for back up (CDs) will be provided by the Bank.		
	11.5	The system should provide necessary interface to view the stored images on hard disk or external media.		
	11.6	The recording system shall take care of minimum light conditions.		
	11.7	The system must capture the image and the transaction with time stamp		
	11.8	The system shall provide for locating and retrieving an image or event by date and time, card number, transaction number and transaction ID.		
	11.9	The solution must not degrade the performance of Kiosk e.g., speed of normal transaction.		
	11.10	There should not be any loss of data due to space constraint.		
12	EMV Compliant Card Reader			
	12.1	To support Magnetic Stripe and EMV Chip cards		
	12.2	Must have built in anti-skimming functionality. i.e. card reader installed and integrated. The card reader shall be Triple DES meeting VISA/Master/NPCI security standard.		
13	Voice Enabling			
	13.1	Voice enabled Kiosks should support (1) English (2) Hindi (3) Any regional / local languages as decided by the Bank.		
	13.2	Clarity of Voice and the same should be uniform voice across all Kiosks. It should be capable of giving instructions through speakers so as to enable the customers to deposit Cheque easily.		
14	Network			
	14.1	Should have capability to connect to any type of network switch.		

Sl. No.	Clause No.	TECHNICAL SPECIFICATIONS	Specification Offered	Please write COMPLIED/ NOT COMPLIED for each specification
15	Weather Condition			
	15.1	Weather (Indian Weather Conditions) & vandal proof & Indian usability conditions.		
	15.2	Supply input voltage of 230V AC/50 Hz $\pm 5\%$ variation. Bank will provide power point.		
16	Security and Alarm System- The kiosk should be connected with an sensor and alarm system. Any local illegal access should be triggered with beep sounds in the machine.			
17	1KVA online UPS (inbuilt), minimum 20 minutes backup			
18	Branding	The Kiosk should be vinyl wrapped as per the Bank's requirement.		

Date

Signature with seal

Name :

Designation :