



**Request For Proposal (RFP) for ATM Machine (Cash dispenser)**

**The Chandigarh State Cooperative Bank Ltd.**

**S.C.O. 1088-89 Sector 22 B Chandigarh**

Website: [www.cscbapex.com](http://www.cscbapex.com) Email Id: [cscbapex@gmail.com](mailto:cscbapex@gmail.com),  
[cscbapex@yahoo.co.in](mailto:cscbapex@yahoo.co.in) Contact No 0172-5025328, Fax: 2720264

**TENDER NOTIFICATION**

The Chandigarh State Cooperative Bank Ltd.  
SCO 1088-89, Sector 22 B  
Chandigarh. 160 022

The Chandigarh State Cooperative Bank Ltd, Chandigarh, hereby invites sealed Proposals from experienced Firms for Supply, Installation, Implementation, Configuration, Commissioning and Maintenance of one ATM Machine(Cash Dispenser) consisting of Technical Bid and Commercial Bid. RFP can be downloaded from the Bank's website <https://www.cscbapex.com/>The last date of submission of Bid is scheduled on 21st September, 2018 till 05:00pm

sd/-  
**Administrator**

### **Request For Proposal (RFP) for Supply of ATM Machine (Cash Dispenser)**

The Chandigarh State Cooperative Bank Limited, Chandigarh is planning for Supply, Installation, Implementation, Configuration, Commissioning and Maintenance of **one ATM Machine (Card Dispenser)** for Burail Branch of the bank. Bank has already installed 4 ATM machines in different branches of the bank in Chandigarh. **The bidder has to provide the rates for Front Load and Rear Load ATM machine for 3 years if any need arise in near future for purchase of ATM machine for other branches also.**

#### **Important Dates:**

Date and Time of commencement of Sale of Bid Document (RFP)	30.08.2018, 10:00 am
Last Date and Time for Receipt of Bids at  The Administrator The Chandigarh State Cooperative Bank Ltd, SCO 1088-89, Sector 22 B, Chandigarh U.T. 160022.	21.09.2018 at 05:00 pm
Pre Bid Query	10.09.2018 till 05:00 pm at Bank's email Id: cscbapex@gmail.com
Date and Time of opening of Technical Bids	24.09.2018 at 11:00 am
Date and time of opening of Price Bids	25.09.2018 at 11:00 am
Address for Communication and submission of bid.	The Administrator The Chandigarh State Cooperative Bank Ltd, SCO 1088-89, Sector 22 B, Chandigarh U.T. 160022.
Bid Document Availability	The Chandigarh State Cooperative Bank Ltd, SCO 1088-89, Sector 22 B, Chandigarh U.T. 160022 or Download from website of the bank: <a href="https://www.cscbapex.com/">https://www.cscbapex.com/</a>
<b>The bank reserves the right to amend the date due to unforeseen circumstances. All such changes will be duly notified on the website of the bank.</b>	

## Instruction for Bidders

1. This request for proposal (RFP) is for Supply, Installation, Implementation, Configuration, Integration, Testing, Commissioning and Maintenance of Auto Teller Machines (Card Dispenser)
2. Bank has to purchase one ATM machine (Cash dispenser) either front load or rear load so Bidder has to provide the rates for both types of ATM machines.
3. **EMD (Earnest Money Deposit):** EMD is Rs 20,000/- (twenty Thousand). EMD value should be submitted along with commercial bid by the way of Demand Draft in favour of The Administrator, The Chandigarh State Co-operative Bank Ltd.; payable at Chandigarh.
4. Bidders are advised to study the Request for Proposal Document carefully. Submission of Proposal shall be deemed to have been done after careful study and examination of the Request for Proposal Document with full understanding of its implications.
5. Bidders must comply with additional qualifications as laid hereinafter for those schedules of this RFP Document which they intend to respond for.
6. The given specifications are minimum requirements. The bidders should enclose relevant printed or neatly typed detailed specification sheets of their offerings, which shall also be kept in mind at the time of evaluation of offers.
7. Bidder has to provide adequate training and operational guidelines to designated bank personnel including the Business partners of the banks whenever and wherever Required by the bank at mutually agreed date, time and location.
8. Accessories required, if any, during installation, testing, commissioning of the supplied equipment will be arranged by the bidder.
9. The bidder will be required to provide warranty for Three years and thereafter AMC, if bank so desires. The bidder should maintain an uptime of 99% on monthly basis for the proposed ATM.
10. Proposed ATM should be compatible with bank's existing applications and infrastructure.
11. The bidder should be able to provide efficient and effective support in time at all centres so as to meet 24x7 hrs service support with maximum working day response time.
12. The bidder shall bear all costs associated with the preparation and submissions of its bid and the bank will in no case be responsible or liable for these costs, regardless of the conduct for outcome of the bidding process.
12. All pages of this RFP as downloaded from the website should be duly signed.
13. All the pages of Bid including Brochures should be made in an organized, structured, and neat manner. All the pages of the bid should be initiated with Name, Seal and Signature of the Authorized Signatory. Signing on all pages of RFP will be treated as a confirmation of offer of having accepted the conditions.

## 14. EVALUATION OF BIDS

- a. The Bidders complying all the pre-qualification of Technicality as submitted in the Technical BID will be considered eligible for consideration of Financial BID.
  - b. The Financial Bid will be opened only for Bidders successful in the Technical Bid.
  - c. The Lowest Commercial (LC) will be determined on the basis of the lowest price quoted in the Financial Bid by the eligible bidders.
15. Please note that all the information desired needs to be provided. Incomplete information may lead to non-selection.
16. **Payment Terms:** Payment shall be released by Bank as per the following terms:
- i. Bank will not pay any advance for the execution of the project.
  - ii. Payment for 50% of the value of goods supplied shall be released against proof of Delivery or receipt of consignment to the destination places as per dispatch instructions.
  - iii. Payment of 50% shall be released after Installation, Implementation, Configuration, Integration, Testing, Commissioning and Maintenance of Auto Teller Machines (Cash Dispenser)

**Format and Signing of Bid:** Each bid shall be in two parts

**Part 1 - Technical Proposal (Annexure A)**

**Part 2- Price proposal (Annexure B)**

**TECHNICAL ELIGIBILITY CRITERIA:**

Sr.No.	Criteria	Documents to be submitted
1.	The Bidder should be a registered company in India under Companies Act 1956 and should have been in operation for at least Six years as on date of RFP.	Copy of the Certificate of Incorporation should be enclosed
2.	The Bidder(s) must have valid GST Registration and PAN number allotted by the respective authorities.	Copies of all the relevant certificates should be enclosed
3.	The Bidder should not have been blacklisted / debarred by the Government of India or their undertakings, any State Governments or their undertakings previously. In such cases the bid will be summarily rejected and no correspondence in this matter shall be replied by the Bank.	Undertakings from the Bidder or the OEM in this regard should be enclosed
4.	The Bidder should have national presence and should be engaged in ATM business in India at least from last 6 years.	At least Copy of the one Purchase Order/Referral Letter Six years prior from the date of bid submission should be enclosed
5.	The Bidder should be the OEM or their authorized representative in India or a fully owned subsidiary	Manufacturer Authorization Certificate from OEM in Case

	of the OEM. An authorization letter from manufacturer to this effect should be furnished.	of Channel Partner/ Distributor should be enclosed
6.	Original Equipment Manufacturer (OEM) should have ISO certified Manufacturing facility.	A copy of ISO certification of OEM with current validity should be enclosed
7.	The Bidder should have supplied at least 10,000 ATMs in India from the date of bid submission.	Copies of Referral Letters from banks mentioning quantities to prove bidder's eligibility from the date of bid submission along with this RFP Document should be enclosed
8.	The Bidder should have Service and Support Centres for the Maintenance of the ATM/Cash Dispenser quoted by them in North India.	List of Service Support Centres should be enclosed
9.	The Bidder has to comply all the technical specification of machine as mentioned in annexure A	Bidder has to provide the undertaking of technical specification.
10	The bidder as a company (Not a whole group) should have minimum turnover of Rs 50 Crores and Net Profit in FY 2014-15, 2015-16 and 2016-17.	A copy of letter from Auditor should be enclosed.

## **Annexure A: Technical Specification**

<b>Sr. No.</b>	<b>Minimum Specification Required</b>	<b>Remarks</b>
	<b>Make: Model:</b>	
	<b>TYPE OF Cash Dispenser: Front Loading Machines/Rear Loading machines</b>	
1	The CD has provision for grouting i.e. bolting the CD with the ground.	
2	<b>ATM SAFE:</b>	
2.1	CEN L or above Certified Secure Chest standards steel body cabinet.	
2.2	Dual Combination Electronic Lock	
3	<b>ATM Alarms:</b>	
3.1	The ATM must have alarm system with sensors capable to monitor the following: Chest Door Status, Thermal status, Vibration status	
4	<b>TERMINAL PROCESSOR OF THE ATM:</b>	
4.1	Intel i3 Processor 3.0 Ghz	
4.2	Intel Chipset with Intel	
4.3	Plug and Play Flash BIOS	
4.4	4 GB DDR3 RAM	
4.5	500 GB HDD or above	

4.6	1 MB VRAM Memory	
4.7	One serial, 3 or more USB ports with min 2 accessible from front side, on board audio	
4.8	Multi-tasking Real Time Operating System and software to control all activities of the CD. Windows 7	
4.9	DVD Writer	
4.1	Internal Speakers	
4.11	Software support to MPEG full motion video as part of the multimedia capability on the ATM/Cash dispenser.	
4.12	In-built SMPS to work on 230 V 50 MHZ power supply. Support input voltage of 230 V AC / 50MHz with + - 5% variation.	
4.13	The ATM have Triple DES Encryption which is RuPay/ VISA / MASTERCARD/ AMEX compliant. It has remote key download, TRIPLE DES chip with encryption and validation software. Support AES without any additional hardware.	
4.14	10/100/1000 Mbps Speed Lan Card (IPV 6 Compliant)	
4.15	<b>Keyboards (EPP Pin pads):</b> Rugged spill proof Triple DES enabled with polycarbonate tactile/ stainless steel 16 key alpha/numeric (EPP PIN pads) Keys. EPP Keypad is <b>PCI version 1.3</b> or later compliant, Support Remote Key Management loading feature, Access For All (AFA) Standards, Physical Protection as per 'PIN Protection Principles and Techniques"(PIN Shield) and approved Algorithm(s) for PIN Encryption.	
	CDs have inbuilt design which act as PIN pad shields covering all three sides.	
	Keyboard / Pin Entry Device (PED) is <b>Braille enabled.</b>	
4.16	Capable of Voice guidance to customer and slot for connecting head phone, PIN and figure print authentication (UIDAI Compliant)	
5	<b>DISPLAY UNIT ON ATM:</b>	
5.1	15 inches LCD Colour Touch Screen monitor with minimum <b>8 Braille Enabled function keys</b> , Vandal Screen with Privacy Filter, Triangular screen support. Facility to display graphics.	
6	<b>DISPENSER:</b>	
6.1	Friction Pick technology of international standards.	
6.2	The dispenser is multi-media dispenser capable of dispensing currency, travellers' cheques, coupons, stamps, travellers cheque, vouchers tickets etc.	
6.3	The dispenser is capable of handling soiled but issuable and mixed currencies as well as.	
6.4	Have Retract and Purge capability with Cash Retraction disabled currently as per RBI guidelines	

6.5	The dispenser should have four active currency cassettes with 4 pickup or 4 high modules to handle different denominations.	
	Same cassette can be used for dispensing all denominations.	
6.6	Dispenser have Additional Divert Cassette for rejected notes.	
6.7	The currency Cassette is standard/ convenience type with provision for external sealing (Number Tag/ lock).	
6.8	The dispenser have the mechanism to take back the currency and transport it to the divert cassette if the customer does not collect it but is disabled for time being as per the RBI guidelines.	
6.9	Has Currency dispensing capacity of 60 notes per transaction. Presenter is available.	
6.1	Currency holding capacity is of 2500 notes per cassette.	
6.11	Indicator to confirm proper insertion of cassette.	
6.12	The ATM gives a Media low indication for the dispenser cassette.	
7	<b>CARD READER: HYBRID DIP TYPE</b>	
7.1	The card reader is capable of reading tracks one, two and three as per ISO standard or RuPay/Master /Visa Card format.	
7.2	Card Reader (DIP Type) must be Hybrid Card Reader. Latest EMV 4.0 or above compliant & functional. Capable of reading Smart card, Chip card/HYCO card as well as card with magnetic encoding. Conforming to RuPay, VISA, Amex and MasterCard standards.	
7.3	Conformance to VISA card EMV's latest specification; mention the version readiness for both the levels, Level 1 (for Card reader Hardware) & Level 2 (for Application Software). It will be responsibility of the vendor to ensure the conformance to VISA / Mastercard / Rupay Card EMV's latest specification mention the version readiness for both the levels, Level 1 and Level 2 including Application software. CDs should be ready for using EMV chip cards	
7.4	Comes with Software/firmware with license for using smart card on CD	
7.5	Dip Card Reader with anti-skimming device installed with the CDs.	
8	<b>RECEIPT PRINTER ON THE ATM:</b>	
8.1	40 column standard Thermal printer	
8.2	The printer is able to cut the paper and push the receipt out of a slot provided on the ATM fascia.	
9	<b>JOURNAL PRINTER ON THE ATM:</b>	
9.1	40 column Dot Matrix Journal Printer to print audit trail. If journal printer runs out of paper or gets jammed or becomes non-functional, CD do not function.	
9.2	There is low media warning for items viz bills, journal rolls, consumer receipts etc.	
9.3	CD is enabled for electronic journal.	

9.4	Provision to store transaction details in the hard disk; retrieve data from the hard disk in the format required at any point of time.	
10	<b>CAPABILITIES OF ATM SOFTWARE:</b>	
10.1	The CD application software enable the CD to function when hooked to a network and support all the features that are CD related switch functionality.	
10.2	The application have powerful real time features based on customer initiated transaction and logging for audit trail.	
10.3	The application software support the facility to change PIN at the ATM by the customers after verifying the existing PIN.	
10.4	Whenever the Chest door is opened, message is sent to the Switch for records.	
11	<b>Digital Video Surveillance System:</b>	
11.1	CD has pinhole camera installed inside with motion detection capability. The images captured by the cameras is recorded in HDD.	
11.2	Is enabled for motion detection image capturing	
11.3	Support water marking for Image authentication	
12	<b>PROTOCOLS SUPPORTED BY ATM:</b>	
12.1	The ATM supports TCP/IP protocols on leased line, ISDN, CDMA, FWP and VSAT Network.	
12.2	Supports for Very Small Aperture Transmission (VSAT), CDMA, GPRS, GSM, Fixed Wireless Phone (FWP) connectivity.	
12.3	Have network interface card 10/100/1000 Mbps speed	
13	<b>Security features</b>	
13.1	ATM have all standard security features, Triple Data Encryption Standard (TDES), industry approved Key Management practices, approved Encrypting Pin Pads (EPPs) and should be Triple DES compliant. ATM comply with 'PIN Protection Principles and Techniques" and approved Algorithm(s) for PIN Encipherment.	
13.2	Support AES (Advanced Encryption Standards) in future.	
13.3	Support Remote Key Management	
14	<b>GENERAL:</b>	
14.1	The colour of the CD is rust proof default colour.	
14.2	ATM supports MPEG full motion video and audio.	
14.3	Rear mirrors covering majority area of the ATM site.	
15	<b>Biometric Kit:</b>	
15.1	CDs supplied by the Bidder should have functionality to for Biometric functions and have the capacity to be integrated with the Bank's Biometric solution and UIDAI certified solution without any additional cost to the Bank. The Biometric Kit with industry standard latest version of scanner and thumb/ finger print scanner software. Complete Biometric Kit including scanner, Audio Jack should be as per STQC standards.	

16	Confirmity to RBI Circular No. RBI/2017-18/206 DBS(CO).CSITE/ BC.5/31.01.015/2017-18 dated June 21, 2018 regarding Control measures for ATMs
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## **Annexure B: Commercial Bid Proposal Proformae**

Sr.No	Item (The Bidder may propose further details in the subheadings given below)	Unit	Basic Price excluding Taxes, Duties and other levies	Applicable Tax / Duties / Levies Rates (%)	Total Unit Prices
<b>1.</b>	<b>ATM Machine (Cash Dispenser) Front Loading</b>				
1.1	Cost of Goods including warranty for 3 years	Per Unit			
<b>1.2</b>	Cost of Installation Services	Per Unit			
<b>1.3</b>	Recurring AMC Cost – 4th Year and onward	Per Unit Per Year			
<b>2.</b>	<b>ATM Machine (Cash Dispenser) Rear Loading</b>				
2.1	Cost of Goods including warranty for 3 years	Per Unit			
<b>2.2</b>	Cost of Installation Services	Per Unit			
<b>2.3</b>	Recurring AMC Cost – 4th Year and onward	Per Unit Per Year			

sd/-

**Administrator**  
**The Chandigarh State Cooperative Bank Ltd,**  
**SCO 1088-89, Sector 22 B, Chandigarh U.T.**  
**160022.**