

AMENDMENT-2 TO				
RFP -DBS- 06/2017-2018 DATED 19/12/2017- “Supply, Installation, Commissioning and Maintenance of Account Opening Kiosk with Debit Card Issuance facility”				
Sl. No.	Page No.	RFP Clause No.	Existing Clause Description	Amended Clause Description
1	60	Annexure-10 Point No.6.1 Technical specifications	Indenting of Name, Card Number, Valid from and to.	Indenting of Name. Revised Annexure -10 is enclosed.
2	63	Annexure-10 Point No.21, Functional Specifications	The Kiosk should be capable of Thermal Printing for Photo, Indenting for printing Name, valid from and to on the card.	The Kiosk should be capable of Thermal Printing for Photo, Indenting for printing Name on the card. Revised Annexure -10 is enclosed.

Note:

- 1) All the other Instructions and Terms & Conditions of the above RFP remain unchanged.
- 2) This document will form part & parcel of our RFP-DBS-06/2017-18 dated 19/12/2017.
- 3) Please take note of the above Amendment-2 while submitting your response to the subject RFP.

Date: 16/01/2018

Place: Bengaluru

DEPUTY GENERAL MANAGER

Annexure-10

Technical Specifications for Account Opening Kiosk with Debit Card Issuance facility

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 Account Opening Kiosk with Debit Card Issuance facility

Sl. No.	Clause No.	TECHNICAL SPECIFICATIONS	Specification Offered	Please write COMPLIED/ NOT COMPLIED for each specification
		Mention Make & Model		
1	Cabinet			
	1.1	The cabinet must house all the components of the kiosk and must be ergonomically designed and of compact design. All devices must be optimally located and secured, with easy serviceability.		
	1.2	Mounting Type - Floor Mounted		
	1.3	Mobility: Plug and Play		
	1.4	Powder coated		
	1.5	Anti Static		
	1.6	Provision to bolt the Kiosk to Floor.		
2	CPU			
	2.1	Industrial Grade CPU with Intel i5 Processor or above		
	2.2	Minimum 8GB DDR3 RAM, Windows 10 professional OS (64 bit), Required USB and Serial ports, VGA, LAN Ports, Keyboard & mouse for administration		
	2.3	500 GB x 2(SATA HDD configured in RAID1 or higher), 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		

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		TCP/IP or any other protocol introduced in future.		
3	Operating System			
	3.1	Operating System should be Windows 10 or above, capable of multitasking real time operations.		
	3.2	OS Hardening with firewall		
4	Touch Screen			
	4.1	Size : 17"wide or higher with PCT Touch screen having USB controller		
	4.2	Endurance: Scratch resistant (must withstand more than 50 Million touches in one location without failure)		
	4.3	Ability to add Flash messages on welcome loop screens and all screens as requested by Bank.		
5	Multimedia Speakers 2x5W speakers. The kiosk should be voice enabled and it should be capable of giving instructions through speakers. In case of Regional Language, Bank will provide scripts/voice guidance.			
6	Debit Card Printer			
	6.1	Indenting of Name		
	6.2	Thermal Printing for Printing Photo of the customer		
	6.3	Minimum 3 hoppers to load 3 variants of cards with a capacity to hold 100 cards each, Retract Bin-50 card capacity, Reject Bin - 50 card capacity, Exception card slot		
	6.4	Flash LED indicator on card dispensing and retracting.		
	6.5	Card retracts mechanism - Able to retract the card if not collected in stipulated time.		
7	Document Scanner			
	7.1	5 Mega pixel HD CMOS active pixels digital Image sensor Support Resolution - UXGA/SXGA/XGA/SVGA/VGA/QVGA		
	7.2	A4 Document Scanner		
8	Signature Pad Digital Signature pad with Pen attached to the kiosk			
9	IRIS Scanner			
	9.1	Iris Biometric Scanner, STQC/UIDAI Level 0 certified scanner		
10	Camera			
	10.1	minimum 5 Megapixel Full HD 1080p video and/ image capture (Auto-adjustable flash required) for capturing customer image		

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11	EMV Compliant Card Reader			
	11.1	To support Magnetic Stripe and EMV Chip cards		
	11.2	Must have built in anti-skimming functionality. i.e. card reader installed and integrated.		
12	Voice Enabling			
	12.1	Voice enabled Kiosks should support (1) English (2) Hindi (3) Any regional / local languages as decided by the Bank.		
	12.2	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 operate easily.		
13	Biometric Finger Print reader			
	Fingerprint Biometrics Reader, STQC/UIDAI Level 0 certified scanner			
14	Printer			
	A4 Laser Printer			
15	Keyboard			
	Vandal Proof Keyboard & Track Ball - Key Specifications/Special Features : <ul style="list-style-type: none"> · 65-Key Die Casted Aluminium Alloy Metal PC Keyboard with Trackball · Fine highly precise metal aluminium alloy keyboard · Dust free, waterproof and anti-vandalism · Laser engraved lettering with high resolution and abrasive resistance 			
16	Barcode Scanner			
	2D Barcode Scanner			
17	Pin Pad			
	<ul style="list-style-type: none"> · Stainless steel keys in a polymer keyboard frame · DES and 3DES and RSA support · PCI PED approved encrypting PIN Pad · Customized layout · USB 2.0 and RS232 interface · 128 KB data (keys) Storage · Connectors for Function Keys and Beeper (second option) 			
18	Pinhole camera and DVR			
	18.1	Pinhole Camera <ul style="list-style-type: none"> · Sensor : 1/3" Super HAD II · Picture Element: PAL(960(h) x 582(v)),NTSC:967(h) x 492(v) · Horizontal Resolution - 700 TVL · Min Object illumination - 0.01 Lux/F1.2 · OSD WDR - No · Auto Electronic Shutter - 1/50-1/120000 sec · Lens - 3.7 mm 		

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		DVR · H.264 video compression · 4 CIF resolution real-time recording · HDMI and VGA output at upto 1920x1080p Resolution Dual Stream · Up to 4-ch synchronous playback		
19	18.2	Bidder must show compliance with PCI-PA DSS standard		
20	UPS	1KVA online UPS (inbuilt) with serial communication, minimum 20 min backup.		

Date

Signature with seal

Name :

Designation :

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2. Functional Requirements of the Account Opening Kiosk with Debit Card Issuance facility

Sl. No.	Requirements	Compliance (Yes/No) Remarks (if any)
1	Display screens menu options should be multi lingual (optional) i.e. with English , Hindi , Regional language Support (Bank to decide on Regional Language)	
2	Remote monitoring management system should be supported for Central Comprehensive Health Monitoring of kiosk, Patch Management etc, MIS.	
3	Ability to Track count dispensed card through kiosks from Central location	
4	Facility to validate KYC Kiosk for Pan / Aadhaar. Bank will facilitate integration with UIDAI and NSDL	
5	Support Quick Account Opening by validating finger print and Aadhaar number	
6	Ability to support Photo Capture Facility	
7	Ability to support Scanning facility for PAN / Aadhaar Card for existing Aadhaar users.	
8	Customer should be able to sign and the Signature should be captured at the machine while opening the account	
9	Ability to print Account opening form with customer details, account number and reference number	
10	Should be able to Print Photo, Name along with the Debit Card being issued	
11	Capability of mapping the cards with Respective account Number Fetched from CBS after opening of account.	
12	Able to support IRIS Scanning.	
13	Ability to generate Account opening form PDF and can be sent to central (server) for verification Purpose.	
14	Ability to generate Internet Banking and Mobile Banking user credentials	
15	Ability to perform de-duplication check	
16	Capability to replace Magstripe card with EMV card automatically reading data from Magstripe card.	
17	Built in auto software and OS recovery module in case of any OS or application failure.	
18	The Kiosk should be equipped with Pin Pad, customer to choose his/her 4-digit Pin during the card printing process.	
19	The Kiosk should be capable of supporting a third-Party software agent.	
20	The Kiosk should be capable of dispensing instant Personalization of card.	
21	The Kiosk should be capable of Thermal Printing for Photo, Indenting for printing Name on the card.	
22	Compatibility of all devices supplied with the proposed solution and bank's systems is the responsibility of the selected bidder.	
23	The Kiosk should have the capability to send an email/ SMS alert when the card feeder level is low. Revised Annexure -10 is enclosed.	
24	Remote Monitoring and Management System should be capable of monitoring the uptime of all the machines configured on the Bank's	

	network on real time basis from a centralized location and send SMS/ e-mail alerts in case the machine is down. Automatic call logging and closing facility should be available in the Remote Monitoring and Management System.	
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Date

Signature with seal

Name :

Designation :