

## **Request for Qualification For End to End Deployment of 4000 ATMs inclusive of Managed Service & TIS under OPEX Model**

**Bank of Baroda  
Digital Operations Group,  
Baroda Sun Tower, C-34, G-Block,  
Bandra Kurla Complex, Mumbai 400 051, India**

**29<sup>th</sup> March 2023**

**RFQ Reference: BCC/DIGITAL/DOG/ATM/115/01**

**[A] Important Dates:**

#	Particulars	Timeline
1.	<b>RFQ Issuance Date</b>	29 <sup>th</sup> March 2023
2.	<b>Bid Document Availability including changes/amendments, if any to be issued</b>	RFQ may be downloaded from Bank's website from 29/03/2023 to 21/04/2023. http://www.bankofbaroda.com http://www.bankofbaroda.com/tenders.asp
3.	<b>RFQ Coordinator Name, Contact details (Bank)</b>	1. Mr. Chandan Upadhyay, Chief Manager (IT) 2. Contact No. - 0265-2316034 3. Email: agmops.digital@bankofbaroda.com Atm.rfp@bankofbaroda.com 4. Address: Asstt. General Manager ATM Operations Digital Operations Group Bank of Baroda, 1st Floor , Baroda Bhawan, R. C. Dutt Road, Alkapuri, Vadodara – 390007
4.	<b>Last Date of written request for clarifications/errors before the pre Bid Meeting on prescribed format (Annexure-21)</b>	<b>5:00 PM on 07<sup>th</sup> April 2023</b>
5.	<b>Pre Bid/application meeting &amp; Venue details</b>	<b>3:00 PM on 12<sup>th</sup> April 2023 at</b> Digital Operations Group Bank of Baroda, 1st Floor , Baroda Bhawan, R. C. Dutt Road, Alkapuri, Vadodara – 390007
6.	<b>Last Date of Submission of RFQ response (Closing Date)</b>	<b>3:00 PM on 21<sup>th</sup> April 2023 at</b> Digital Operations Group Bank of Baroda, 1st Floor , Baroda Bhawan , R. C. Dutt Road, Alkapuri, Vadodara – 390007
7.	<b>RFQ response opening Date</b>	<b>3:30 PM on 21<sup>th</sup> April 2023 at</b> Digital Operations Group Bank of Baroda, 1st Floor , Baroda Bhawan , R. C. Dutt Road, Alkapuri, Vadodara – 390007
8.	<b>Application Money inclusive 18% GST</b>	Rs.50,000/- + 9,000/-(GST)= 59,000/- (Rupees Fifty Nine Thousand only) (non-refundable)
9.	<b>RFP Process</b>	Complete set of RFP document shall be made available to Govt. e-Market Place (GeM) url <a href="https://gem.gov.in">https://gem.gov.in</a> to eligible bidders shortlisted through this RFQ process.

**[B] Important Clarifications:**

**Following terms are used in the document interchangeably to mean:**

1	AMC	Annual Maintenance Contract
2	ANSI	American National Standards Institute
3	CD/ATM	Cash Dispenser/Automated Teller Machine
4	ATP	Acceptance Test Procedure
5	BG	Bank Guarantee
6	BOM	Bill of Material
7	CD	Cash Dispenser
8	CRA	Cash Replenishment Agency
9	CST	Central Sales Tax
10	DD	Demand Draft
11	DIT	Department of Information Technology
12	DES	Data Encryption Standard
13	DR	Disaster Recovery
14	DVSS	Digital Video Surveillance System
15	EMD	Earnest Money Deposit
16	EPP	Encrypted Pin Pad
17	FLM	First Level Maintenance
18	HO	Head Office
19	ISO	International Organization for Standardization
20	IPv6	Internet Protocol version 6
21	LAN	Local Area Network
22	LD	Liquidated Damage
23	LST	Local Service Tax
24	MAF	Manufacturer Authorization Form
25	MTBF	Mean Time Between Failure
26	MTTR	Mean Time To Restore
27	MVCDMS	Mobile Van With Cash Dispenser Managed Services (OPEX MODEL)
28	NPCI	National Payments Corporation of India
29	NEFT	National Electronic Funds Transfer
30	NI Act	Negotiable Instruments Act
31	OEM	Original Equipment Manufacturer
32	OS	Operating System
33	PDI	Pre Delivery Inspection
34	PERT	Project Execution and Review Technique

35	PIN	Personal Index Number
36	POC	Proof of Concept
37	RFP	Request For Proposal (Interalia the term „Tender“ is also used)
38	RRB	Regional Rural Bank
39	RTGS	Real Time Gross Settlement
40	SLM	Second Level Maintenance
41	STQC	Standardization Testing & Quality Certification
42	TM	Technology Management
43	TM Keys	Terminal Master Keys
44	UTP	Untwisted Pair
45	VAT	Value Added Tax
46	TIS	Total Implementation of Sites.
47	GST	Good and Service Tax

**[C] Important Note:**

Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority as prescribed in the order no. 6/18/2019-PPD dated 23rd July 2020 issued by Ministry of Finance, Government of India-

- I. “Bidder” (including the term ‘tenderer’, ‘consultant’ or ‘service provider’ in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.
- II. “Bidder from a country which shares a land border with India” for the purpose of this Order means:-
  - a. An entity incorporated, established or registered in such a country; or
  - b. A subsidiary of an entity incorporated, established or registered in such a country; or
  - c. An entity substantially controlled through entities incorporated, established or registered in such a country; or
  - d. An entity whose beneficial owner is situated in such a country; or
  - e. An Indian (or other) agent of such an entity; or
  - f. A natural person who is a citizen of such a country; or
  - g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above
- III. The beneficial owner for the purpose of (ii) above will be as under:
  1. In case of a company or Limited Liability Partnership, the beneficial owner is the

natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means. For example –

- a. “Controlling ownership interest” means ownership of or entitlement to more than twenty-five per cent, of shares or capital or profits of the company;
- b. “Control” shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;

2. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;

3. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;

4. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;

5. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

- IV. An Agent is a person employed to do any act for another, or to represent another in dealings with third person.
- V. The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.

Confidentiality:

*This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process. This document in its entirety is subject to Copyright Laws. Bank of Baroda expects the bidders or any person acting on behalf of the bidders strictly adhere to the instructions given in the document and maintain confidentiality of information. The bidders will be held responsible for any misuse of information contained in the document, and liable to be prosecuted by the Bank In the event that such a circumstance is brought to the notice of the Bank. By downloading the document, the interested party is subject to confidentiality clauses.*

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## 1. Introduction

### 1.1 Introduction

Bank of Baroda is one of the largest Public Sector Banks in India and has international operations in 21 other countries. In India, the Bank consists of a branch network of more than 8000+ branches. Bank of Baroda is known as India's International Bank and has a reputation of being at the forefront in the usage of cutting edge technologies. While Bank has a vast network of Branches, Bank's operations are fully automated and the customers of the Bank avail of various alternate channels of delivery.

#### Existing Infrastructure

Bank has deployed ATMs / Cash Recyclers connected with Base24 switch at its Data Centre. The Switch software is supplied by ACI Worldwide India Pvt. Ltd. and managed by Bank of Baroda through the system Integrator M/s Hewlett Packard India Sales Pvt. Ltd. The Base24 switch is connected to VISA, and MasterCard networks, as well as with National Financial Switch (NFS) of NPCI.

Bank has installed around 9,500+ ATMs majority of the model - (DNIPL D429, NCR Model SS22E, Wincore /AGS PC280) and more than 1600+ Cash Recyclers (CRs) (Hitachi Models HT-2845-V and HT-2845-SR7500) connected to Base24 Switch. All **ATMs** are connected either through Leased Line or through VSAT and all **CRs** are connected through Leased Lines.

All the **Machines** of the Bank provide a number of value added services besides Cash Deposit, Cash Withdrawal. The major services delivered through Bank's **Machines** include:

1. Depositing School / Institutional Fees
2. Registering for Mobile Banking services
3. Payment of Direct Taxes
4. NEFT through ATM
5. Cash on Mobile
6. Green PIN
7. AADHAR Enrolment
8. ICCW

**Note:** The services mentioned as above are illustrative and not exhaustive. Also, the Bank plans to introduce many more such services to be delivered through its network of **Machines**, such as Mobile Top-up, Inter operable Deposit through CRs and any other futuristic services possible through these machines.

### 1.2 Project overview

This Request for Qualification (RFQ) document has been prepared solely for the purpose of enabling Bank of Baroda ("the Bank") to shortlist the bidders interested for providing "End to End Deployment of 4000 ATMs inclusive of Managed Service & TIS (Total Implementation of Sites) under OPEX Model".



This RFQ document is not recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful Bidders as identified by the Bank, after completion of the selection process as detailed in this document.

### 1.3 Project Scope of Work

1.3.1 This Request for Qualification (RFQ) has been issued by the Bank for procurement of 4000 ATMs for installation across the length and breadth of the country, with scope for up to 50% additional (+ or-) machines (2000), if required, at the sole discretion of the Bank. The procurement of ATMs is for replacement of 3000 old Capex machines and installations at 1000 new Sites under the Bank's expansion plan of the Bank.

All the 4000 ATMs are required to be deployed within -6- months of PO issuance for the period of FIVE years from the date of SLA execution, which can be extended upto 2 (1+1) years, at the sole discretion of the Bank. Site details of 3000 replacement locations will be shared with successful bidder. Bidder has to deploy ATMs at onsite locations at existing site. Further for offsite location bidder may deploy the ATM at existing or source the new site.

1.3.2 This Request for Qualification (RFQ) is to invite proposals from eligible bidders (referred to as Bidder / Bidders in this document) for supplying new ATMs, site construction, deployment and managed services of 4000 ATMs on an outsource basis on per transaction basis model with an option for additional 2000 ATMs in the same ratios as defined for L1 and L2 bidder in this RFQ.

1.3.3 The Bank intends to install ATMs at existing locations or that is in close proximity (within 1 KM radius) to the existing locations or any other potential location decided by Bank as per business requirement. In case of shifting/closure of any site, entire expense for shifting/closure, TIS work and related activity will be borne by the bidder.

1.3.4 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 acquiring transactions.

1.3.5 The indicative number of ATMs to be deployed/installed in each zone of the bank is given in **ANNEXURE- 20**. Bank reserves the right to change the number of ATMs to be deployed in zones at any time, at its sole discretion. The bidder/ applicant should be ready and have the capacity to implement the Project across the length and breadth of the country. The Bank at its sole discretion may increase or decrease the number of ATMs to be deployed during the period of the contract.

1.3.6 Bank at its discretion may re-allot, interchange or withdraw the scope of work defined in the RFQ from assigned Zones or geography to the successful bidders during the currency of the contract, in view of the business requirements or if the performance of the bidder is not as per SLAs defined or the concerned bidder's infrastructure is not supportive in any particular geography. Bank shall not pay any amount for closure/ takeover / migration of the sites or any resultant expenses. All costs related to such closure/takeover / migration shall be borne by the outgoing bidder in such eventualities.

**1.3.7 Project Term:** -The arrangement is proposed for a period of -5- (Five ) years and after completion of 5 years from the date of signing the contract, Bank shall at its sole discretion exercise its right to continue for further period of one year plus one year. Installation of ATMs would cover all centers i.e. Metro, Urban, Semi Urban and Rural at existing locations or that is in close proximity to the existing ones.

1.3.8 Bank proposes to award the contract to TWO successful bidders, in further process, pursuant to this prequalification, in the ratio of 60:40 on the basis of commercial bid submitted in the RFP/RA process. Tentative percentage of allocation of ATMs may vary (+5% or -5%) based on the existing ATMs count in the respective Zone. Decision of the Bank in this regard will be final. Ratio will always remain, however, Bank may at its discretion change the same depending on the business requirements and performance of the bidder.

The Successful bidder in further process of RFP for commercial Bid, pursuant to this prequalification, L1 will get 60% of the order and L2 will get 40% share. Price of L1 Bidder has to be matched by L2 Bidder

In case L2 bidder is not willing / able to match the quote of L1 bidder then the offer will be extended to L3 Bidder or in that order to the next. However, in the rare event, no other bidder is ready to match with L1 quote; bank may ask L1 bidder to take entire 100% on same terms and condition and by maintaining the overall timelines. If L1 bidder is not agreeable then L1 will continue with 60% and bank will arrange for retendering of remaining 40%.

Bank will take strict action like forfeit the Bid security and debar the bidder from Bank future RFP in case of violation of RFP Terms.

MSME bidder will be awarded 25% of the order provided:

- The MSME bidder has to be within 15% band of the L1 price
- The MSME will have to accept to supply the product and/or service @ of L1 price
- If there are more than one MSME bidder, the 25% quantities will be divided equally amongst them, subject to fulfillment of the above conditions
- In case one of the MSME bidders is adjudged as L1 the other MSME bidders will not have any reservation since the responsibility of giving 25% to an MSME would be deemed to have been discharged
- In case one or more of the MSME is adjudged as selected vendor as per defined split condition and in total it amounts to 25% of order then the responsibility of giving 25% to an MSME would be deemed to have been discharged

1.3.9 Bank may, at its sole discretion, decide to seek more information from the respondents in order to normalize the bids. However, respondents will be notified separately, if such normalization exercise as part of the technical evaluation is resorted to (There may be small difference occurring in the ratio between bidders due to geographical dispersal or limit and constraint/s or homogeneity requirement).

1.3.10 Cost of router, switch, firewall, leased line and back up connectivity from the Bidder's Management Centre and DR Site to the Bank's Switch and DR Site must be borne by the successful bidder. The recurring expenditure relating to dual connectivity at DC and DR shall be borne by the successful bidder. Cost of licenses/software/ hardware/ servers etc required to run the project will be borne by the successful bidder.

### 1.3.11 Scope of work will be as under –

Bidder will be responsible for providing following major Services during the contract period and any Services can be continued/discontinued at the sole discretion of the Bank-

- ATM procurement, installation and maintenance including buyback of old ATMs
- Networking for connectivity of Onsite & Offsite ATMs. BIDDERS has to deploy all assets including ATM, AC, UPS battery and Bidder will remove the old Assets/VSAT/TIS work etc from existing site.
- Site selection and Total Implementation of Sites (TIS) Services including buyback of old ATM machines. Bank will provide the site for onsite locations only and for offsite location, Bidder has to source the new site or enter lease agreement with existing landlord. Further, Bank want entire TIS work to be done by the Bidders only.
- Site Maintenance, Cleaning services, Caretaker services (wherever mandatory/applicable) and E-surveillance system
- Managed Services of ATMs machines.
  - Cash Replenishment / Cash Evacuation Services:
  - First Level Maintenance (FLM) and Second Level Maintenance (SLM)
  - Centralized Electronic Journal (EJ) Pulling / software distribution/Content Management
  - Grouting, de-grouting and shifting of ATM machines and related equipment
  - Incident Management, Help Desk Service and Monitoring Tool
  - Providing cassette swap services (Cassette swapping will be as per the guidelines of RBI and will be at all the ATM sites. Further, any additional cassette or existing cassette replacement cost will be borne by the Bidders only during the contract period ).
  - Single point of contact for ATM management
  - ATM Security control measure implementation as per regulatory compliance. Any future Compliance issued after go live date of the project will be implemented on mutually agreed cost.
- Compliance of all Regulatory Requirement like MHA, RBI, NPCI, DFS, IBA etc., during the Contract period. Any future Compliance issued after go live date of the project and during the contract period will be implemented on mutually agreed cost

Detailed Scope of Work and technical specifications of the machine, site specification etc. are given in ANNEXURE-16 ,17 & 18.

1.3.12 As per RBI directive, in case of subcontracting any of the services mentioned above, Quarterly Review of such outsourced Activity to be done by respective Bidder without fail and Report shall be submitted to Bank during each quarter. Bidder will be solely responsible for

Compliance of all guidelines/directive issued as on go live date by regulators like RBI, MHA, IBA etc., for outsourced activities. Bidder will also submit the copy of sub-contracting agreement/SLA entered with all such Third party/sub-contractors as per scope defined in this agreement on demand.

## 2. Evaluation process-

The evaluation / prequalification short listing process will be done with Technical competence after short listing the eligible bidders as detailed here below.

### 2.1 Qualifying stage-

- **Eligibility Evaluation** – Step 1 shall be to ascertain the eligibility of the Bidder /s for the project. Eligibility criterion for the Bidder to qualify this stage is clearly mentioned in **Annexure 2** – given for Eligibility Criteria Compliance to this document.

The bidder would need to provide supporting documents as part of the eligibility proof. During evaluation of the Responses, the Bank, at its discretion, may ask the bidder for clarification in respect of its response. The request for clarification and the response shall be in writing, and no change in the substance of the response shall be sought, offered or permitted. The Bank reserves the right to accept or reject any response in whole or in parts without assigning any reason thereof. The decision of the Bank shall be final and binding on all the bidders who has responded to this document and bank will not entertain any correspondence in this regard. Only those bidders who fulfill the minimum eligibility criteria shall proceed to the next step.

- **Technical Evaluation:** The evaluation of Technical capabilities of the Bidder /s of this RFQ will be completed in this stage. The technical proposals only will be subjected for evaluation at this stage. **Those Respondents who meet a minimum score of 80% under “Aggregate Technical Score” will be considered as “Prequalified for RFP”. Detailed Technical Evaluation Matrix is given at ANNEXURE-19.**

Bank may lower the “Aggregate Technical Score” to ensure that at least three bidders qualify for the financial bid/RFP document.

The technical bids shall be evaluated on the basis of-

1. Submissions made by Bidders in their response to this RFQ as per the response template given
2. Demonstration of tools, services – Actual demonstration of tools and its effectiveness would be evaluated and not just PPT presentations/ declaration or literature.
3. Site visits to Bidder’s locations where solution is already functional / implemented, including DC / DR, Call Centre, Operations / Managed Centre etc.
4. Oral / PPT presentations and clarifications given to Bank’s evaluation team.

The commercial quotes are not required to be submitted at the time of response submission by the bidders against this RFQ. Commercial quotes will be invited by the Bank from shortlisted bidders only as per Banks requirement during the RFP process on GeM portal.

## 2.2 Bid stage

In the second stage (Bid stage), Bank shall provide the RFP document to Govt. e-Market Place (GeM) url <https://gem.gov.in> to eligible bidders shortlisted through RFQ process and Bidders are supposed to bid for the same as per terms of the RFP..

In this stage, bidders are required to submit the commercial bids as per terms and scope defined in RFQ and RFP document.

## 3. Terms and conditions

### 3.1 General Terms

**3.1.1 Information Provided:** This RFQ document contains statements derived from information that is believed to be true and reliable on the date it is obtained but does not purport to provide all the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the Bank in relation to the scope of services. Neither the Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers gives any representation or warranty (whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFQ document. Neither the Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers has carried out or will carry out an independent audit or verification or investigation or due diligence exercise in relation to the contents of any part of the RFQ document.

**3.1.2 For Respondent Only:** The RFQ document is intended solely for the information of the party to whom it is issued (“the Recipient” or “the Respondent”) and no other person or organization.

**3.1.3 Costs Borne by Respondents:** All costs and expenses (whether in terms of time or money) incurred by the Recipient / Respondent in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by the Bank, will be borne entirely and exclusively by the Recipient / Respondent.

**3.1.4 No Legal Relationship:** No binding legal relationship will exist between any of the Recipients / Respondents and the Bank until execution of a contractual agreement to the full satisfaction of the Bank.

**3.1.5 Recipient Obligation to Inform Itself:** The Recipient must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFQ document and the meaning and impact of that information.

**3.1.6 Evaluation of Offers:** Each Recipient acknowledges and accepts that the Bank may, in

its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of bidder, not limited to those selection criteria set out in this RFQ document.

- 3.1.7 The issuance of RFQ document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement nor would it be construed as any investigation or review carried out by a Recipient. The Recipient unconditionally acknowledges by submitting its response to this RFQ document that it has not relied on any idea, information, statement, representation, or warranty given in this RFQ document.
- 3.1.8 **Standards:** All standards to be followed will adhere to Bureau of Indian Standards (BIS) specifications or other acceptable standards.
- 3.1.9 **Acceptance of Terms:** A Recipient will, by responding to the Bank's RFQ , be deemed to have accepted the terms as stated in this RFQ document
- 3.1.10 Only one submission of response to RFQ by each Respondent will be permitted.
- 3.1.11 The Bank expects the bidder to adhere to the terms of this RFQ document and would not accept any deviations to the same.
- 3.1.12 The Bank expects that the bidder selected under the RFQ document shall have the single point responsibility for fulfilling all obligations and providing all deliverables and services required by Bank.
- 3.1.13 Unless agreed specifically by the Bank in writing for any changes to the issued RFQ document, the bidder responses would not be incorporated automatically in the RFQ document.
- 3.1.14 Unless expressly overridden by the specific agreement to be entered into between the Bank and the bidder, the RFQ document shall be the governing document for arrangement between the Bank and the bidder.
- 3.1.15 The Bank will notify the Respondents in writing as soon as practicable after the RFQ Evaluation Complete date, about the outcome of the RFQ evaluation process, including whether the Respondent's RFQ response has been accepted or rejected. The Bank is not obliged to provide any reasons for any such acceptance or rejection.
- 3.1.16 Successful Vendor/Service Provider/Supplier/ Consultant/Contractor, who will be selected according to the service/work/project for which the proposal or quotation is invited shall comply with the Bank's Code of Ethics which is available on the Bank's website>Shareholder's Corner> Policies/Codes> Our Code of Ethics and a clause to this effect shall be included in the agreement/contract.

### 3.2 Rules for Responding to this RFQ

- 3.2.1. The timeframe provided in point "[A] Important Dates" above is for the overall selection process. The Bank reserves the right to vary this timeframe at its absolute and sole discretion and without providing any notice/intimation or reasons thereof. Changes to the timeframe will be relayed to the affected Respondents during the process. The time schedule will be strictly followed. Interested parties are expected to adhere to these timelines. However, the Bank reserves the right to change the aforementioned timelines.



- 3.2.2. All responses received after the due date and time as mentioned in “[A] Important Dates – Last Date of Submission of RFQ Response (Closing Date)” would be considered late and would be liable to be rejected. It should be clearly noted that the Bank has no obligation to accept or act on any reason for a late submitted response to this RFQ. The Bank has no liability towards any Respondent who lodges a late RFQ response for any reason whatsoever, including RFQ responses taken to be late only because of another condition of responding.
- 3.2.3. The Bank has established RFQ coordinators to provide a venue for managing bidder relationship and other requirements through the Bank’s decision making body for contract clarification. All the queries and communication must be addressed to the RFQ coordinators / contact persons from the Bank mentioned in “[A] Important Dates - RFQ Coordinator”
- 3.2.4. Recipients are required to direct all communications for any clarification related to this RFQ to RFQ Coordinator.
- 3.2.5. All questions relating to the RFQ, technical or otherwise, must be in writing and addressed to the addresses given in point “[A] Important Dates” above. Interpersonal communications will not be entered into and a Respondent will be disqualified if attempting to enter into such communications. The Bank will try to reply, without any obligation in respect thereof, every reasonable question raised by the Respondents in the manner specified.
- 3.2.6. However, the Bank may in its absolute discretion seek, but under no obligation to seek, additional information or material from any Respondents after the RFQ closes and all such information and material provided must be taken to form part of that Respondent’s response.
- 3.2.7. Respondents should invariably provide details of their email address(es) as responses to queries will only be provided to the Respondent via email. If Bank in its sole and absolute discretion deems that the originator of the query will gain an advantage by a response to a question, then Bank reserves the right to communicate such response to all Respondents.
- 3.2.8. The Bank may in its absolute discretion engage in discussion with any Respondent (or simultaneously with more than one Respondent) before the RFQ closes to improve or clarify any response.
- 3.2.9. Bidder should submit their Eligibility bids and Technical Bids as mentioned in “[A] Important Dates.
- 3.2.10. Application Money as mentioned in “[A] Important Dates – Application Money” must be deposited through DD/NEFT. The details of the transaction viz. scanned copy of the receipt of making transaction is required to be submitted at the time of “final bid submission”. Account details for application money deposit is mentioned at point 3.3 of this document. Preferred mode of payment of application money is NEFT. Bidder need to submit the details / proof of NEFT done.
- 3.2.11. The RFQ response without the accompanying amount submission towards Application Money are liable to be rejected.

- 3.2.12. **Indicative Commercial Bid** – The commercial quotes are not required to be submitted at the time of response submission by the bidders against this RFQ. Commercial quotes will be invited by the Bank from shortlisted bidders only as per Banks requirement during the **RFP process at GeM portal**.
- 3.2.13. If the submission of response to this RFQ does not include all the documents and information required or is incomplete or submission is through Fax/email mode, the RFQ is liable to be summarily rejected.
- 3.2.14. All submissions, including any accompanying documents, will become the property of the Bank. The Recipient shall be deemed to have licensed, and granted all rights to, the Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFQ process, notwithstanding any copyright or other intellectual property right of the Recipient that may subsist in the submission or accompanying documents
- 3.2.15. All responses should be in English language. All responses by the bidder to this RFQ document shall be binding on such bidder for a period of 180 days after opening of the bids.
- 3.2.16. All responses would be deemed to be irrevocable offers/proposals from the bidders and may be accepted by the Bank to form part of final contract between the Bank and the selected bidder. Bidders are requested to attach a letter from an authorized signatory attesting the veracity of information provided in the responses. Unsigned responses would be treated as incomplete and are liable to be rejected.
- 3.2.17. The bids once submitted cannot be withdrawn / modified after the last date for submission of the bids unless specifically permitted by the Bank.
- 3.2.18. The bidder may modify or withdraw its offer after submission but prior to the closing date and time as prescribed by Bank. No offer can be modified or withdrawn by the bidder subsequent to the closing date and time for submission of the offers.
- 3.2.19. The bidder at no point of time can excuse themselves from any claims by the Bank whatsoever for their deviations in confirming to the terms and conditions as mentioned in the RFQ document circulated by the Bank. Bidder shall be fully responsible for deviations to the terms & conditions as proposed in the RFQ document.
- 3.2.20. **Grievance Redressal** : Any bidder who claims to have a grievance against a decision or action with regards to the provisions of this RFQ may file a request to the General Manager & Deputy Chief Digital Officer at email address GM.DPTY.CDO@bankofbaroda.com. It may please be noted that the grievance can be filed by only that bidder, who has participated in RFQ proceedings in accordance with the provisions of this RFQ. All letters must be addressed and sent to the following:

**The General Manager &  
Deputy Chief Digital Officer**  
Bank of Baroda  
1<sup>st</sup> Floor, Baroda Bhawan,  
R. C. Dutt Road, Alkapuri,  
Vadodara – 390007, Gujarat



### 3.3 Application Money

A non-refundable Application Money as mentioned in “[A] Important Dates – Application Money” through electronic mode at the time of submission of the eligibility bid. Proof of the same is to be submitted while opening of eligibility bid failing which the bid of the concerned bidder may be rejected. This non-refundable fee is to be submitted through the electronic mode to the below mentioned account:

Account Number	02000400000062
Account Type-	Current A/c
Account Name	BANK OF BARODA, HO OFFICE ADM
Bank of Baroda Branch-	Alkapuri Baroda
IFSC Code-	BARB'0'ALKAPU Fifth Character is ZERO

MSEs registered under single point Registration scheme of NSIC may be exempted from payment of cost of RFP and EMD. For this purpose bidder must submit the relevant registration certificate, clearly indicating capacity & monetary limit. However, exemption is only for Tender document fees & EMD, if such a bidder is successful, and then Security Deposit in the form of Pay order or Demand Draft as per the RFP document shall be submitted.

### 3.4 Others

- 3.4.1 The terms and conditions as specified in the RFQ and addendums (if any) thereafter are final and binding on the bidders. In the event the bidders are not willing to accept the terms and conditions of the Bank, the bidder may be disqualified. Any additional or different terms and conditions proposed by the bidder would be rejected unless expressly assented to in writing by the Bank and accepted by the Bank in writing
- 3.4.2 The Bank would not assume any expenses incurred by the bidder in preparation of the response to this RFQ and also would not return the bid documents to the Bidders
- 3.4.3 The Bank will not bear any costs incurred by the bidder for any discussion, presentation, demonstrations etc. on proposals or proposed contract or for any work performed in connection therewith.

### 3.5 Termination

1. Bank reserves the right to terminate this RFQ at any stage without any notice or assigning any reason
2. At any time during the course of the RFQ process or before the award of contract or after execution of the contract that one or more terms and conditions laid down in this Request for qualification has not been met by the bidder or the bidder has made material misrepresentation or has given any materially incorrect or false information. Bank may terminate his contract and may invoke performance bank guarantee or forfeit the security deposit. Further bank may impose such restriction/s on the defaulting bidder as it deemed fit

3. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same, In such an event, the bidder is bound to make good the additional expenditure which the Bank may have to incur for the execution of the balance of the contract.
4. **The bid submission by related parties:-** If related parties (as defined below) submit more than one bid then both /all bids submitted by related parties are liable to be rejected at any stage at Bank's discretion:
  - a) Bids submitted by holding company and its subsidiary company;
  - b) Bids submitted by two or more companies having common director/s
  - c) Bids submitted by partnership firms / LLPs having common partners
  - d) Bids submitted by companies in the same group of promoters/management

### 3.6 Other RFQ Requirements

- 3.6.1 This RFQ document may undergo change by either additions or deletions or modifications before the actual award of the contract by the Bank. The Bank also reserves the right to change any terms and conditions of the RFQ document and its subsequent addendums as it deems necessary at its sole discretion. The Bank will inform all bidders about changes, if any.
- 3.6.2 The Bank may revise any part of the RFQ document, by providing a written addendum at any stage till the award of the contract. The Bank reserves the right to issue revisions to this RFQ document at any time before the award date. The addendums, if any, shall be published on the Bank's website only.
- 3.6.3 The Bank reserves the right to extend the dates for submission of responses to this document.
- 3.6.4 Preliminary Scrutiny – The Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. The Bank may, at its discretion, waive any minor non-conformity or any minor deficiency in an offer. This shall be binding on all bidders and the Bank reserves the right for such waivers and the Bank's decision in the matter will be final.
- 3.6.5 Clarification of Offers – To assist in the scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask some or all bidders for clarification of their offer. The Bank has the right to disqualify the bidder whose clarification is found not suitable to the proposed project.
- 3.6.6 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 up. Correct information of the services being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure / manual" is not acceptable. The Bank may treat the offers not adhering to these guidelines as unacceptable.

- 3.6.7 If the Bank is not satisfied with the specifications as specified in the RFQ document and observes major deviations, the bids of such bidders will not be short-listed for further evaluation. No further discussions shall be entertained with such bidders in respect of the subject bid.

### 3.7 Clarification to RFQ and Pre-bid Query

- 3.7.1 The bidder should carefully examine and understand the specifications, terms and conditions of the RFQ and may seek clarifications, if required. The bidders in all such cases seek clarification in writing as per format in excel specified in **ANNEXURE-21** of this RFQ, in the same serial order of that of the RFQ by mentioning the relevant page number and clause number of the RFQ.
- 3.7.2 All communications regarding points requiring clarifications and any doubts shall be given in writing by the intending bidders as per mentioned “[A] Important Dates” given above. No oral or individual consultation shall be entertained. No queries will be entertained from the bidders after the pre-bid meeting.

### 3.8 Pre-Bid Meeting

A pre-tender meeting of the intending bidders will be held as per mentioned “[A] Important Dates “and Venue to clarify any point/doubt raised by them in respect of this RFQ. No separate communication will be sent for this meeting. Authorized representatives of interested bidders shall be present during the scheduled time.

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

## 4. General Terms and Conditions

### 4.1 Governing Laws

This RFQ and the subsequent contract shall be governed and construed and enforced in accordance with the laws of India both Parties shall agree that in respect of any dispute arising upon, over or in respect of any of the terms of this Agreement, only the courts in Mumbai shall have exclusive jurisdiction to try and adjudicate such disputes to the exclusion of all other courts.

### 4.2 Assignment

The Bidder agrees that the Bidder shall not be entitled to assign any or all of its rights and or obligations under this RFQ and subsequent Agreement to any entity including Bidder’s affiliate without the prior written consent of the Bank.

If the Bank undergoes a merger, amalgamation, takeover, consolidation, reconstruction, change of ownership, etc., this RFQ along with the subsequent Addendums published shall be considered to be assigned to the new entity and such an act shall not affect the rights of the Bidder under this RFQ.

### **4.3 Sub-Contracting**

Any type of formation of consortium, sub-contracting and joint assignments will not be allowed/ considered for the submission of the proposal. Such proposals will be disqualified. any sub- contracting or assignment should not be done without the prior permission of bank.

### **4.4 Waiver**

No failure or delay on the part of either party relating to the exercise of any right power privilege or remedy provided under this RFQ document or subsequent agreement with the other party shall operate as a waiver of such right power privilege or remedy or as a waiver of any preceding or succeeding breach by the other party nor shall any single or partial exercise of any right power privilege or remedy preclude any other or further exercise of such or any other right power privilege or remedy provided in this RFQ document all of which are several and cumulative and are not exclusive of each other or of any other rights or remedies otherwise available to either party at law or in equity.

### **4.5 Solicitation of Employees**

The selected Bidder, during the term of the contract shall not without the express written consent of the Bank, directly or indirectly: a) recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the Bank in rendering services in relation to the contract; or b) induce any person who shall have been an employee or associate of the Bank at any time to terminate his/ her relationship with the Bank.

The above restriction would not apply to either party for hiring such key personnel who (i) initiate discussions regarding such employment without any direct or indirect solicitation by the other party (ii) respond to any public advertisement placed by either party or its affiliates in a publication of general circulation or (iii) has been terminated by a party prior to the commencement of employment discussions with the other party.

### **4.6 Inspection of Records**

All bidder records with respect to any matters covered by this RFQ shall be made available to auditors and or inspecting officials of the Bank and/or Reserve Bank of India and/or any regulatory authority, at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. Bank's auditors would execute confidentiality agreement with the bidder provided that the auditors would be permitted to submit their findings to the Bank, which would be used by the Bank. The cost of the audit will be borne by the Bank. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities.

### **4.7 Visitorial Rights**

The Bank and its authorized representatives, including Reserve Bank of India (RBI) or any other regulator shall have the right to visit any of the Bidder's premises without prior notice to ensure that data provided by the Bank is not misused. The Bidder shall cooperate with

the authorized representative/s of the Bank and shall provide all information/ documents required by the Bank.

#### **4.8 Compliance with Laws**

Compliance in obtaining approvals/permissions/licenses: The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and the Bank will give notice of any such claim or demand of liability within reasonable time to the Bidder.

The Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity shall exclude indirect, consequential and incidental damages.

#### **4.9 Corrupt and Fraudulent Practices**

As per Central Vigilance Commission (CVC) directives, it is required that Bidders / Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

- i. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND
- ii. "Fraudulent Practice" means a misrepresentation of facts in order to influence the procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

The Bank reserves the right to reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

#### **4.10 Authorized Signatory**

The selected Bidder shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the contract. The selected Bidder shall submit at the time of signing the contract, a certified copy of the resolution of their Board, authenticated by Company Secretary/Director, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/contracts

with the Bank. The Bidder shall furnish proof of signature identification for above purposes as required by the Bank.

#### **4.11 Right to Reject Application**

Bank reserves the absolute and unconditional right to reject the response to this RFQ if it is not in accordance with its requirements and no correspondence will be entertained by the Bank in the matter. The application is liable to be rejected if:

- It is not in conformity with the instructions mentioned in the RFQ document.
- It is not properly or duly signed.
- It is received through email / telex / telegram / fax
- It is received after expiry of the due date and time.
- It is incomplete including non- furnishing the required documents.
- It is evasive or contains incorrect information.
- There is canvassing of any kind.
- It is submitted anywhere other than the place mentioned in the RFQ.
- There is any form of canvassing/lobbying/influence/query regarding short listing, status etc.

Further Bank reserves the rights to:

- Reject any or all responses received in response to the RFP
- Extend the time for submission of all proposals
- Cancel the RFP at any stage, without assigning any reason whatsoever
- Visit the place of work of the bidder
- Conduct an audit of the services provided by the bidder
- Ascertain information from the Banks and other institutions to which the bidders have rendered their services for execution of similar projects
- Revise any part of the tender document, by providing a written addendum at any stage till the award of the contract. The Bank reserves the right to issue revisions to this tender document at any time before the award date. The addendums, if any, shall be published on Bank's website only

#### **4.12 Information Confidentiality**

This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process. This document in its entirety is subject to copyright laws. Bank of Baroda expects the bidders or any person acting on behalf of the bidders to strictly adhere to the instructions given in the document and maintain confidentiality of information. The Bidders will be held responsible for any misuse of the information contained in the document and liable to be prosecuted by the Bank, in the event of such circumstances being brought to the notice of the Bank. By downloading the document, the interested party is subject to confidentiality clauses.



#### 4.13 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.

### 5. Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, the Bank and its directors, officers, employees, contractors, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities, expenses or disbursements incurred therein or incidental thereto) or damage, (whether foreseeable or not) ("Losses") suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFQ document or conduct ancillary to it whether or not the Losses arises in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of the Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.

### 6. Instruction to Bidders for Bid submission

#### Lodgment of RFQ

##### 6.1 RFQ response details

**One Set of bid documents (paper copies); containing Eligibility and Technical Proposals (each in separate sealed and super scribed envelopes);** must be submitted to Bank in Master Sealed envelope superscripted "**Bank of Baroda – RFQ – End to End Deployment of 4000 ATMs inclusive of Managed Service & TIS under OPEX Model**".

The Bidder/s will submit an undertaking specifying that the Bidder/s have obtained all necessary statutory and obligatory permission to carry out project works, if any.

The responses are to be submitted, with appropriate labels, at the below mentioned address on or before the due date & time as specified. The responses / bids submitted anywhere else will be rejected.

Asstt. General Manager  
Digital Operations Group  
Bank of Baroda  
1st Floor , Baroda Bhawan ,  
R. C. Dutt Road, Alkapuri,  
Vadodara – 390007

**In ALL cases:**

1. Copies of the RFQ responses must be submitted on or before the aforementioned closing time.
2. Faxed or e-mailed copies of any submission are **not acceptable** and will be rejected by the Bank.
3. All separate copies of RFQ submission and attachments must be provided in sealed envelopes or satchels marked confidential.
4. All pages of the Offers needs to contain page number (in 'Page No. 1 of X' format), with the Seal and Sign of the authorized signatory.
5. Only one response shall be accepted from one Bidder. In case Bidder is submitting more than one response, all the responses submitted by the Bidder shall be disqualified.
6. If back end connections regarding cartelization etc is found at any stage during or after the process, all such bids will be cancelled for those bidders and they would be blacklisted from participating in Bank's any future RFQ, RFP, Tender etc.

### 6.2 RFQ Response Submission Details

RFQ Eligibility and Technical Proposals shall be submitted in two separate sealed envelopes super-scribing

**“Eligibility Proposal for Bank of Baroda – RFQ – End to End Deployment of 4000 ATMs inclusive of Managed Service & TIS under OPEX Model” and**

**“Technical Proposal for Bank of Baroda – RFQ – End to End Deployment of 4000 ATMs inclusive of Managed Service & TIS under OPEX Model” with-**

**BIDDER DETAILS on each:**

**NAME .....**

**E-MAIL ADDRESS.....**

**CONTACT NUMBER .....**

on the top of the envelopes containing the Eligibility and Technical Proposals. These separate sealed envelopes should be put together in the sealed master envelope super-scribing

**“Bank of Baroda – RFQ – End to End Deployment of 4000 ATMs inclusive of Managed Service & TIS under OPEX Model”.**

The response should be organized in order and all the pages of the proposal including annexure and documentary proofs should be numbered and be signed by the authorized signatory.

Please note that in following cases Bank may reject the Responses from the Bidder /s:

1. Submission of responses after the Time stipulated in this RFQ Document.
2. Misleading / incomplete information.



3. Response submission without bidder's Name.
4. Non-submission for RFQ Document Fee
5. Submission of improper Documentation.
6. Envelopes are not in order as directed in this document
7. Submission of more than one bids by the same bidder, promoters in the same name or different entity.

### 6.3 Eligibility Proposal

The eligibility proposal shall be organized and submitted as per the following sequence:

1. Table of Contents (list of documents enclosed)
2. Eligibility proposal as per Checklist given in **Section H** in hard copy.
3. All copies of certificates, documentary proofs etc.

The Eligibility proposal must contain:

1. Covering letter on the prescribed format (Compliance Certificate) as per **Annexure-1**
2. Eligibility Proposal in the prescribed format / template as per **Annexure-2, Annexure-3, Annexure -4 and Annexure-5.**
3. Supporting documents / certificates etc.
4. Proof of Application Money of Rs.50,000/- + GST (Rupees Fifty Thousand only), remittance through electronic payment . In case of non-payment of this fee, the offers shall not be opened / considered for further evaluation.
5. **Annexure-6** – Pre Contract Integrity Pact
6. **Annexure-7** – Conformity with Hardcopy letter
7. **Annexure-8** – Conformity Letter
8. **Annexure -22** – Declaration/Undertaking from Bidder
9. **Annexure-23** –Non-blacklisting Undertaking
10. **Annexure-24** – MAF Letter
11. Copy of the response document along with the addendum duly putting the seal and signature on all the pages of the document for having noted contents and testifying conformance of the terms and conditions.

### 6.4 Technical Proposal

The Technical Proposal should be complete in all respects and contain all information asked for in this document. It is mandatory to submit the technical details in the prescribed formats duly filled in, along with the offer. The Bank, at its discretion, may not evaluate a bid in case of non-submission or partial submission of technical details. The Technical Proposal must be submitted in an organized and structured manner. No brochures / leaflets etc. should be submitted in loose form.

The technical proposal shall be organized and submitted as per the following sequence:

1. Table of Contents (list of documents enclosed)
2. Technical proposal as per Checklist given in **Section J** in hard copy.
3. All copies of certificates, documentary proofs etc.

The Technical Proposal should comprise of following:

1. Cover Letter for Technical Proposal – **Annexure-9**
2. Experience of ATMs / CDs managed & operational as per **Annexure-10**
3. Details of Office/Branch/Service Centre – **Annexure-11**
4. Technical Expertise – **Annexure-12**
5. Track Record – **Annexure-13**
6. Management/Project Management Capabilities – **Annexure-14**
7. Oral/PPT Presentation – **Annexure-15**
8. Scope of Work – **Annexure -16**
9. Technical Bid Format- **Annexure-17**
10. Site Implementation Specifications- **Annexure-18**
11. Technical Evaluation Matrix- **Annexure- 19**
12. Documentation (Product Brochures, Leaflets, Manuals, Technical Specification etc.)

## 7. Table of Contents

### Eligibility Application to contain the following Checklist and Annexures (Section-H)

S. No.	Section Heading	Performa Given
<b>Eligibility response envelope to contain the following</b>		
1.	Class I/Class II certificate	Bidder to provide
2.	Compliance Certificate	Annexure-1
3.	Compliance of Eligibility Criteria	Annexure-2
4.	Company Profile	Annexure-3
5.	Details of Service Centres	Annexure-4
6.	Availability of Service Centres	Annexure-5
7.	Proof of Application Money remittance through e-mode.	Bidder to Provide
8.	Pre Contract Integrity Pact	Annexure-6
9.	Conformity with Hardcopy Letter	Annexure-7
10.	Conformity Letter	Annexure-8
11.	A certified copy of the resolution of Board, authenticated by Company Secretary/Director, authorizing an official/s of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank.	Bidder to Provide
12.	Declaration/Undertaking from Bidder	Annexure-22
13.	Non-blacklisting Undertaking	Annexure-23
14.	MAF letters	Annexure-24

**Technical Evaluation Metrics (section-J)**

S. No.	Section Heading	Performa Given
<b>Technical Proposal envelope to contain the following</b>		
1.	Executive Summary	Bidder to Provide
2.	Cover Letter for Technical Proposal	Annexure-9
3.	Experience (ATMs / CDs)	Annexure-10
4.	Details of Office/Branch/Service Centre	Annexure-11
5.	Technical Expertise	Annexure-12
7.	Track Record	Annexure-13
8	Management Project Capabilities	Annexure-14
9	Oral/PPT Presentation	Annexure-15
10	Scope of Work specifications	Annexure-16
11	Technical Bid Format (H/w, s/w and Others)	Annexure-17
12	Site implementation Specifications	Annexure-18

Authorized Signatory

Name:

Designation:

Bidder's Corporate Name

Date:

Email and Phone #

Address

## Annexure 01 - Compliance Certificate

[Company letter Head]

Annexure -1

To,

Date:

**The General Manager & Deputy Chief Digital Officer  
(Digital Operations Group)**

Bank of Baroda

1<sup>st</sup> Floor, Baroda Bhawan,

R. C. Dutt Road, Alkapuri,

Vadodara – 390007 Gujarat

Dear Sir,

Re: **Covering letter/Compliance Certificate for BCC/DIGITAL/DOG/ATM/115/01 Dated 29.03.2023**

With reference to your BCC/DIGITAL/DOG/ATM/115/01 Dated.29.03.2023., we, having examined the RFQ document and understood its contents, hereby submit our Application for the aforesaid project. The Application is unconditional and unqualified.

1. All information provided in the Application and in the attached documents is true and correct and all documents accompanying such Application are true copies of their respective originals.
2. This statement is made for the express purpose of qualifying as a Bidder for End to End Deployment of 4000 ATMs including Managed Services & TIS to be deployed by Bank in future.
3. We shall make available to the Bank any additional information it may find necessary or require to supplement or authenticate the Qualification statement.
4. We acknowledge the right of the Bank to reject our Application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
5. We certify that in the last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty or a judicial pronouncement or arbitration award, nor been expelled from any project or contract nor have had any contract terminated for breach on our part.
6. We declare that:
  - (a) We have examined and have no reservations to the RFQ document, including any Addendum issued by the Bank.
  - (b) We do not have any conflict of interest in accordance with Clauses mentioned in this RFQ document; and
  - (c) We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice and we will strictly observe the Laws against Fraud and Corruption in force in India namely "Prevention of Corruption Act, 1988" and that using any type of influence shall be a disqualification for participating in the bidding process.
7. We understand that Bank may cancel the Bidding Process at any time and that the Bank is neither bound to accept any Application nor to invite the Applicants to Bid for this RFQ, without incurring any liability to the Applicants.

8. We hereby declare that we have not been barred / black-listed by any Regulatory / Statutory Authority and we have the necessary powers and all statutory approvals required, permissions, licenses and certificates to be appointed as a service provider and the same are still valid and subsisting.
9. We further certify that no investigation by a regulatory authority is pending either against us or against our Associates or against our CEO or any of our Directors / Managers / employees.
10. We undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the provisions of this RFQ, we shall intimate the Bank of the same immediately.
11. We, hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Bank in connection with the selection of Applicants, selection of the Bidder, or in connection with the selection / Bidding Process itself, in respect of the above mentioned Project and the terms and implementation thereof.
12. We agree and undertake to abide by all the terms and conditions of the RFQ document.

In witness thereof, we submit this application under and in accordance with the terms of the RFQ document.

Yours faithfully,

Seal & Signature of the authorized signatory:

Name:

Designation:

Date:

## Annexure 02 - Compliance of Eligibility Criteria

### Eligibility Criteria Compliance to be directly met by the Bidder

Annexure-2

#### Compliance of Eligibility Criteria

S No	Eligibility Criteria	Compliance Yes/No	Document to Furnish	Document Details
1	Only Class I or Class II local supplier are eligible to bid as per guidelines on Public Procurement (preference to make in India) issued by Govt. of India and Local Content % for the "ATM machine" will be considered		Certificate from Statutory Auditor or cost auditor of the company or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number and seal, countersigned by bidder and OEM (self-certification)	Certificate from Statutory Auditor or cost auditor of the company or practicing chartered accountant
2	Bidder should be managing at least <b>4000 Machines (ATM/CR/BNA)</b> in India under CAPEX or OPEX Managed Services contract (for scope of work for Machines as contained in this RFQ) for at least THREE year for all Banks put together.		Credential Letter from Banks required on their letter head	Section No – Page No – (Please highlight the key attribute using a colored highlighting Pen)
3	The Bidder must have successfully commissioned at least 4000 Machines sites in India.		Credential Letter from Banks required on their letter head	Section No – Page No – (Please highlight the key attribute using a colored highlighting Pen)
4	The Bidder should have 24X7 Machine support center in India with help line number and Managed Services infrastructure pan-India in at least 50 of the 65 locations identified by the bank including all the State Capitals in India as mentioned in the list to provide 24x7 support. Bidder should be able to provide support to Bank's Machines at all the locations within India.		As per Annexure -5	Section No – Page No – (Please highlight the key attribute using a colored highlighting Pen)

5	The Bidder should be a registered company in India and have registered average turnover of Rs. 200 Crore (from Indian Operations only) during the last three completed financial years – 2019-20, 2020- 21 and 2021-22* (Not inclusive of the turnover of associate companies) as per the Audited Financial Statements.		Audited Financial Statements (Balance Sheet & Profit & Loss statement) for the FY 2019-20, 2020- 21 and 2021-22 along with complete Auditor's certificate / qualifications.	Section No – Page No –  (Please highlight the key attribute using a colored highlighting Pen)
6	Bidder must be net profit (after tax) making entity (from Indian operations only) continuously for the last three years, that is financial years – 2019-20, 2020-21 and 2021-22*. OR The net worth of the bidder should be positive as on RFQ date AND also should not have eroded by more than 30% (thirty percent) in the last three years (as on RFQ Date).		Audited Financial Statements (Balance Sheet & Profit & Loss statement) for the FY 2019-20, 2020-21 and 2021-22 along with complete Auditor's certificate / qualifications.	Section No – Page No –  (Please highlight the key attribute using a colored highlighting Pen)
7	The Bidder should have its own 24X7 Remote Management Center in India.		Bidder to provide details of the location and to facilitate visit of Bank officials to the site.	Section No – Page No –  (Please highlight the key attribute using a colored highlighting Pen)
8	The Bidder /s must have Machine monitoring system, which will be provided to the Bank to monitor the functionalities of the Machine from the Bank's Head Office, Zonal/Regional Offices and any of the office of the Bank in India.		Machine Monitoring system: User Manual containing screen shots of the solution to be provided	Section No – Page No –  (Please highlight the key attribute using a colored highlighting Pen)
9	The Bidder should have an operational DR site also in India (apart from DC site in India ) and a Business Continuity Plan (BCP) in place to ensure that the Bank's data is not lost or Bank's operations are not affected in case of any disaster.		DR site: Bidder to provide details of the location and facilitate visit of Bank officials to the site.  BCP: Copy of BCP to be attached	Section No – Page No –  (Please highlight the key attribute using a colored highlighting Pen)



10.	The Bidder / Support Vendor should not have their Directors convicted of any criminal offence related to their professional conduct or making false statements or misrepresentations as to their qualifications to enter into a Procurement Contract within a period of THREE years preceding the date of RFP/RFQ. If a bidder chooses not to disclose any such issue, and the same comes to Bank's notice at a later date, the Bank will be free to			Undertaking
11.	The Bidder / Support Vendor should not have been blacklisted / terminated by any Government/ Public Sector Organization /PSU Bank/IBA/RBI/any regulatory authority for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices, at any point. If a bidder chooses not to disclose any such issue, and the same comes to Bank's notice at a later date, the Bank will be free to revoke any contract entered with the vendor			(Self-Declaration letter signed by Authorized Signatory to be submitted.)  Annexure - 23
12.	The bidder should be the Original Equipment Manufacturer (OEM) or their authorized representative in India.		Maximum Two MAF is allowed	Certificate / letter from OEM/ Manufacturer Authorization Form (MAF) – Annexure 24
13.	As per Central Vigilance Commission (CVC) directives, it is required that Bidders/ Support Vendor /Suppliers / Contractors observe the highest standard of ethics during the procurement, execution and continuation of such contracts in pursuance of this policy. Further, all bidders to submit an "Integrity Pact" (on non judicial stamp paper of requisite value.			"Integrity Pact" as per Annexure 6 on non-judicial stamp paper of Rs. 200/- as per ANNEXURE-6.

**Documentary evidence must be submitted for each criterion.**

1) Bidder can submit the bid with maximum Two OEM solution/product for application. OEM can authorize different bidders/SI to quote for the same product.

2) Bidder must comply with all the above mentioned criteria. Non-compliance of any of the criteria will entail rejection of the Bid. Copies of the relevant documents / certificates should be submitted as proof in support of the claims made.

3) Any assumptions made by the bidder's in response to this RFQ will be at their own risk and cost. The Bank will not be liable for any such assumptions / representations made by the bidder. The Bank's assumptions and decision will be final.

Seal & Signature of the authorized signatory:

Name:

Designation:

Date:

## Annexure 03 – Company Profile

Annexure-3

### Company Profile

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

S. No	Item	Details	Document Submitted (Please mention section and page number and highlight the key attribute)
1	Name of Company		
2	Postal Address		
3	Physical address of the Main office		
4	Physical address of the Data Centre		
5	Physical address of the Disaster Recovery Centre		
6	Telephone and Fax numbers		
7	Constitution of the Company :		
8	Company Registration Number (Please submit Registration Certificate)		
9	Name and designation of the person authorized to make commitments to the Bank		
10	Mobile, Telephone, E-mail Address of the person authorized to make commitments		
11	Whether any of the family members of Directors / Majority share holder / Authorized signatory working with the Bank	If yes, please provide details.	
12	Year of commencement of Business		
13	Sales Tax Number		
14	Income Tax Number / PAN Number		
14a	GST Number		
15	Brief Description of after sales service facilities available with the Company		
16	Income Tax Clearance Certificate		
17	Copies of Income Tax Returns filed during last 3 years.		

18	Copies of the Audited Balance Sheet and Profit & Loss Statement for FY 2019-20, FY 2020-21 and FY 2021-22		
19	Average turnover of last 3 year's period from ATM and Cash Recycler business. (Please submit Auditor Certificate if not clear from Audited Balance Sheet.		

Seal & Signature of the authorized signatory:

Name:

Designation:

Date:

## Annexure 04 – Details of Service Centre

Annexure-4

### Details of Service Centres

Name of the Bidder \_\_\_\_\_

S No	City	Own or Franchise	Postal Address	Contact numbers	Brief Description	No. of Engineer	Avg. Response Time
1							
2							
3							
4							
5							
6							
7							
...							

Seal & Signature of the authorized signatory:

Name:

Designation:

Date:

## Annexure 05 – Availability of Service Centre

Annexure-5

### Availability of Service Centres

S No	List of Major Centers	Service Center? (Yes / No)	Details of Service Center (Postal Address, Contract Number and Number of Service Engineers)
1	Agra		
2	Ahemdabad		
3	Ajmer		
4	Aligarh		
5	Allahabad		
6	Anand		
7	Aurangabad		
8	Bangaluru		
9	Bareilly		
10	Baroda		
11	Bharatpur		
12	Bharuch		
13	Bhopal		
14	Bhubaneshwar		
15	Bikaner		
16	Bulsar		
17	Burdwan		
18	Chandigarh		
19	Chennai		
20	Coimbatore		
21	Dehradun		
22	Delhi		
23	Ernakulam		
24	Faizabad		
25	Faridabad		
26	Ghandidham		
27	Ghaziabad		
28	Gurgaon		
29	Guwahati		
30	Haldwani		
31	Hyderabad		
32	Indore		
33	Jabalpur		
34	Jaipur		
35	Jalandhar		

36	Jamnagar		
37	Jamshedpur		
38	Jodhpur		
39	Kanpur		
40	Karnal		
41	Kolkata		
42	Kota		
43	Lucknow		
44	Ludhiana		
45	Madurai		
46	Meerut		
47	Mehsana		
48	Moradabad		
49	Mumbai		
50	Muzzafarpur		
51	Nagpur		
52	Navsari		
53	Noida		
54	Panaji		
55	Patna		
56	Pune		
57	Rae Bareli		
58	Raipur		
59	Rajkot		
60	Shahjahanpur		
61	Sultanpur		
62	Surat		
63	Udaipur		
64	Varanasi		
65	Visakhapatnam		

Note: If the Bidder has more than one Service Center in any of the cities listed above they may specify with serial Number.

Seal & Signature of the authorized signatory:

Name:

Designation:

Date:

## Annexure 06 – Pre Contract Integrity Pact

Annexure-6

### PRE CONTRACT INTEGRITY PACT

#### General

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on \_\_\_\_\_ day of \_\_\_\_\_ month, 20\_\_\_\_, between, on one hand, Bank of Baroda, a body corporate constituted under the Banking Companies (Acquisitions and Transfer of Undertakings) Act, 1970 having its Head Office at RC Dutt Road, Alkapuri, Baroda, and its Corporate Office at Baroda Corporate Centre, C-26, G-Block, Bandra Kurla Complex, Bandra East, Mumbai-400051 (hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s \_\_\_\_\_ represented by Mr. / Mrs. \_\_\_\_\_, Chief Executive Officer / Authorized Representative (hereinafter called the "BIDDER / Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to procure **End to End Deployment of 4000 ATMs inclusive of Managed Service & TIS under OPEX Model** and the BIDDER / Seller is willing to offer / has offered the said services and

WHEREAS the BIDDER is a Private Company / Public Company / Government Undertaking / Partnership / LLP / LLC / Registered Export Agency, constituted in accordance with the relevant law in the matter and the BUYER is a Public Sector Undertaking performing its functions on behalf of the President of India.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence / prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to :-

Enabling the BUYER to obtain the desired said services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

#### 1. Commitments of the BUYER

1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organisation or third party related to



- 1.2 the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 1.3 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.4 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
- 1.5 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

## 2. Commitments of BIDDERS

- 1.1 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-
- 2.2 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 2.3 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.
- 2.4 BIDDERS shall disclose the name and address of Agents and Representatives and Indian BIDDERS shall disclose their foreign Principals or Associates.
- 2.5 BIDDERS shall disclose the payments to be made by them to Agents / Brokers or any other intermediary, in connection with this bid / contract.
- 2.6 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer / / service provider / integrator / authorised government sponsored export entity and has not engaged any individual or firm or company whether Indian or Foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 2.7 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, Agents, Brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 2.8 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 2.9 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 2.10 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship,

regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

- 2.11 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 2.12 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 2.13 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be closed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.
- 2.14 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

### 3. Previous Transgression

- 3.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.
- 3.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

### 4. Earnest Money (Security Deposit)

- 4.1 While submitting Commercial Bid, the BIDDER shall deposit an amount (Shall be specified in RFP) as Earnest Money / Security Deposit, with the BUYER through any of the following instruments:
  - (i) Bank Draft or a Pay Order in favour of Bank of Baroda
  - (ii) A confirmed guarantee by an Indian Nationalized Bank other than Bank of Baroda, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.
  - (iii) Any other mode or through any other instrument (to be specified in the RFP).
- 4.2 The Earnest Money / Security Deposit shall be valid up to a period of 6 years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period whichever is later.
- 4.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bank Guarantee in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bank Guarantee in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 4.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money / Security Deposit for the period of its currency.

### 5. Sanctions for Violations

- 5.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-
  - 5.1.1 To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
  - 5.1.2 The Earnest Money Deposit (in pre-contract stage) and / or Security Deposit / Performance Bank Guarantee (after the contract is signed) shall stand forfeited either

fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.

- 5.1.3 To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- 5.1.4 To recover all sums already paid by the BUYER with interest thereon at 2% higher than the prevailing Base Rate of Bank of Baroda, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other services, such outstanding payment could also be utilised to recover the aforesaid sum and interest.
- 5.1.5 To encash the Advance Bank Guarantee and Performance Bank Guarantee / Warranty Bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- 5.1.6 To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation / rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- 5.1.7 To debar the BIDDER from participating in future bidding processes of the Bank for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- 5.1.8 To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or Agent or Broker with a view to securing the contract.
- 5.1.9 In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.
- 5.1.10 Forfeiture of Performance Bank Guarantee in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 5.2 The BUYER will be entitled to take all or any of the actions mentioned at para 5.1(5.1.1 to 5.1.10) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 5.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

## 6. Fall Clause

The BIDDER undertakes that it has not supplied / is not supplying similar product / services or sub-services in similar quantity during last one year from the date of issuance of this RFQ, at a price lower than that offered in the present bid in respect of any other Ministry / Department of the Government of India or PSU or PSB or any other company and if it is found at any stage that similar product / services or sub-services was supplied by the BIDDER to any other Ministry / Department of the Government of India or a PSU or PSB or any other company at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

## 7. Independent Monitors

- 7.1 The BUYER has appointed Independent External Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission. Name: \_\_\_\_\_ (email id: \_\_\_\_\_)
- 7.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 7.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

- 7.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 7.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.
- 7.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.
- 7.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 7.8 The Monitor will submit a written report to the designated Authority of BUYER/Secretary in the Department/ within 8 to 10 weeks from the date of reference or intimation to him by the BUYER I BIDDER and, should the occasion arise, submit proposals for correcting problematic situations

**8. Facilitation of Investigation**

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

**8. Law and Place of Jurisdiction**

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

**9. Other Legal Actions**

The actions stipulated in this **INTEGRITY PACT** are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

**10. Validity**

The validity of this **INTEGRITY PACT** shall be from date of its signing and extend up to six years or the complete execution of the contract to the satisfaction of both, BUYER and the BIDDER / Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this **INTEGRITY PACT** shall expire after six months from the date of the signing of the contract.

10.1 Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

11. The parties hereby sign this Integrity Pact at \_\_\_\_\_ on \_\_\_\_\_

BUYER

BIDDER

Name of the Officer:

Chief Executive Officer / Authorized Representative Designation:

Department:

Witness

Witness

1. \_\_\_\_\_

1. \_\_\_\_\_

2. \_\_\_\_\_

2. \_\_\_\_\_

## Annexure 07 – Conformity with Hardcopy Letter

Annexure-7

### Conformity with Hardcopy Letter

(to be given by the Bidder participating in the RFQ on their official letter heads)

**The General Manager & Deputy Chief Digital Officer  
(Digital Operations Group)**

Bank of Baroda  
1<sup>st</sup> Floor, Baroda Bhawan,  
R. C. Dutt Road, Alkapuri,  
Vadodara – 390007 Gujarat

Sir,

**Sub: RFQ for End to End Deployment of 4000 ATMs inclusive of Managed Service & TIS under OPEX Model**

Further to our proposal dated ....., in response to the Request for Qualification (Bank's response No. hereinafter referred to as "RFQ") issued by Bank of Baroda ("Bank") we hereby covenant, warrant and confirm as follows:

The soft-copies of the proposal submitted by us in response to the RFQ and the related addendums and other documents including the changes made to the original response documents issued by the Bank, conform to and are identical with the hard-copies of aforesaid proposal submitted by us, in all respects.

Yours faithfully,

Authorized Signatory

Name:

Designation:

Bidder's Corporate Name

Address

Phone #

E-mail

## Annexure 08 – Conformity Letter

*(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)*

Annexure-8

### Conformity Letter

**The General Manager & Deputy Chief Digital Officer  
(Digital Operations Group)**

Bank of Baroda  
1<sup>st</sup> Floor, Baroda Bhawan,  
R. C. Dutt Road, Alkapuri,  
Vadodara – 390007 Gujarat

Sir,

**Sub: RFQ for End to End Deployment of 4000 ATMs inclusive of Managed Service & TIS under OPEX Model**

Further to our proposal dated ..... in response to the Request for Qualification (Bank's response No. hereinafter referred to as "RFQ") issued by Bank of Baroda ("Bank") we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFQ and the related addendums and other documents including the changes made to the original response documents issued by the Bank shall form a valid and binding part of the aforesaid RFQ document. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

Authorized Signatory

Name:

Designation:

Bidder's Corporate Name

Address

Phone #

E-mail



## Annexure 09 - Cover Letter for Technical Proposal

[Company Letter Head]

### Cover Letter for Technical Proposal

Date

**The General Manager & Deputy Chief Digital Officer  
(Digital Operations Group)**

Bank of Baroda

1<sup>st</sup> Floor, Baroda Bhawan,  
R. C. Dutt Road, Alkapuri,  
Vadodara – 390007 Gujarat

Dear Sir,

1. Having examined the RFQ Document, the receipt of which is hereby duly acknowledged, we, the undersigned offer to Manage, Supply, Deliver, Implement and Commission ALL the items mentioned in the 'Request for Qualification' and the other schedules of requirements and services for your Bank in conformity with the said RFQ Documents.
2. We agree to abide by this Offer for 180 days from date of opening and our Offer shall remain binding on us and may be accepted by the Bank any time before expiry of the offer.
3. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
4. a) We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".  
b) Commission or gratuities, if any paid or to be paid by us to agents relating to this Bid and to Contract execution, if we are awarded the Contract are listed below.
  - i. Name and Address of the Agent
  - ii. Amount and Currency in which Commission paid / payable
  - iii. Purpose of payment of Commission (If commission is not paid / not payable indicate the same here)
5. We undertake to ensure that in case of installation against replacement, the Hard Disk Drive of the ATM/ CD being replaced, will be handed over to the Branch Manager / his representative and this will be recorded in the Installation Report to be signed by our representative and the Bank. I / We also give an undertaking that the integrity of the data on the Hard Disk will not be compromised and put to any misuse, causing financial / reputational loss to the Bank.
6. We give an undertaking that disposal process of the old ATMs / CDs will be handled properly with a view to protecting the environment, reducing pollution by toxic gases / green house emissions and other non-biodegradable substances caused by e-waste disposal.
7. We certify that we have provided all the information requested by the Bank in the format requested for. We also understand that the Bank has the exclusive right to reject this offer in case the Bank is of the opinion that the required information is not provided or is provided in a different format.

Dated this.....by .....20

Authorized Signatory

(Name: Contact Person, Phone No., Fax, E-mail)



## Annexure 10 - Experience (ATMs/CDs)

Annexure-10

### Experience (ATMs / CDs)

S No	Questionnaire	Answer	Supportive Document	Attachment Details
1	Currently Rendering Incidence Management services for how many ATMs / CDs?		Credential Letter from Banks Required on their Letter Head	Section No – Page No – (Please highlight the key attribute using a colored highlighting Pen)
2	Currently Rendering Cash services to how many ATMs / CDs?		-do-	-do-
3	Currently rendering DVR services to how many ATMs / CDs?		-do-	-do-
4	How many make of ATMs / CDs (in last 5 years) have been managed by the Bidder?		-do-	-do-
5	Currently rendering SLM services to how many ATMs / CDs?		-do-	-do-
6	Currently rendering Site Maintenance Services to how many ATMs / CDs?		-do-	-do-
7	How many ATMs / CDs sites have been commissioned by the Bidder?		-do-	-do-
8	Installation and Monitoring of VSAT connectivity to how many ATMs / CDs?		-do-	-do-
9	Rendering EJ pulling services to how many ATMs / CDs?		-do-	-do-
10	Number of Year in ATMs / CDs Managed Services business?		Certificate of Incorporation / Memorandum of Association.	-do-

Place. AUTHORISED SIGNATORY

Date. Name & Designation.

## Annexure 11 - Details of Office/Branches/Service Centers

### A. Service centre detail of the bidder

Sr. 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

Sr. No.	Item	Existing Details	Details of Additional requirements necessary for undertaking proposed
1	Management Centre Operational since		
2	No of ATMs, the management centre is designed to support		
3	Number of banks for whom management service have been undertaken (mentioned names of the banks and number of ATMs managed -		
4	No of banks for whom MS presently being undertaken (mention names of the banks and number of ATMs under management )		
5	Number of personal employed on full time basis for management centre activities		
6	Number of own / part time employees if any		
7	Number of shifts in 24 hours period		
8	Substitution arrangement in case of emergencies		
9	Number of own employees details for each major services at the management activities		
	- Incident Management System		
	- Remote Enterprise Management System		
	- Cash Management		

	- Help Desk		
	- Management of Subcontractors for FLM, consumables, cleaning, cash replenishment, Deposit pick up		
	- 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 ATMs	
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) CD Management Centre Infrastructure Including Data Security Systems	
	b) Incident Management	
	c) CD 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	

Place.

AUTHORISED SIGNATORY

Date.

Name & Designation.

## Annexure 12 : - Technical Expertise

Annexure-12

### Technical Expertise

S. No	Requirement	Remarks / Comments / Write-ups / Documentation Details
1	Loading of Cash in ATMs by -	
	- Cassette Swap method	
	- Add Cash method	
2	Transportation of cash from Nodal offices of Bank to <b>Machine</b> sites	
3	Monitoring of Cash in <b>Machines</b> :	
	- Whether CRA will do or Bidder will do	
4	Optimization of Cash in <b>Machine</b>	
	- Maximum Cash holding with no cash out incident (99% of the time)	
5	Cash delivery scheduling - give a write-up	
6	Cash EOD – Daily EOD must be done for Metro, Urban ATMs and twice a week for Rural ATMs	
7	Takeover of self loading <b>Machines</b>	
8	Cash verification by Bank as per Bank's requirements – periodically and surprise	
9	Real-time Alerts on low-cash / cash-out positions	
10	Receipt of services requests / complaints on 24 x 7 basis from Bank or Bank's customers / <b>Machine</b> users through	
	- Web	
	- Call Centre	
11	Clearing of Receipt, Journal and Statement Paper Jams	
12	Clearing Card, Envelope and Currency Jams	
13	Remote Management of ATMs / CDs and its parts – give details of tools / software package used	
15	Remote Management of Electrical and Air-conditioning – give details of tools / software package used	
16	Basic remedial maintenance – state periodicity	
17	Basic preventive maintenance – state periodicity	
18	Rectification of site related problems (e.g.: Electrical problems, environmental conditions etc.)	

19	Checking and clearing of media transports	
20	Preventive maintenance – state periodicity	
21	Implementation of Engineering Changes, wherever required / necessitated	
22	Supply and installation of original spare parts, wherever required, to take care of breakdowns and natural wear and tear or aging of ATMs / CDs.	
23	Remote Diagnostics of ATMs / CDs and its parts – give details of tools / software package used	
25	Number of Technically trained manpower available centre-wise	
26	OEM spares	
27	Hot spares available centre-wise	
28	Number of <b>Machines</b> make-wise under MS	
29	Do you have agreements with OEMs (in case of OEM Bidders - other OEMs)	
30	Details of agreements with OEMs	
31	Remote Diagnostics client tested for which makes of ATMs / CDs	
33	100% Success rate of EJ pulling on (T+1) Basis	
34	Scheduler for EJ (Real time or Batch Job for ATMs / CDs, if Batch Job what is the frequency in a day)	
36	Archival of EJ	
37	Retrieval of Video / Images	
38	Schedule check for Image quality	
39	Monitoring of the Health of DVR	
40	Video / Image Archival	

Place.

AUTHORISED SIGNATORY

Date.

Name & Designation.

## Annexure 13 – Track Record

Annexure-13

### Track Record

A) Name of the Bidder \_\_\_\_\_

Name of the Client	Machines supplied / Services Offered		Contract Validity	Contact Person (Name / Designation / Contact details)
	Service	Quantity		

(Please provide reference of at least two customers)

B) Name of the Sub-contractor \_\_\_\_\_

Name of the Client	Machines supplied / Services Offered		Contract Validity	Contact Person (Name / Designation / Contact details)
	Service	Quantity		

(Please provide details of all sub-contractors who shall be outsourced or planned to be outsourced for carrying out the project)

Place.

AUTHORISED SIGNATORY

Date.

Name & Designation.

## Annexure 14 – Management/Project Management Capabilities

Provide detailed strategy / Work-outs / Documentation etc. along with elaborate proposal for each section and sub-section of the following:

1. Cash Management.
  - i. Vault Management
  - ii. Bidder Management
  - iii. Shortages Management
  - iv. Heavy Dispense Management
  - v. Cash Optimization
2. Management of spare parts
  - i. Contract details with OEM
  - ii. Geographical details for spare parts stocking
  - iii. List of Spares which shall be stocked for immediate replacement
3. Site Implementation / Maintenance
  - i. TIS partner / sub-contractor details, if sub-contracted
  - ii. Detailed workflow with time lines
  - iii. Purchase policy of Cement, Tiles, and Electrical Equipments etc. if not sub contracted
4. AMC management for AC & UPS
  - i. Contract details with Bidder / Manufacturer
  - ii. Monitoring automation of low battery alert, AC functionality and signage etc
  - iii. Emergency Handling
5. Management of E-Surveillance System
  - i. Contract details with Bidder
  - ii. Monitoring and automation of Alerts
  - iii. Energy management module
  - iv. Beat Marshal and QRT Team work flow
  - v. AI based Automation for better monitoring of sites

Place. AUTHORISED SIGNATORY

Date. Name & Designation.



## Annexure 15 – Oral/PPT Presentation

### Structure for Oral / PPT Presentation:

Topic	Allotted Timeline
i) Brief Details of the Bidder	5 Min
ii) Migration & Implementation Methodology	20 Min
- Cash Migration & Implementation	
- Incidence Management	
- Caretaker Management Plans	
- Site Implementation Plans	
- VSAT / Networking migration & implementation plans	
- Bidder Management plans	
- Cash Management	
- Network Transition	
- Time frame for Migration	
iii) Plans for AMC Management	5 Min
- Plans for AC, UPS, Site and VSAT AMC	
- Partnership details with AC UPS Vendors / Manufacturers	
1. Management of Spares	
iv) MS Center:	15 Min
- Call handling capability and dispatch process	
- Graphical presentation of a Ticket lifecycle	
- Monitoring software details	
- ESQ two way FDS integration plan	
v) Escalation Matrix	10 Min
- Structure	
- Technologies to support the Matrix	
- Best Practices	
vi) Question Answers	5 Min

Please Note:

- The Bank shall intimate the Bidders 48 Hours prior to the scheduled Presentation. No request for change in date & time shall be entertained.
- In case of delay in presentation, Bank at its own discretion, may reject the Bidder for participating in the presentation and shall be put '0' Marks for specific areas.

Place. AUTHORISED SIGNATORY

Date. Name & Designation.

## Annexure 16:- Scope of Work

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

### 1. ATM procurement, installation and maintenance including buyback of old ATMs

Bidder is responsible for procurement, installation and maintenance of ATMs at Onsite, E-Lobby/Express lobby/Digital Banking Units (DBUs) and Offsite locations as per the Technical Specifications mentioned in this RFQ.

- a) The ATMs are required to be deployed across the length and breadth of the country as per Bank's business requirement at on-site, off-site locations and E-Lobby/Express lobby/DBUs.
- b) The ATMs should be maintained by the Bidder for the full 5 year contract period. The Bidders shall have AMC arrangements whereby the maintenance of ATMs shall be carried out by OEM or its authorized dealers for a period not less than 5 years to cover the entire contract period.
- c) 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.
- d) ATMs with technology and functionalities like 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.
- e) BIDDER should provide all new ATMs (not refurbished) with latest all the functionality of a particular OEM and particular model with OEM Native application. ATMs should be ready with biometric functionality compliant with Latest UIDAI standard and should conform to latest EMV standards.
- f) BIDDER will also ensure that ATM machine are having Dip Smart Card Reader with anti-skimming and anti-shimming device installed and integrated with the card reader. Further, it should be equipped with inbuilt dip protection plate or equivalent solution / device for protecting from Deep insert skimming and shimming attack on ATMs. In case, any EMV enabled card reader are faulty and causing fall back transaction at switch then BIDDER will replace the faulty card reader of all such ATMs as per list shared by Bank / NPCI within T+1 basis. For any loss to Bank or penalty imposed by NPCI / VISA / Master etc. or any regulatory authority for fall-back transactions then BIDDER will be solely responsible for such loss / penalty.
- g) BIDDER should ensure that customization / changes in settings at ATMs level, if any, are completed to communicate with Switch and ATM network for the existing / proposed Card based as well as Cardless transactions without any cost to the Bank. Such customization / changes are expected to be rolled out at all ATMs by the BIDDER within one month of the sign off by the Bank.

Bidder will display the acceptance of various cards network like JCB/UPI/VISA/Rupay etc at all the ATM sites and machines without any cost.

- h) 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 BIDDER to provide all Indian Language receipt printing facility in the ATMs from the time of operationalization of first ATM. If any changes in ATM OEM software is required to be done the same are required to be completed by the BIDDER at no additional cost to the Bank. Text to be printed on receipts will be given by the Bank.
- i) All ATMs have to be enabled for the visually challenged so the ATM must be suitable for the visually challenged persons. Further a ramp is required at all sites for physically challenged persons except for those sites where construction of ramp is not possible due to certain reasons, which fact should find a mention in the Site Feasibility Report. All CDs must also be suitable for wheel chair based operations by physically challenged persons.
- j) BIDDER should provide the feature at each ATMs to reduce shoulder surfing risks
- k) ATMs deployed should comply with RBI, IBA, EMV, VISA, MASTER, NPCI guidelines issued before go live date. In case of non-compliance, if the bank incurs any liability/payment, the same will be recovered from the Bidder. If any new guidelines are issued by these organizations, the BIDDER / vendor shall arrange for its compliance / up gradation on mutual terms.
- l) BIDDER will have to necessarily undertake good quality grouting of ATMs, as specified by the Bank, which is as under:-  
Moving/tilting of machine for removing existing leveling screws. Drilling 8"-10" holes in the existing flooring using concrete drill bits. Hammering metal sleeves in these holes. Repositioning the machines over the existing markings. Putting in Anchor fasteners - min. 6" long anchor fasteners, preferably of Fischer make. Applying resin adhesive (Araldite) over the finished bolt positions for improved bonding & repairing broke tiles, if any.

The description given above is indicative only for the purpose of clarity and should be followed not only in letter but also in spirit for providing end to end grouting.

- m) The old ATM/CD has to be de-grouted, if required, and removed by the BIDDER and disposed-off in a proper manner with a view to protecting the environment, reducing pollution by toxic gases / greenhouse emissions and other non-biodegradable substances caused by e-waste disposal.
- n) BIDDER should remove the old asset/ATMs as per buyback rate finalized through this RFQ/RFP process.
- o) One Test machines to be supplied under the contract to be provided by the BIDDER free of cost for testing and maintenance of such test machine will be done by BIDDER without any cost to Bank.

- p) ATMs should be installed in such a way that, they are flushed into the wall / false wall and all the electrical power points, LAN cables, UPS Batteries, Modems are kept concealed behind the false-wall to create a back room, wherever feasible.

## 2. Networking for connectivity of Onsite and Offsite ATMs-

- a) All off – site CDs 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 / 4G / 5G may be acceptable. However, all the technologies should be implemented subject to IT security policy of Bank.
- b) For onsite locations, bank will be providing connectivity link including the networking equipment for the On-site ATM to the Switch. The uptime of the onsite network link will be maintained by the Bank. Further, Bank may ask the BIDDER to provide separate link where existing Banks network is not feasible or have low bandwidth for ATMs. At such site, BIDDER to provide their network equipment's and establish the connectivity without any cost to Bank.
- c) Bidder will also provide the ATM connectivity where Bank has its own/leased premise or lease arrangement/transfer from existing landlord is not feasible without any cost to the Bank. At such sites, rent and electricity will be paid by Bank and transactions rate will be payable as per Onsite category to Bidder.
- d) The entire network setup should not be shared to any other customer. It should be end to end private network. BIDDER has to comply with the contract Terms for connectivity. 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.
- e) The BIDDER is responsible for supply, installation and maintenance of the network equipment's and establish the connectivity for all offsite ATMs with very high uptime, inbuilt redundancy, security, etc.
- f) Maintenance of all network equipment's is the responsibility of the BIDDER which includes support/repair/replace/maintain all parts of the equipment's
- g) The dual network devices required for establishment of primary and secondary backhaul link should be supplied by the BIDDER without any cost to Bank.
- h) Preventive maintenance of network equipment's should be carried out by the BIDDER at least once a quarter to ensure uninterrupted ATM service
- i) Network devices Installation and maintenance of network equipment's at Bank's premises shall be responsibility of the BIDDER and it shall be done in consultation with Bank's Network Operation Team.

- j) 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.
- k) The networking design, implementation and establishment plan, technology and security details should be provided by the BIDDER.
- l) The BIDDER has to provide sufficient bandwidth for smooth functioning of ATM operations and managed service activity. The minimum bandwidth in case of VSAT last mile at each location for each ATM should have dedicated 64 Kbps with 100% concurrency (demand as on today). Per ATM bandwidth requirement should match with the day to day requirement. Any software or application up gradation or application demands the bandwidth, the same should be made adequately available to cater to the day to day requirement within the contract period. The same is applicable for other last mile also.
- m) The dual 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. The backhaul link each between Networks Bidders Hub/NOC, to banks Data Centres and Disaster Recovery Centres should be configured with end to end IP Sec should support AES, GCM, SHA2 or any latest encryption which bank may ask as per that days requirement in the contract period
- n) The sufficient bandwidth should be provided to the backhaul links by the BIDDER.
- o) The backhaul links should have in-built redundancy. One link should be wired line from one Network Service provider and redundant link should be wired from another Service provider in both DC and DR.
- p) The bank has the right to conduct post implementation audits of the network to ensure proper establishment of network connectivity and security.
- q) Network fine-tuning, patches/IOS /OS/Firmware updations, any other upgradations etc., should be done by the BIDDER.
- r) The BIDDER should allocate dedicated IP addressing scheme for entire network in coordination with Bank's networking Operation Team and Security team.
- s) The BIDDER should have a clear Disaster Recovery Plan and Business Continuity plan and details should be furnished
- t) Network should adhere to the following security aspect
- Strong Authentication
  - IPSec Tunnel for the ATM traffic
  - Data confidentiality
  - End-to-End private network
  - All the links and devices should be monitored by Network Monitoring system and NMS dashboard should be shared to the bank.
  - Auto Trouble ticketing system should be implemented by the BIDDER.
  - All the LAN and WAN cabling should be neat and structured manner and it is responsibility of the BIDDER.
- u) BIDDER should have clear Disaster Recovery and Business Continuity Plan and the details of the same should be furnished. Vendor should participate the mandatory DR Drills as directed by the bank.
- v) In case bank decides to migrate from IPV4 to IPV6 then BIDDER will have to make necessary configuration changes without additional cost.

### 3. Site selection and Total Implementation of Sites (TIS) Services & Buyback of Old ATM

#### 3.1 OFF-SITE LOCATIONS

- a) Bank will communicate to the selected BIDDER, the number of ATMs required in each site/city/place of zone spread across country. 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.
- b) The BIDDER should get in-principle approval from the Bank for the site before proceeding with the final installation. BIDDER should furnish the details of the sites identified to the bank in writing for bank's approval.
- c) If the BIDDER is also in White level ATM Business then BIDDER should not adopt any such policy/practice which may affect the hits of the Bank ATM
- d) While selecting Offsite locations the BIDDER should ensure that Bank of Baroda ATM / CD is already not available within 300 metres in Metro, 500 Meter in Urban area and 1 KM in semi urban area. In rural places if Bank of Baroda ATM / CD already available one more ATM need not be installed. However, with specific approval from bank additional ATM may be installed at potential sites with average hits per ATM is already very high.
- e) 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.
- f) Obtaining all statutory approvals from landlord, municipal authority and all other concerned authorities.
- g) Supply and Installation of Site Infrastructure items like Network equipment's, UPS with batteries, Air Conditioners (A/C), A/C Timer, V M item – Glow Sign Board, Lollypop, Information Panel, Lighting, Access Control Mechanism, Storage Cabinet and Waste Paper Basket, External Camera, Visual Merchandise and Other fixtures/fittings specified.
- h) BIDDER will supply minimum 2KVA UPS of reputed make with 4 hours battery backup on full load. In case there are multiple machine like CR/SSPBP at the site 3KVA UPS with 4 hours back to be supplied by the BIDDER. In ideal scenario 2 KVA UPS is sufficient for one machine.
- i) BIDDER will also provide Voltage stabilizer for UPS (as per requirement) and Isolation Transformer (as per requirement) at the site to run the ATM smoothly.
- j) Preparation of site including Civil, Electrical, Carpentry/Aluminium work, Interior work, Air-conditioning facility.
- k) Payment of Rent/EB Advances and Rent, Electricity bill, taxes, lease deed expenses etc.
- l) BIDDER should enter into lease agreement/ownership for the site, roof rights etc in case of VSAT installation/solar panel installation where new ATMs are proposed to be installed at Onsite/Offsite locations.
- m) Rent and electricity bill for the Offsite ATM Site will be borne by the Vendor. However, the selection of Off-site location is subject to the approval by the respective Bank Zonal/Regional Office.
- n) Full TIS services will be required for all the sites allotted to the BIDDER.
- o) The site should be at the ground floor and on the main road at the prominent locations like corporate outlets, market places, malls, etc.



- p) The area of site shall be 80 - 100 Sq Ft. suitable for installation of ATMs. Customer area should be minimum 70% of total site area.
- q) BIDDER will not install its White Label ATM(s) within the vicinity of 500-1000 meter of Bank of Baroda ATM.
- r) BIDDER shall conduct site identification exercise and offer suitable site in the vicinity of locations desired by the Bank. Bidder cannot refuse installation of ATM at the onsite or offsite locations desired by the Bank.

### 3.2 ON-SITE LOCATIONS

- a) Bank may 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 ATMs and other peripherals as per technical specifications mentioned in this RFQ.
- b) Preparation of site including Civil, Electrical, Carpentry/Aluminium work, Interior work, Air-conditioning facility. However, in the case of onsite CDs, if walls have to be constructed, the cost of construction will be borne by Bank/ Premises owner.
- c) 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.
- d) The Bank at its own cost will make arrangements for providing electrical power supply upto the ATMs Room. Site Rent and electricity bill for Onsite premise will be paid by the Bank.
- e) Bank will provide the Network connectivity for the Onsite ATMs. Hub, IO Box and LAN cable from Branch Switch to ATM cabin etc to be provided by the BIDDER.
- f) BIDDER will supply and install of Site Infrastructure items like Network equipment's, UPS with batteries, Air Conditioners (A/C), A/C Timer, V M item – Glow Sign Board, Lollipop, Information Panel, Lighting, Access Control Mechanism, Storage Cabinet and Waste Paper Basket, External Camera, Visual Merchandise and Other fixtures/fittings specified.
- g) BIDDER will supply minimum 2KVA UPS of reputed make with 4 hours battery backup on full load. In case there are multiple machine at the site 3KVA UPS with 4 hours back to be supplied by the BIDDER In ideal scenario 2 KVA UPS is sufficient to run one machine. As per Bank Business requirement, Bank may deploy second, third and fourth machine at the existing location including passbook printer, Cash Recycler and other Self Service Kiosk.
- h) BIDDER will also provide Voltage stabilizer for UPS (as per requirement) and Isolation Transformer (as per requirement) at the site to run the ATM smoothly.
- i) Site Rent and electricity bill for existing Onsite premise will be paid by the Bank and Bank may deploy any additional machine like ATM, Cash Recycler, and SSPBP etc. at existing onsite/offsite locations as per Bank business requirement. BIDDER will have to factor the UPS power backup arrangement for such machines as per number of machine at the site.
- j) TIS services will be required for all the sites allotted to the BIDDER.

### 3.3 TRANSFER / SURRENDER / VACATE THE SITE

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.

In case, the BIDDER desires to relocate ATMs, BIDDER must obtain Bank's prior approval in this regard and bear the all associated cost of relocation.

The Bank also may request/advise the BIDDER to relocate the ATM to any other location due to administrative exigencies. Under such circumstances BIDDER has to bear the cost of Shifting and other misc expenditure. The relocation should be executed within 30 working days from the date of the approval provided by the Bank, failing which that ATM shall be considered as under downtime from the 31st working day onwards. Partial surrender of ATM or sites will not be allowed.

### **3.4 SITE PREPARATION**

The BIDDER is required to develop the site and take up complete site preparation, supply, Installation and maintenance of all site infrastructure equipment's as per the specification detailed in this agreement/Schedule-III. 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 equipment's/fittings supplied for at least Seven years. The materials used shall be of standard make and model.

### **3.5 Buyback of Old Assets**

BIDDER shall have to remove the following old assets from existing sites and buyback the ATM machine as per buyback rate finalized through this RFQ/RFP process.

- Old AC/UPS/batteries/VSATs/signage etc.
- Old TIS items
- Removal of HDD and Degrouting of old ATMs before buyback
- Removal of E-surveillance system from site
- Degrouting and removal of all the machine from multiple machine sites

Bank may take over the ATM, UPS with Batteries, ACs, VSAT etc., at an aggregate value of Rs. 1,000/- per site at the end of the contract period at Banks Discretion. The BIDDER should ensure that assets of ATMs, UPS, AC, VSAT, deployed are free of all encumbrances for the Bank to take over on expiry of the Contract.

## **4. Site Maintenance, Cleaning services, E-surveillance and Caretakers Services**



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

- a. 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
- b. CHECKING of all site infrastructure equipment's used for ATM operation on daily basis and resolving the problems if any.
- c. Checking of tubes/bulbs/CFLs and its replacement, door alignment/ access lock problems, if any etc. on day to day basis either by them or by their sub-contractors.
- d. Visual materials, brochures supplied by bank should be made available at the ATM Site.
- e. BIDDER has to ensure physical security 24/7 of the ATMs through e- surveillance. The cost of e-surveillance shall be borne by the BIDDER. The BIDDER through its partner or subcontractor has to provide e-surveillance services for the sites and is to take complete responsibilities for the security of the sites. The e-surveillance facility is to cover following:
  - a) Detection of intrusion of ATM / adjoining premises
  - b) CCTV monitoring of ATM room and back room
  - c) Round the clock detection of loitering / unauthorized activities.
  - d) Video verification by viewing image of sites
  - e) Storing video footage for a period of minimum 180 days.  
(Storing of Images of Video Verification (6 Months). BIDDER to preserve & provide the CCTV footages (images and videos) & ATM's DVSS images for all disputed transactions / vandalism / Theft cases, till they are closed / resolved even beyond the period of 6 months, if required.

CCTV camera should be provided in main ATM room, outside the ATM room, in the ATM Back room and a hidden Pin Hole Camera at a suitable concealed location inside the main ATM room. All Cameras should be of IP Cameras with High Resolution (HD 1920 x 1080 pixel resolution) and should be able to record clear images and video in the scenario of dull light at ATM site or the bright light from the background. While viewing the site in real time through CCTV surveillance from Command centre of the vendor, there should be no interruptions due to connectivity / Bandwidth related issues.

- f) Escalation of calls through SMS / telephone for quick redressal
- g) To provide mutually agreed report to bank.
- h) To provide all information on video footage / images to Bank, Police authorities or any regulatory authorizes.
- i) Implement quick response team to take following actions:
  - i. Attend the site within reasonable time ("20 to 30 minutes in metro and urban areas and 30 to 60 minutes in Semi Urban and Rural areas)
  - ii. To inform police and to take support from them for any untoward incident.
  - iii. To take reasonable deterrent action for any untoward incident
  - iv. To support bank or any enforcement agency to deal with an event
  - v. Any other work as per mutual discussion
- j) Monitoring of ATMs and other accessories like UPS, ACS, VSAT etc.

In some sites bank may insist for deployment of caretaker. The cost of caretaker shall be borne by BIDDER. For such sites, bank shall pay as per the rates quoted by the BIDDER in commercial

bid. BIDDER should confirm compliance for care takers like payment of minimum wages, police verification of caretaker etc. BIDDER should employ care takers from the private security agency sponsored by the Director as per RBI guidelines. Deployment of care takers shall be sole discretion of the bank.

The BIDDER through its partners or subcontractor has to provide caretaker services as listed by Bank. The BIDDER has to take complete responsibility of the caretaker and CT services should be

- i. Antecedents are verified from police authority
- ii. Always present at the site during his shift
- iii. Always be alert and attractive at all times when on duty
- iv. Ensure that ATM site is clean, electrical fittings are working.
- v. Be dressed in clean uniform (not shabby) and should wear the name badge
- vi. Have minimum education of 10th pass
- vii. Courteous to customer
- viii. Be within the age group of 21 – 45
- ix. Assist the customer if requires
- x. Necessary training be given by the BIDDER for taking steps to prevent any attempt of burglaries, call to police / fire services in case of emergencies.

A. Caretaker Services are not required under the scope of this RFP, however, Bidder are required to provide caretaker services to the Bank in the emergency requirement or wherever the same is needed by the Law Enforcement agencies.

B. The vendor must ensure that all applicable laws framed by the Central Government, State Government and Local Bodies, including payment of applicable minimum wages and all laws pertaining to contract employees/ labour laws are complied with while providing caretaker services. The vendor may have to execute an indemnity bond in favor of the Bank in this regard.

C. If the Vendor proposes to engage services of other agencies, full details of all contractors parties to be enclosed.

## 5. Managed Services of ATMs machines.

### 5.1 Cash Replenishment / Cash Evacuation Services:

Cash loading, Cash optimization and Cash Forecasting will be the responsibility of the selected BIDDER. Any services mentioned under this agreement shall be outsourced to vendor/Sub-contractor who are fully complying with the criteria mentioned by RBI/MHA and other regulators time to time. The services include the following:-

- a) Cash replenishment at ATMs and ensuring cash efficiency.
- b) 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.
- c) Evaluate the cash requirement for every ATM through analysis of past usage trends and current cash status updates

- d) 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.
- e) ATM EOD must be done on daily basis irrespective of the cash loading of the ATM. There should be minimum of 15 cash replenishments/EOD in a month. The BIDDERS should furnish the details of the replenishments made during the month along with the bills for payment.
- f) C3R Report along with Switch and Machine Counter must be submitted on T+1 basis to Bank Nodal branches and Central Recon Team by 1:00 PM daily.
- g) 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.
- h) 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 ATMs, performing End of Day (EOD) and furnishing detailed MIS as required by the Bank.
- i) The BIDDER will be responsible for reconciliation of cash and resolution of all related complaints received from customers as per SOP defined by the Bank Recon Team and as per TAT defined by the RBI.
- j) 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.
- k) 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.
- l) Cash in ATMs will be insured by the BIDDER.
- m) Any shortage or loss of cash, whatsoever and for whatever reason shall be made good to the Bank immediately 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.

- n) Bidder will obtain Transit and Cash in ATM insurance and relevant documents to be submitted to the Bank on demand else 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 ATM to be serviced.
- o) If available, BIDDER will provide the portal access for real time update/report of cash management activity like Admin Activity, Cash loading, Cash Offloading and EOD reports without any cost to the Bank.
- p) Bank at its discretion may withdraw the cash services defined in the contract from the BIDDERS and go for self-loading during the currency of the contract, in view of the business requirements. All costs related to such takeover / migration shall be borne by the BIDDER in such eventualities.
- q) ATM serviced under this contract shall be equipped with the Mas Hamilton / KABA / S&G Lock / Securam (OTC) / equiv. system. CRA shall (a) cooperate in implementation of the OTC system (b) Implement central and mobile based OTC solution (c) activate OTC lock to route mode during Initial Currency Load (d) acquire, implement and operate the one-time combination dispatch software in route mode (e) make its records available as necessary to investigate any operational issue or loss.

BIDDER/CRA shall start cash replenishment service only after successful activation of Mas Hamilton / KABA / S&G lock / Securam / equiv. system (OTC) in route mode.'

The CRA shall have necessary infrastructure and software required to generate and communicate one time password to its joint custodians at site. CRA shall mandatorily use OTC system for cash related activity at all sites.

## **5.2 First Level Maintenance (FLM) and Second Level Maintenance (SLM)**

- a) The selected BIDDER to provide First Level Maintenance (FLM) and Second Level Maintenance (SLM) support of all equipment's supplied and used for smooth operation of ATM system such as ATM, VSS (internal, external), Site Infrastructure Equipment's. 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 Equipment's and other Site Infrastructure Equipment's to the concerned BIDDER/Bidder for SLM.
  - v. Providing video footage / images of the ATMs sites to the Branch, by way of media provided by bank without any additional cost to the Bank. Images should be provided as and when required. 180 days image data should be made available to the Bank. In case the vendor fails to provide video footage as and when requested any loss to the bank on account of not providing video footage will be recovered from the BIDDER. BIDDERS will share the required images / footages on SFTP as sending on email will have space constraints

- b) The BIDDER will be responsible for the maintenance of all ATM/Sites both on-site and off-site and replace all spares/equipment's/materials including consumables. The BIDDER to support /repair /replace/maintain all parts of the equipment's mentioned above irrespective of whether the parts are manufactured by the BIDDER or outsourced by it. Preventive Maintenance of CDs, UPS, Video Surveillance System, UPS, AC etc. and other site infrastructures are to be carried out at least once a quarter to ensure uninterrupted CD service.
- c) Installation of latest security patches whenever released by Microsoft/OEMs after successful testing as per frequency mentioned as under
  - i. Critical patches – immediately after release.
  - ii. Non-Critical - During PM or within 3 months on all ATM/CD/CRs covered under SLM
- d) BIDDER has to ensure that during reinstallation latest screen, software build with EMV and TSS etc are invariably installed and made functional. Further, Anti Skimming Device to be made operational during the above activity.
- e) Implementation of Hardware level Configuration parameter changes in the current ATM supplied by the Bidder will be without any cost, wherever required / necessitated by Bank/RBI to be done, as per Section D
- f) BIDDER to ensure proper display and sequence of all the ATM screens including regional language, idle screen. In case of any missing screen, it should be immediately deployed without any cost to Bank
- g) The selected BIDDER is required to provide Consumable Management services. The services include the following:
  - i. All Consumables including ATM receipt shall be provided by the BIDDER at no additional cost to bank. The receipt shall be printed by the BIDDER as per Bank's branding. Bank will give 3 months advance notice for any change.
  - ii. Continuous Monitoring of the level of consumables (, Receipt Printer Rolls, etc.) in each ATM through Incident Management Tools.
  - iii. Based on the monitoring and on the past usage trend, the BIDDER should proactively draw a schedule for replenishment of consumables for each ATM and carry out the same.
  - iv. Consumable replenishment services should be independent of ATM Make, Model, type of network and BIDDER.
- h) BIDDER shall conduct monthly performance reviews with Bank at Region / Zone and HO at mutually agreed schedules, dates and locations and representatives from both Bank and Vendor shall attend such performance reviews. Meeting agenda items shall include, but not be limited to, Downtime statistics, service levels, missed problems and no fault found incidents as reported by the Vendor Management Centre.
- i) The Bidder /s shall deploy dedicated resources to monitor the Machine at the Bank's Head Office, Zonal/Regional Offices and any of the office of the Bank in India required by the Bank.

### **5.3 Centralized Electronic Journal (EJ) Pulling / software distribution**

- a) It is the responsibility of the selected BIDDER to deploy the existing and new (if any) display screens in ATM 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 real time basis and daily basis. In exceptional cases it should be on T+1 basis by 1:00 PM daily without fail. In case of Network issue, pulling and submission of EJ through physical visit of ATM engineer as per above mentioned timeline.
- iii. EJ archival and retrieval.
- iv. Archival and retrieval of images / video footage
- b) ATM -wise EJs should be stored in the EJ server of the BIDDER at a centralized location for minimum period of 12 months. BIDDER to ensure EJ pulling from the ATM at specified time as per Bank/vendor's specifications. CD -Wise EJs pulled are to be spooled separately and pushed to the designated server on daily basis.
- c) EJ pulling should be done on daily basis and sent to Bank's Recon Team on T+1 basis. If required, the BIDDER may have to send EJ for failed transactions on near real time basis to address customer grievance.
- d) The BIDDER should provide EJ viewer facility to the Bank.
- e) In case of settlement of any claim of the Cardholder by the Bank in the event of non-availability of EJ for the same, the Bank reserves the right to recover the amount of transaction claim from the Vendor upon prior sufficient notification of the said claim (of the cardholder). In case of Network issue, pulling and submission of EJ through physical visit of ATM engineer as Bank defined SOP without any cost to Bank.
- f) BIDDER should undertake Software and Screen distribution from central location to different ATMs/ CDs rolled out under the tender to facilitate individual configuration and screen displays.
- g) Solution for remote loading of ATM screens and Software distribution should be available and the activity should be carried out by the BIDDER/vendor free of cost.
- h) The Bank will provide the ATM screens which should be installed at all the ATMs managed by the Vendor at no additional cost to the bank. Similarly, the Vendor is also required to remove or replace the screens based on the instructions of the bank at no additional cost to the Bank.
- i) The system adopted should be capable of distributing screens at ATMs running on VSATs, leased lines, CDMA, RF, Wi-Fi etc. The solution should support PCX, GIF, MPEG, FLC, FLI and other audio / video file format
- j) The solution should be capable of centralized distribution of patches, software upgrades and patches to the ATMs.
- k) If Bank desires to revamp the Screens and roll out of which necessitates site visit for deployment of the same, the Vendor shall not charge any additional fees/ charges for this activity.
- l) The BIDDER shall provide the MIS/Reports conforming download. The ATM screen will be used for display of publicity materials of bank or of the regulatory agencies approved by the bank.

#### **5.4 Grouting, De-grouting and Shifting of machines and related equipment's**

In case of shifting of any ATM is required to be carried out from one site to another due to any reason, BIDDER will be required to again follow the process mentioned in point 1 to 5 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 offsite ATMs on daily basis. In case number of transactions in an ATM does not surpass the targeted level i.e. hits are low /

performance is low or any other reason, the Bank may direct to shift the ATM. The BIDDER will shift the ATM to a new site, at their expenses within the time frame agreed with the Bank.

In case of site closure/shifting due to any reason, Bidder will ensure that all the outstanding payments like Rent, electricity, Govt Taxes etc are fully paid and no dues is pending.

## 5.5 Incident Management, Help Desk Service and Monitoring Tool and MIS service

- a) The BIDDER will be responsible for Online and real time monitoring of ATMs to ensure desired 98% for Metro and Urban areas and 97% for Semi-Urban and Rural areas. 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:
- Remote detection of events exceeding threshold.
  - 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.
- b) BIDDER should arrange to intimate above situations by way of SMS/Email to authorized officials of the Bank. BIDDER has to provide the reports/MIS Reports as per the requirements of the Bank which includes but not limited to the following:
- Management reporting including exceptions for SLAs of all connected Bidders.
  - Assistance in meaningful analysis of performance for improving uptime and availability of CDs to customers.
  - All reports mentioned in Technical Bid compliance details
- c) The BIDDER is required to provide incident management services. These services include the following:
- Single point of contact for end-to-end resolution for ATMs, automated on-line real-time fault detection & trouble ticketing.
  - Automated triggering of escalation alarm and follow up till resolution.
  - Proactive and reactive review of hardware performance and Bidder's performance in relation to SLAs.
- d) The BIDDER is required to provide help desk services. These services include the following:
- Providing Help Desk facility with multiple lines as single point of contact for all ATMs related issues.
  - Proactive problem resolutions.
  - Round-the-clock remote support to field operatives.
- e) Any cost for the development of the interface or its customization at the BIDDER's end shall be borne by the BIDDER and at Bank's Switch end has to be borne by the Bank. The indicative list (but not exhaustive) is given hereunder:
- The development of the interface between Bank's Switch and monitoring tool of the services provider (both at Switch and monitoring tool end).
  - Customizations of the ATM switch software and ATM software to handle biometric/OTP/QR code based transactions on ATM.
  - If any processes at BIDDER's end or their consortium partners 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 customization at Banks switch for the model supplied by the BIDDER, BIDDER has to bear the cost of customization
- f) It is the responsibility of the BIDDER to change/upgrade/customize their infrastructure at all levels (like Infrastructure at Management Centre, Disaster Recovery Site, associated hardware/software and related Network to run the ATM) to meet the guidelines issued by the RBI, IBA and VISA/MasterCard requirements at no additional cost to the Bank
- g) BIDDER should ensure two way integration of Bank monitoring system (ESQ) with BIDDERS Monitoring tool for real time update & monitoring of ATMs

## 5.6 Providing cassette swap services

- a) BIDDER shall replenish cash through Cassette Swap Method in terms of RBI's letter No. RBI/2017-18/DCM (Plg.) No. 3641/10.25.007/ 2017-18 dated April 12, 2018 on Cassette Swap in ATMs.
- b) BIDDER will arrange the cassettes at its own cost for replenishment and evacuation of cash under cassette swap method. Further, vendor will replenish/evacuate the cassettes at its own premises and at its own risk and responsibility. The bank will not be liable for any loss arising in this regard.

## 6. Compliance of all Regulatory Requirement like MHA, RBI, NPCI, DFS, IBA etc. during the Contract period

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, ATM site etc.) for ensuring the compliance to statutory, RBI, IBA and VISA/MasterCard/NPCI etc. requirements as on Go live date at no additional cost to the Bank. Any future compliance issued after go live date and during the contract period will be implemented on mutually agree terms. Bank reserves the right to close the machine at its discretion for non-compliance of regulatory guidelines.

BIDDER will ensure implementation of ICCW (Interoperable Card less Cash Withdrawal through ATM), Any Modification of this software, hardware, procurement and deployment of various server, Change of Configuration, integration etc. pertaining to ATM for the purpose of rollout / enhance the new functionality incl. ICCW will be done by BIDDER at no cost to bank.

## 7. E-Surveillance integration at ATM sites:

### 7.1 Event Based Surveillance activities –

7.1.1 Detection of Intrusion in the ATM, UPS, Control Panel, etc. ATM premises/ adjoining portion of ATM Branch premises, in case of Onsite ATMs wherever, due to structure & lay-out, such overlaps occur. "Adjoining portion of branch premises" means extended portion of branch premises associated with ATM lobby (in case of INSITE location).

7.1.2 Camera analytics or any facility, which should be able to detect any person entering ATM room with covered face, face under mask and/or wearing helmet etc.



- 7.1.3 Alert in case of fire/abnormal heat, smoke, in the ATM premises / adjoining portion of Branch premises in case of Insite ATMs, wherever, due to structure & lay-out, such overlaps occur
- 7.1.4 CCTV Surveillance should be provided in ATM Room and ATM Back room as well as the front entrance area.
- 7.1.5 Event Based detection of loitering or unauthorized activity, using motion detectors through PIR (Passive Infrared) sensor/ IP Camera on a round the clock basis / or on a shift basis, wherever the ATMs functioning is on a shift basis. In other words, the Trigger action in all the ATMs including the ATMs closed in night, would be on event-based basis however, all the ATMs would remain under Surveillance for the 24 hrs basis.
- 7.1.6 Video verification by viewing images of site on above event.
- 7.1.7 Storing of Images and Video for any Verification (180 days minimum) (Expandable to meet higher period above 180 days for storing disputed cases in case of any future administrative / regulatory requirements").
- 7.1.8 Use of 2-Way Audio to deter the attempted crime and the system should be highly capable of clear voice/sound quality and there should be no disconnection even if the connectivity is lost with the command center.
- 7.1.9 Pre-recorded message of minimum 60 seconds should be played to deter any theft/burglary or any suspicious activity.
- 7.1.10 Storing of ticket related notes / recordings of conversation with various parties for 180 days minimum. Storing of suspicious / criminal events would be for 180 days or till the closer of the case.
- 7.1.11 SMS / Emails to Bank officials posted at Regions/ Zones, on receiving an alert as per mutual agreed procedure. This disposition may be altered as per Bank requirement in future.
- 7.1.12 Telephone escalation to related parties regarding communication of crime.
- 7.1.13 Bank should have the authority and discretion to remotely view any of the ATMs under this solution whenever required, carry out mock drills etc. with availability of log details.
- 7.1.14 Providing mutually agreed reports and Bidder is under obligation to provide and video footage / images as per the requirement of the Bank.
- 7.1.15 Providing audio and video footage/ images for submission to Police authorities/ Civil Administration authorities, under the law.
- 7.1.16 All functionalities given in functional specification to be provided. Functional specifications of the e-Surveillance system are as per General Functional Requirement and Mandatory Functional requirement mentioned in this contract.

- 7.1.17 The offered system should have various reporting capabilities such as e-Surveillance system down report, system health check report, ATM-wise site-wise alert reports, ticket transaction reports, ATM main power cut reports, chest door open report, hood open report, housekeeping attendant report, CRA attendance report and connectivity/ link uptime report etc.
- 7.1.18 The e-Surveillance vendor will be solely responsible to provide such information or video footage or image or reports to the police or other regulatory authorities on demand and under the permission of Bank's authorities. Suitable penalty will be applicable in case of failure to provide requisite footages.
- 7.1.19 To implement the offered system as per the technical/ functional specifications given in the contract.
- 7.1.20 Site and Geography identification for installation of system would be done absolutely at the discretion of the Bank. Similarly, any addition of the site should not attract any additional commercial (additional sites, the rates applicable will be same as asked for initial requirement).
- 7.1.21 The Bank may shift its ATMs during the contract period. In these cases, the Bidder has to shift the same equipment to the new location and make e-surveillance system live within 7 days.
- 7.1.22 Deinstallation/Dismantling of any esurveillance equipments from the site will be done without any additional cost to the Bank.
- 7.1.23 The Bank would use this support infrastructure for any other site control measures also.
- 7.1.24 Minimum frontline staff for monitoring in command centre should be in the ratio of 1 staff per 100 sites exclusively for Bank of Baroda.
- 7.1.25 Customer credentials should not be captured through any camera/sensor or any type of equipments in ATM cabin installed by the Bidder.

## **7.2 Quick Response Team (QRT) for attending to the sites on event based requirements.**

- 7.2.1 To attend the site within reasonable time (generally within 15 to 20 minutes in Metro / Urban area, 30 minutes to 40 minutes in Semi Urban / Rural area).
- 7.2.2 To be able to inform the Police and take their support locally, in dire eventualities.
- 7.2.3 To take reasonable deterrent action, when encountering the culprits at the event sites.
- 7.2.4 To support the Bank / Law enforcement authorities up to the extent warranted by the nature of the event.

7.2.5 ORT to be located through GPS, if possible (in mobile application).

7.2.6 QRT should have professional knowledge of esurveillance system and should not be changed on frequent basis from their duties.

7.2.7 Any other related work, which may be included in the agreement after mutual discussion and appreciation of the inherent issues.

### **7.3 Maintenance of the ATM cabins and site surroundings by roaming beat marshal.**

The scope of work shall be as under:

7.3.1 Bidder should manage the shutter opening and closing as per Banks defined timing, as many ATM sites will not be operational 24x7 without any cost to Bank.

7.3.2 Minimum cluster size for beat marshal should be minimum 1 beat marshal for maximum 5 sites within 5 KM of range".

7.3.3 To visit and clean the ATMs site, its front entrance area and general surrounding minimum 4 times in a day (Morning / afternoon / evening/night) for ascertaining the cleanliness of the site as per agreed timings and to open and close the shutter of the site as per pre-determined shift timings of the ATMs. Shutter activities will be decided as per business requirement of the Bank which may be changed on time to time basis.

7.3.4 Visit for cleaning ATM site and shutter opening/closing are mutually exclusive activity.

7.3.5 Every visit of beat marshal should be captured in the portal along with time stamp snapshot and same should be uploaded in the portal on real time basis and the record of the same should be available at the portal for a period of 3 months.

7.3.6 Check each site by Video 3 times a day for Litter (Typically at 11 am, 4 PM and 7 pm)

7.3.7 Escalate to roaming beat marshal / Bank MSP agency of un-clean sites

7.3.8 Re-Check the un-clean sites after 1 hour to ascertain cleanliness

7.3.9 Beat marshal should have professional knowledge of esurveillance system and should not be changed on frequent basis from their duties.

7.3.10 KYC documents of beat marshal should be verified at Bidder's level and should have their identity card issued by the employer.

7.3.11 Deep cleaning of ATM sites using cleaning material on fortnightly basis

7.3.12 Cleaning material to be provided by the Bidder to the Beat Marshall.

7.3.13 To report about unusual activities observed at the site.

7.3.14 Report of Clean and Un-Clean sites every day

7.3.15 Pest control by using rodent material (provided by Bidder) should be done at site once in three month and report for the same should be shared with Bank's Team.

7.3.16 To keep a check on the health of the equipment/sensors/cameras and if required, necessary steps to be taken to ensure that the same is replaced/repaired/rectified within a maximum period of 24 hours from the time of fault occurrence.

7.3.17 Removing hawks, animal or any person taking unnecessary advantage of site.

7.3.18 Beat marshal to be located through GPS, if possible

7.3.19 Two stickers elegantly (shall be approved by the Bank) to the effect that the site is under electronic surveillance shall be displayed on the front door of the ATM site and inside the lobby (Creative details will be provided by the Bank).

7.3.20 To submit the report as per the mutually agreed formats and procedure of reporting.

7.3.21 Any other related work, which may be included in the agreement after mutual discussion and appreciation of the inherent issues.

#### **7.4 AC, UPS & Signage energy Management and functionality monitoring**

7.4.1 To monitor the serviceability of UPS, to carry its remote power monitoring and report its functionality state on the mutually agreed format to the MS vendor and the Bank in details.

7.4.2 To monitor the serviceability of AC, to carry its remote switch ON and switch OFF activities and report its functionality state on the mutually agreed format to the MS vendor and the Bank in details.

7.4.3 To monitor the serviceability of Signage, to carry its remote switch ON and switch OFF activities and report its functionality state on the mutually agreed format to the MS vendor and the Bank in details.

7.4.4 Any new report relevant to monitoring or efficiency enhancement of the ATMs, its monitoring and higher deliverance can be added as per the requirements coming up or discovered in future and the Bidder is bound to accept such requirements within the overall framework of the scope of the e-Surveillance services and within the cost or charges finalized as a result of this contract.

7.4.5 Alert to be generated when the temperature goes extraordinarily high/low at the ATM site.

7.4.6 The software developed or customized should follow a standard development process to ensure that it meets functional, security, performance and regulatory requirements of the Bank.

## 8. Maintenance / Upgrades

BIDDER shall maintain (Hardware/software solution and upgrade the Systems during the Contract Period so that the System shall, at all times during the contract Period, meet or exceed the specifications in the Project Documents and the performance requirements as set forth in this Agreement. BIDDER shall, at no cost to the Bank, promptly correct any and all errors, deficiencies and defects in the Systems.

BIDDER shall have the operational maintenance obligations (e.g. Central Monitoring Station, on-site installation and services, networking, telephone support, problem resolution, Reporting.

## 9. Preventive Maintenance

- 9.1 The Bidder shall carry out preventive maintenance once in a quarterly in consultation with BANK's team during the warranty period. Preventive Maintenance will include replacement of worn-out parts, checking through diagnostic software etc. PM is applicable for all assets including AC/UPS etc supplied by BIDDERS
- 9.2 Worn out parts should be replaced/repaired/rectified within a maximum period of 24 hours from the time of fault occurrence.
- 9.3 In case equipment is taken away for repairs, the Bidder shall provide a standby equipment (of equivalent configuration), so that the work of BANK is not affected.
- 9.4 The Bidder shall keep sufficient quantity of spares as stock during the warranty period at their support office across the country.

## 10. Use of One Time Combination (OTC) locks for CRA and self-loading ATMs

- I. As per RBI directive, all the ATMs (CRA and self-loading) serviced pursuant to this contract shall be equipped with the Mas Hamilton /KABA/ S&G Lock / Securam (OTC) / equiv. system. Vendor shall ensure following activity at all ATMs irrespective of loading type i.e Bank managed or CRA managed-
  - a) Cooperate in implementation of the OTC system at all sites
  - b) Implement central and mobile based OTC solution
  - c) Activate OTC lock to route mode during Initial Currency Load
  - d) Acquire, implement and operate the one-time combination dispatch software in route mode
  - e) Make its records available as necessary to investigate any operational issue or loss.
- II. Vendor / CIT shall start cash replenishment service only after successful activation of Mas Hamilton /KABA/ S&G lock/Securam/ equiv. system (OTC) in route mode. The Vendor/CRA shall have necessary infrastructure and software required to generate and communicate one time password to its joint custodians/Bank custodian at site. CRA shall mandatorily use OTC system for cash related activity at all sites (Bank loading as well as CRA loading sites). The Vendor shall have the capability of takeover of password generation process from CRA within shortest time in case of any exigency.

- III. CIT shall allow Bank, its authorized representatives, RBI and other regulatory & statutory bodies to conduct vault audits at location where currency vaulting services is provided. Audits shall be conducted by Bank at its own cost during normal business hours. Bank representatives shall carry a letter authorizing them to conduct such audits along with their identity cards, any Bank official without the said authority letter and identity cards shall not be allowed by CIT to conduct audits.
- IV. The Bidder shall make necessary configurations and operationalize OTC Lock. The bidder shall provide training to branch officials for day to day operations and for Digital OTC lock operations..
- V. The bidder will procure and dispatch the Keys pertaining to branches / offices and Enabling /disabling of the locks from the OTC software/server.
- VI. Bidder shall provide periodic MIS reports to the Bank as and when required by the Bank and shall provide audit trails of locks basis specific audit requirement from bank.

## 11. Compliance of Statutory and other responsibility

11.1 The Vendor should ensure that all statutory, regulatory and all other guidelines are complied with respect to ATMs security and the cash in transit and held in vaulting and loaded in ATM /CD.

11.2 It shall be the sole responsibility of the bidder to obtain required licences, permissions etc from local or any other authority for cash transit or vaulting.

11.3 Any penalty charged to the Bank for non- compliance with any guideline or for non-obtainment of required permissions, licenses by the Vendor will be reimbursed by the Vendor to the bank.

11.4 In the event of seizure of Bank's cash for non-compliance of any guidelines or non-obtainment of required licenses, permissions etc. by the Vendor, all costs incurred for release of bank's cash will be borne by the Vendor.

11.5 The bank at its discretion shall audit cash in vault, cash in ATMs, the software, Hardware IT infrastructure and services delivered by the bidder by its internal/external auditors. The Bidder is required to facilitate the same at no additional cost. Such audits will be done as per Bank/RBI guidelines and advance notice will be given; however, banks reserve the right to carry out surprise audit whenever required as per business requirement.

11.6 The Bank, RBI, auditors (both internal or external), and other authorities engaged by the Bank and/or RBI shall be authorized to make inquiries and audit, the Vendor's compliance with the provisions of this Service Level Agreement or other regulatory/Bank's policy compliance requirements related to ATM/CD operations and the Vendor agrees to provide the Bank with such information and access for audit as requested for by the Bank, RBI, auditors both internal or external, engaged by the Bank and/or RBI and/or any regulatory or statutory authority.



11.7 At all times the Bank, RBI, auditors (both internal and external), and other authorities engaged by the Bank and/or RBI shall have the right to inspect the premises, managed service centre of the third party if it is outsourced by the Vendor (if the Vendor does not own it), books and records of the Vendor directly or through its representatives. Vendor's records with respect to the matters covered by the Service Level Agreement or other compliance requirements, shall be made available to the Bank or its designees, to audit, examine and make excerpts or transcripts of all relevant data. Vendor is aware that any failure to permit inspection may result in RBI imposing fine/ penalty and all such amounts shall be paid by the Vendor.

11.8 The Selected BIDDER/s (Bidder/s) shall be subject to annual audit by internal/ external Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ Software) and services etc. provided to the Bank and Bidder is required to submit such certification by such Auditors to the Bank. Bidder and or his / their outsourced agents / sub – contractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by Bidder. Bidder shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be BIDDER.

11.9 Except Reserve Bank of India or any statutory/regulatory authority, the Bank shall provide reasonable notice to Bidder before such audit and same shall be conducted during normal business hours. Bank also reserves the right for conducting surprise audit. BIDDER/vendor shall have obligation to comply with all the recommendations/close all the vulnerabilities reported in the various security review, IS Audit, UAT etc conducted by the Bank, regulators, bank appointed third party at various stages during the contact period without any additional cost the Bank.

11.10 BIDDER has to comply following advisory/guidelines issued by RBI/IBA/GOI as on date of go live and any further modifications and new advisories issued during the contract period will be mutually discussed and implemented at agreed terms

11.11 Any services mentioned under this agreement shall be outsourced to vendor/Sub-contractor who are fully complying with the criteria mentioned by RBI/MHA and other regulators time to time.

11.12 Bidder should comply all the formats of reports, reconciliation report, Electronic Journal, Receipts etc. as required by Bank, RBI, Govt etc., free of cost

11.13 Criteria for selection of CRA/CIT - The BIDDER/MS vendors to meticulously adhere the Standards for engaging the Bidder and its sub-contractor relating to Cash Management activities issued by the Regulator and GOI from time-to-time. Latest instructions on this subject issued by RBI vide their letter No. RBI/2017-18/152 DCM(PIg) No. 3563/10.25.07/2017-18 dated April 06, 2018 and Gazette Notification issued by Ministry of Home Affairs, New Delhi on 8th Aug., 2018.

11.14 The BIDDER shall also adhere further refinement issued by the Bank from time to time for smooth and hassle free ATM Operations,

## 12. Mobile ATM-

Bank propose to deploy 100 Mobile ATMs in PAN India locations for which following items and services to be procured and to be deployed by the Bidder –

- Tata 407 or bolero or jeep or any suitable VAN in line with regulatory guidelines
- Mobile ATM Service for minimum 12 hours per day including commute time
- UPS, Battery, AC,IT, Branding, Geo-fencing included with the machine
- Grouting and de grouting of such Mobile ATMs to be done by Bidders as per VAN requirement.
- Deployment of ATM Van at bank specified location as per given schedule
- he permission for Vehicle halt at given location to be taken by the bidder
- Insurance and safety of Mobile van, ATM and related accessories and its driver, member is also Bidders responsibility
- Mobile VAN Service to be provided all days or as per the Bank"s requirement
- Maintenance of vehicle, ATM and other accessories is responsibility of the Bidder
- Advertising material shall be arranged by the bank and Branding shall be arranged by the Bidder as per the Bank"s specification.
- ATM Specs for Consumables and Cash Loading, Manage services (EJ pulling, Recon, cash management, SLM, FLM, etc.) will be Bidders responsibility
- Bidder will provide the ATM as per Hardware specifications given in Annexure 17 and additional connectivity and required network device for the functioning of mobile ATMs shall be provided by the bidder.
- Vehicle inclusive of fabrication, plying, driver, vehicle maintenance, fuel, electricity, vehicle insurance, vehicle driver/caretaker insurance, video surveillance and GPS for vehicle to be provided by the Bidder.
- Ramp facility should be provided for accessibility as per regulatory guidelines
- Facility to unload the cash at CRA/vendor managed vault facility in line RBI and other regulatory guidelines during night times as per Bank requirement
- Mobile should function according to bank requirement or up to 5000 km per month.
- Selected Bidder shall supply the mobile ATMs as per the Bank's requirement; allotment of Mobile ATMs will be sole discretion of the Bank and will be binding to the Bidder.

## 13. DBU /Non-Stop Elobby ATMs

- Bank will deploy certain ATMs at Captive sites like DBU/E-lobbies/Malls etc where Bidder is responsible for supply and installation of ATM machine along with E-surveillance system without any TIS work (AC/UPS/signage/earthing/Site work etc).
- Bidder will be responsible for all the MS services like Cash Management, Incident Management, EJ pulling etc. as given in Annexure-16 to run day to day operations of the ATM.

Place. AUTHORISED SIGNATORY

Date. Name & Designation.



## Annexure - 17 : Hardware and software specifications

### A. HARDWARE AND SOFTWARE SPECIFICATION

The Technical Specifications mentioned below are the minimum required however, the Bidders should offer their best/higher specifications and latest model ATMs, which will meet BANK's requirement, satisfy or perform desired functions and comply with all the regulators guidelines. All the features noted below are MANDATORY.

The Cash Dispensers proposed for deployment under this RFQ/RFP shall comply with all RBI, IBA, EMV, NPCI/NFS, UIDAI guidelines. If any new guidelines are issued by these organizations, the bidder shall arrange for its compliance / up-gradation and bear the cost for the same during the contract period i.e. 7 years (Seven years). This clause is also applicable for hardware and all the software like OS of ATM, TSS, and EMV etc. offered under this RFP.

Sr No	Feature	SPECIFICATION / CONFIGURATION			
Make		Model		Yes/No	Remarks
1	MODEL	Lobby model CD compatible to conventional UPS and solar UPS.			
2	PROCESSOR	Intel i5 9th Generation or equivalent or higher with base frequency 3.00 GHz or more with 6 MB cache or higher.			
3	MEMORY (RAM)	8 GB DDR4 RAM or higher with scope to increase capacity whenever required.			
4	HARD DISK DRIVE	One 500 GB SSD(Primary and 1 TB SATA/e-SATA HDDs (Secondary) or higher			
5	USB Port/Lan Port	Machine should have Minimum 3 USB ports and 10/100 mbps LAN card.			
6	OPERATING SYSTEM AND CONTROLLING SOFTWARE	<p>Windows 11 or Windows 10 (2021H2 LTSC) with official support from Microsoft for all support, upgrades and security patches for next 7 years. In case supplied OS is declared end of support by Microsoft, the BIDDER has to replace the same with a supported OS including the supported hardware changes or provide compensating controls without any cost to Bank.</p> <p>Compatible with Base24 Switch Connectivity. V-SAT / Leased Line / ISDN / CDMA technology. Reversal Message of Transactions. Multi-Lingual software for customer display apart from Hindi &amp; English.</p>			This should be supported till 2031

		<p>Remote retrieval of Journal particulars Electronically.</p> <p>Should support checking transactions for Hot cards, Warm Cards, Expired Cards, Skimmed Cards, Account Type, and service restriction Online or Offline mode.</p> <p>100Mbps Ethernet controller.</p> <p>OS Hardening (with local firewall) guidelines issued by the OS supplier and the Bank's IS Policy should be strictly followed.</p>		
		<p>Trace features (provide log file for all messages received and sent by ATM. Especially in networked conditions, log should provide information from where the message is received and to which the message sent on their IP addresses.</p> <p>ATM should be preloaded with CEN3.20 or higher compliant XFS software and should be capable of running multi-vendor software without any hardware / operating system changes.</p> <p>Supporting CD driver emulations NDC / Diebold 912</p>		
7	CURRENCY CHEST	<p>CEN 1 or higher safes or UL safe (UP 291 Level 1 and above standard) and certificate should be in force.</p> <p>S&amp;G / KABA (or an equivalent make, of high international repute), Centrally / Remote controlled dual electronic combination lock of 6 + 6 digits with capability for one-time combination (OTC) and audit trail without any hardware change S&amp;G/Kaba or lock of any equivalent lock of international repute can be used".</p> <p>Alarm sensors for temperature status, seismic or vibration status and chest open status while sending signal/messages to Switch/Management Centre</p> <p>Machine would support integration of sensors if required by Bank at future date.</p>		
8	CURRENCY CHEST LOCKING SYSTEM	<p>Dual Combination S&amp;G or equivalent Electronic Lock of 6+6 digits with one-time combination (OTC) and code generation and audit trail capabilities</p>		

9	DISPENSER	<p>Vacuum/Friction Pick technology presenting mechanism Mode: (Stack and Present/Bunch)</p> <p>Can dispense old / new / mixed notes.</p> <p>Delivery speed: not less than 5 per second.</p> <p>Delivery notes it dispenses at a time: (should not be less than 40 notes at a time)</p> <p>Retract and purge capability however cash retraction should be disabled as of now as per RBI mandate. However, the CDs should be capable to be enabled for cash retraction if so desired by the Bank in future.</p> <p>Bidder shall supply ATMs with inbuilt solution to avoid fixing of false plate or avoid any other type of tampering by fraudster at dispenser/cash slot which result in financial loss to bank. For such incident, Bidder will be solely liable for such tampering at cash slot.</p>		
10	CURRENCY CASSETTE	<p><i>Double Pick module with four currency Cassettes with Latch</i></p> <p>Can dispense any denomination of Indian currency Rupees 50 / 100 / 200/ 500 / 2000.</p> <p>Each cassette should hold minimum of 2500 notes</p> <p>Removable Divert bin with Latch (Purge bin)</p> <p>Capable of Multi currency dispensing</p> <p>Indication of proper insertion of cassette.</p>		
		<p>Capacity: Not less than 2,500 places per cassette.</p> <p>Compatibility: Old/New/Mixed notes.</p> <p>Capable of dispensing used/old notes</p> <p>Latching facility is required.</p> <p>The Cassette shall be compatible for cassette-swap implementation.</p> <p>Sensor to send low-cash supply message to the Switch centre.</p> <p>Reject BIN or Divert cassette bin with lock and key with capacity to hold at least 200 notes.</p>		

		The currency Cassette shall be compatible for cassette-swap implementation with lock and key.		
11	PRINTERS	<p>No journal printer</p> <p><i>However, there is capability of Electronic data capture Journal.</i></p> <p>Customer/Journal Printer rolls has a sensor to indicate low supply to the Switch centre.</p> <p>Should cut and present the Transaction slip to the card holder through the customer receipt slot.</p> <p>Graphic image print should be supported.</p> <p>Support for receipt printing in English, Hindi and local languages</p>		
12	KEY PAD	<p>16 keys and above</p> <p>Type:</p> <p>Privacy in operation if key board with key guard.</p> <p>The CD should have PIN Pad Shield covering all three sides to avoid shoulder surfing or capture by the external camera.</p> <p>Metallic stainless-steel/poly carbonate PIN Pad.</p> <p>The CD should have Recessed PIN Pad or PIN Pad Shield covering all three sides to avoid shoulder surfing or capture by the external camera.</p> <p>All CDs must have PCI compliant Encrypting PIN Pad (EPP) and 3DES double length keys for protecting the PIN data with PIN pad shield.</p> <p>Rear view mirrors will allow CD users to see what is happening behind him/her when he/she enters the PIN (shoulder surfing). All CDs would have rear view mirrors covering majority area of CD site.</p>		
13	OPERATIONAL KEYS	<p>Touch Screen and/or Eight keys FDK- <i>Both Touch screen as well as eight keys FDK is desirable. However, Touch Screen is mandatory.</i></p>		

14	CARD READER with EMV/PCIDSS COMPLIANT	<p>Smart Card, Chip Card EMVCo Version 4.0 or later, as certified, with supporting EMVCo L1 LOA. On expiry of certificate, it should be replaced/upgraded with valid and latest certificate at no additional cost to the Bank.</p> <p>Should provide necessary certificates/approvals from VISA, Master Card, Amex, Union Pay, Rupay, Discover including TQM (IFM) certificates. On expiry of certificate, it should be replaced with valid certificate. at no additional cost to the Bank.</p> <p>Should be a Hybrid card reader technology having capability to read both Smart Card and Magnetic Card magnetic tracks 1 &amp; 2 (with latest version (4.0 or later) EMV-compliant)</p> <p>Dip Smart Card Reader with anti-skimming device and anti-shimming device installed and integrated with the card reader of the CD.</p> <p>Should be equipped with solution/device for protecting from Deep insert skimming and shimming.</p> <p>Card reader should be capable of disabling reading the magstrip as and when required by the Bank. If physical visit is required for disablement, vendor to arrange the same at no additional cost to the Bank</p> <p>BIDDER will also ensure that ATM machine are having Dip Smart Card Reader with anti-skimming and anti-shimming device installed and integrated with the card reader. Further, it should be equipped with inbuilt dip protection plate or equivalent solution / device for protecting from Deep insert skimming and shimming attack on ATMs</p>		Bidder to provide L1 and L2 certificate
15	DES CHIP	<p>Triple DES encryption, validation and verification enabled.</p> <p>Rugged spill proof Triple DES compliant 16 key Alphanumeric keypad with secured Encrypting PIN Pad with stainless steel (EPP pin pads) keys PCI Compliance (should comply to latest standards, PCI 3.0 or above)</p>		

		<p>(3 DES Chip with encryption and validation software. Should hold all the hardware and software to enable at any time).</p> <p>Capable of supporting Remote Key management DES / RES.</p>		
16	DISPLAY MONITOR TO CUSTOMER	<p>15" and above LCD Colour Display with Privacy filter screens and Touch Screens.</p> <p>Trilingual screen support (message display in multi-lingual, local language, Hindi &amp; English).</p> <p>Ability to add / flash messages on welcome loop screens and all screens as requested by Bank.</p> <p>The CDs should have privacy screen filter to enable the view of the CD screen only to the customer standing in front of the CD.</p>		
17	SUPPORT TO PHYSICALLY / VISUALLY CHALLENGED	<p>Suitability for visually challenged (with audio support).</p> <p>Braille stickers on all devices as per requirement to support visually challenged. ATM must have Braille Decals on Customer interface modules like card entry slot, Cash exit slot, receipt slot in order to ensure ease of access for visually challenge person.</p> <p>ATM should have Voice guidance support with internal speakers &amp; headphone &amp; jack.</p> <p>Suitable for wheel-chair-based operation for physically challenged.</p> <p>ADA and AFA compliant and suitable for wheel-chair base operation for physically challenged.</p>		Bidder to provide self-declaration on letter head
18	EDJC	Compatible for remote Electronic Data Capture of Journal.		
19	PROTOCOLS	<p>Should support TCP/IP or any other protocol introduced in future. Should support IPv6 also.</p> <p>ATMs should be able to connect through Leased Line, V-SAT, GSM &amp; CDMA etc</p>		
20	CD Cabinet	Should hold all the hardware for making above specified activities Like processors / ports / network interface cards, etc.		

21	ATM FUNCTIONALITY	Should be mechanically and electrically capable of functioning 24 X 365 basis.  Should enable voice using software of Bank's choice and should support for audio.		
22	POWER	Power and telecommunications cabling carrying data or supporting ATM services should be protected from interception or damage. BIDDER should follow stringent guidelines and best industry practices to protect the system from unauthorized access and wire-tapping.  Power consumption of the ATM for average 300 transaction should not be more than 100 Wats		Bidder to provide self-declaration of same on letter head.
23	CD SOFTWARE	All CDs shall be adequately hardened. No malware including viruses, worms & Trojans enter the machine and affect the CD and the network. All CDs should be PA-DSS Compliant  Vendor to provide hardened Operating system blocking all unwanted ports and applications  Application should be PCI PA-DSS compliant as on date of supply of CD.		
24	FINGER PRINT READER	ATM to support card based (PIN based) transactions and Biometrics (multiple finger minutiae) transaction functionality that is compatible with AEPS / Aadhaar specifications.  Secure Biometric scanner that supplies the fingerprint data to the CD switch as per AEPS Standards. The Biometric Scanner should be STQC Certified with latest compliance as on go live date		
25	OTHERS			
A		Should be capable of Audio guidance  ATM to be enabled with Voice guidance with Text to Speech full-fledged voice guidance solution for visually impaired persons with necessary software, customized screens and voice files and hardware.		

		<p>Successful Bidder to ensure that all ATM's provided by them should provide the voice guidance for visually impaired persons with necessary software/ utility/ voice files/requisite hardware like ear phone jack etc; which should be able to guide the visually impaired cardholder with full-fledged voice guidance so that he/she should be able to do all types of transactions. This should be in line with IBA guidelines for enabling visually impaired persons to transact at ATMs.</p> <p>The visually impaired person should be able to hear account balance and should also be able to do cash withdrawals for any amount using EPP only.</p>		
B		Biometric scanners to be provided in the machine. Whenever the solution is ready the machine should support biometric authentication		
C		The software required for connecting the CD to the existing BASE24 Switch to be provided.		
D		BIDDER shall provide required mesh to cover the holes available in the CD to prevent the dust/ insects/ rat/ lizards entering into the CD.		
E		<p>Energy saving features like sleep mode.</p> <p>must be capable of performing under extreme conditions. Temperature: Minus (-) 5 degree Celsius to +50 degree Celsius (Without Air Conditioner) Humidity: 5% to 95 % (Without Air Conditioner)</p> <p>ATMs shall be energy efficient. ATMs have to be fully functional in extreme weather conditions (temperature, humidity, dust, etc.) as per industry standard.</p>		
26	DIGITAL VIDEO SURVEILLANCE SYSTEM	<ul style="list-style-type: none"> <li>The system should provide the necessary interface to view the stored images in hard disk or external media</li> <li>The system shall take care of extreme light conditions</li> <li>The System shall capture the image and the transaction with time stamp</li> </ul>		



		<ul style="list-style-type: none"> <li>• The system shall provide for locating and retrieving an image or event by date and time, card number, transaction number and ATM-ID</li> <li>• The hardware shall be integrated in the ATM</li> </ul> <p><i>Should have motion detection recording: Video Surveillance System should be able to start recording/capturing images immediately in the event of any movement/motion taking place in the ATM room, apart from normal recording at the time of transactions.</i></p> <ul style="list-style-type: none"> <li>• The solution must not degrade the performance of the ATM e.g. speed transaction</li> <li>• The image data stored on hard disk should be periodically taken as back-up on media provided by BANK and handed over to the concerned branch. DVR to be stored for minimum 180 days</li> <li>• There should not be any loss of data due to space constraint. The data back-up is to be monitored to ensure that there will not overwriting after the specified minimum period</li> <li>• At no point of time cameras should focus in ATM keypad (mask must be implemented in the key pad area).</li> </ul> <p><b>Cash Slot Camera - Solution must be able to capture video and image of hand movement while taking cash from presenter.</b></p> <p><b>DOM camera- Bidder should provide DOM camera in ATM lobby to capture the footage of customers operating the ATMs</b></p>		
27	Protected CD/USB Slots	<p>ATM should have <b>protected USB ports</b> under operating system log-on.</p> <ol style="list-style-type: none"> <li>1. ATM USB Ports should be configured to work in a locked down / restricted mode (with non admin rights).</li> <li>2. When the user is logged in as an Administrator, USB drive (Pen Drive, USB HDD) should ask for a password and only upon a valid password it should allow the user to activate the USB Drive.</li> </ol>		

		<ol style="list-style-type: none"> <li>3. Such password should be generated dynamically and not a default password</li> <li>4. The authorized personnel should retrieve the password from a central helpdesk via email or telephone or SMS through a registered email / mobile number.</li> <li>5. There should be a tracking / database maintained for the Password issued to every ATM and retained for audit purpose</li> </ol>		
28	BIOS Password	CD should have the provision to change the default BIOS password to Banks own Password as per RBI Advisory. Bidder to manage the BIOS password as per RBI compliance.		
29	Application whitelisting	<p><b>Application Whitelisting:</b> Bank wishes to adopt high software security with use of application <u>whitelisting solution</u>. All BIDDERS must provide Whitelisting solution with the following features</p> <ol style="list-style-type: none"> <li>1. The solution must ensure that only 'whitelisted' applications run on the CD</li> <li>2. The solution must prevent the execution of any non white-listed files on the machine</li> </ol>		
30	HDE	<p>Bank wishes to adopt high software security with use of application <b>Secure HDE utilizes</b></p> <ol style="list-style-type: none"> <li>1. Solution should Encrypt the whole Hard Disk (FHDE)</li> <li>2. Encyption process tolerates interruptions i.e. power Outages, without data loss.</li> <li>3. HDE should use FIPS 140-2 certified AES-NI 256-bit cryptographic engine</li> </ol>		
31	Time Based Admin/OS access	<p>CD should have <b>Dynamic Windows Password</b>.</p> <ol style="list-style-type: none"> <li>1. ATM Windows OS should be configured to work in a locked down / restricted mode (with non admin rights).</li> <li>2. The Windows admin password must be replaced with new one at an interval as defined (say every 2 Hrs).</li> <li>3. The password must meet the minimum length and upper case and lower case as per security policy defined.</li> <li>4. The authorized service engineer should retrieve the password from a central helpdesk via email or telephone or SMS</li> </ol>		

		<p>on registered email address or mobile number at central help desk.</p> <p>5. There should be a tracking / database maintained for the Password issued to every ATM and retained for minimum of 12 months.</p>		
32	ATM Communication Security	<p>Bank wishes to adopt high software security with use of application <b>ATM Communication Security</b></p> <p>Solution Should comply to PCI DSS Standards</p> <p>The solution should comply with the following processes: -</p> <ol style="list-style-type: none"> <li>1) Server Certificate to ATM for Authentication</li> <li>2) Verification of Server Certificate at the ATM</li> <li>3) New session for every new communication between ATM &amp; Server ATM Application should provide a secure communication TLS 1.2 to the host / ATM switch such that the data flowing between ATM &amp; Switch remain secure).</li> </ol> <p>Necessary and latest TLS 1.2 at the ATM level will be vendor responsibility and at the back-end switch level it will be Banks responsibility. In case of any TLS version upgrade, Bidder will upgrade without any cost to Bank.</p> <p>The dispenser and ATM PC Core should be strong encryption between ATM PC Core &amp; Dispenser. The process of authentication between ATM &amp; PC Core to be controlled through a physical access to safe if there is any change in HDD OS which already connected and authenticated</p>		
33	Unique Hood Key	<p>Top cabinet box should have a capability fit a unique lock.</p> <p>Machine to be equipped with unique key</p>		
34		<p>ATM OEM to submit certificate in reference to the Public Procurement for CD hardware (Preference to Make in India), Order 2017 – Revision vide Order No. P-45021/2/2017-PP (BE-II) dated May 29, 2019 &amp; June 4,2020.</p>		Bidders to provide auditors certificate

		ATM/CD being proposed should be BIS certified under IS 13252(PART 1):2010/ IEC 60950-1 : 2005 Brand  Manufacturing should have ISO certification 14001 and 9001.		
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## A. OTHER SPECIFICATIONS

1. Graphic Thermal receipt printer
2. EJ to be also written in ATM's hard disk. The solution should include a EJ viewer.
3. Support centralized EJ pulling/remote retrieval of EJ data electronically.
4. Low media warning for all items viz: Bills, Journal Rolls, consumer printer roll etc.
5. Inbuilt SMPS to work on 230 Volts, 50 HZ power supply.
6. Support input voltage of 230 V AC / 50 HZ with +/- 5% variations.
7. ATMs should be Scalable of One to One Marketing. Client when Loaded on CASH DISPENSERS should be able to interact with different CRM sources using open standard messaging standards.
8. ATMs should have rear mirrors covering majority area of site which allow users to see what is happening behind him when he enters the PIN to avoid shoulder surfing.
9. ATMs should have PIN pad shield covering all three sides to avoid shoulder surfing and capture by the external cameras.

## B. OTHER SPECIFICATIONS

1. ATM should be able to dispense Rs. 50, 100,200, 500, 2000 or any other denominations notes introduced by RBI during the contract.
2. ATM should dispense at least 40 notes at one go/single bunch.
3. ATM should have Capacity of notes storage up to a minimum of 10,000 notes with four storage cassettes or higher and each cassette should have minimum capacity of 2500 notes for dispensation.
4. ATM should have capabilities of dispensation using any Bank's Debit / Credit cards
5. ATM should be able to perform all the normal and value-added services like balance Inquiry, Pin Change, mini statement printing, mobile top-up, direct tax payment etc. etc. without any change or up gradation.
6. All cassettes of the ATM should be configurable for any denomination. Bidder will configure the cassette as per currency availability in Nodal branches without any cost to Bank.
7. Cassette Configuration can be assigned individual denomination-wise or can be even configured to have more than one or all denomination per cassette.
8. ATM should have pilfer proof camera at the cash dispensation slots and should able to capture the images at the time of dispensing the cash. Since Cash Dispense slot is easily accessible to customer and vulnerable to be blocked while doing transaction, second camera installed at a suitable location in the lobby along with primary internal camera suitably camouflaged & installed on the fascia to help identify the customer.

9. BIDDER will ensure before delivery that operating system is hardened to block the services which are not required. BIDDER shall provide ATM specific firewall to take care of intrusion detection, port scans and other common virus attacks.
10. BANK proposes to connect these to its Base 24 Switch. BIDDER will take total responsibility for supplying, installation of ATM and making them operational with integration to Base24 switch.
11. BIDDER should also undertake to customize display screens in graphic mode in any language (Hindi, English and the local language like Gujarati, Marathi, Punjabi, Tamil, Malayalam, Telugu, Kannada, Oriya, Bengali etc.,) and also for touch screen format for all transactions undertaken on. It will be the responsibility of BIDDER to create, customize and deploy the required screens in the ATM. It is also a responsibility of BIDDER to customize and deploy the display screens in ATM whenever Bank makes any modifications in screens without any extra cost in the tenure of the contract.
12. BIDDER shall undertake complete end-to-end installation & operationalization of ATM.
13. BIDDER shall provide all the software and other utilities required for facilitating integration/interface with Digital Image Surveillance systems for these Cash Dispensers.
14. ATM should recognize the chip /Biometric cards and accordingly display the screen/voice prompts. Transaction details entered by the client will be sent to the switch and switch will identify the card as Biometric card or normal and authenticate the client accordingly.
15. ATM shall have Three side vinyl wrapped as per BANK's branding / requirement at no additional cost for the first wrap.

### **C. Software/Hardware Support:**

- 1) Any additional regulatory compliance received after the Go Live Date will be discussed and implemented at mutually agreed terms.
- 2) For all existing software provided as on Go Live Date Bidder shall provide all the updates / patches / modifications to enhance the existing/new functionality during the term of the contract without any cost.
- 3) BIDDER has to undertake full responsibility of providing software or computer programs like upgrades, updates, patches, OS, agents, etc or any other as required by Bank during the tenure of agreement from the date of Installation.
- 4) In the event of Microsoft ceasing support to the existing operating system BIDDER shall upgrade and install the latest higher version of operating system and all application software supporting the operating software for satisfactory function of ATM on all ATM deployed for one time with no extra cost to Bank. BIDDER shall also upgrade hardware required to support the higher version of operating system at no extra cost to Bank.
- 5) BIDDER has to indemnify Bank against all copy right issue, claims etc. from the software provided by BIDDER. BIDDER has to undertake full responsibility for keeping ATM virus free or any other malicious program free without any extra cost.
- 6) Upgradation of the software, Change of Configuration parameters pertaining to ATM for the purpose of enhancing the existing functionality will be done by BIDDER at no cost to BANK
- 7) All operating system upgrades / proprietary software upgrades / patches / licenses will be provided free of cost and also installed in all the ATM at no cost to BANK for the entire period of support committed. OS Hardening has to be done for the ATM. BIDDER is responsible for ensuring that system does not get affected by virus/malware

- 8) In case Cash dispenser dispense wrong number of cash, the BIDDER shall make good for the loss to Bank and ensure that machine is made operational for customers
- 9) ATM should have protection from Pests, Rats, rodents etc. Starting from the date of delivery till the life of ATM. BIDDER will replace the damage parts during the life of ATM in case of any loss due to Pests, Rats, Rodents etc. BANK will not entertain any claim if any part damages by Pests, Rats, Rodents etc.
- 10) BIDDER will obtain transit insurance cover for ATM from their factory/warehouse to BANK site and such insurance cover should be available till 7 days from date of installation whichever is earlier.
- 11) ATM should be upgradeable to support any additional services that Bank may introduce at a later date at no extra cost to BANK if hardware changes are not required.
- 12) In case of States having Road Permit/entry tax, BIDDER will liaison with local tax authorities at each of the locations to obtain the necessary permissions from the respective authorities. Obtaining the necessary permissions will be the responsibility of BIDDER. The cost of the same shall be borne by BIDDER.
- 13) BIDDER will coordinate with network vendor and Bank's network team for installation, operationalization and integration of the ATM in Bank's network.
- 14) Any issue for Cash dispenser Hardware / Software will be sorted out by BIDDER without any extra cost to Bank.
- 15) ATMs shall be energy efficient. ATMs have to be fully functional in extreme weather conditions (temperature, humidity, dust, etc) as per industry standard within the country.
- 16) BIDDER will ensure implementation of ICCW (Interoperable Card less Cash Withdrawal through ATM). Any Modification of this software, hardware, procurement and deployment of various server, Change of Configuration, integration etc. pertaining to ATM for the purpose of rollout / enhance the new functionality incl. ICCW will be done by BIDDER at no cost to bank.

## D. GENERAL

- Deviations from technical specifications must be clearly indicated. Though the Bank has laid down the minimum configuration of both hardware and software of ATMs to meet present requirements, the ATM should be upgradable to support any additional services that Bank may introduce at a later date.
- The BIDDER shall provide all other required equipment's and services, whether or not explicitly mentioned in the contract, to ensure the intent of specification, completeness, operability, maintainability and upgradability of the network.
- The selected BIDDER shall own the responsibility to demonstrate that the products offered are as per the specification/performance stipulated in this contract and as committed by the BIDDER either at site or in his works without any extra cost to the Bank.
- Bidder shall maintain all native applications (supplied under this project as on go live date) during the Contract Period so that the System shall, at all times during the Contract Period, meet or exceed the specifications in the Project Documents without any cost to Bank.
- Windows 10 IoT LTSC with official support from Microsoft for all support, upgrades and security patches for next 7 years. In case supplied OS is declared end of support by Microsoft, the BIDDER has to replace the same with a supported OS including the supported hardware changes or provide compensating controls without any cost to Bank.



- To support the existing / new functionality if there is any Hardware Parameter changes required as per Bank's business requirement, charges for the same will not be applicable.
- Any new functionality which enables new transaction (considered as Financial or Non-Financial type) introduced by the bank for which the application is provided by the bank and does not require any Hardware / Software upgrade, NCR to add the application in existing build & push the same remotely / or install it through field visit without any cost to bank
- Compliance of all Regulatory Requirement like, RBI, NPCI, DFS, IBA etc during the Contract period with respect to ATM to be provided by Bidder. However, Any Compliance issued after go live date of the project and during the contract period will be implemented on mutually agreed cost.
- Any new functionality (Financial or Non-Financial type) introduced by the Bank during the contract that requires Hardware upgrades/Software /Application development, integration, UAT, Pilot testing etc will be supported on mutually agreed applicable terms, conditions & cost. Bank may opt to either have one-time charges for the same or it can be on transaction basis. The same shall be on incremental basis of existing agreed transaction fees.
- The per transaction fee arrived through this RFP process will remain the same during the contract term however for the New Functionalities, bank at its discretion may opt from the available options i.e., reimburse the Bidder on an incremental per transaction fee basis or pay an upfront fee.

**Note:**

The bidder should provide a compliance statement for all the above specification of technical requirements against each item.

All relevant product information such as technical specifications sheet etc should be submitted along with the offer. Failure to submit this information along with the offer could result in disqualification of the bid.

Place.

AUTHORISED SIGNATORY

Date.

Name & Designation.



## Annexure - 18 : Site Implementation Service for New & Old ATM Sites-

The BIDDER has to undertake full responsibility of Machines site erection and preparation. Scope of work under this line items are as follows:-

### 1. Machines site:

I	STANDARD	Specification
a)	Tiles	450mm x 450mm OR approximate 600mm x 600mm vitrified tiled flooring Ivory Shade with 100mm skirting of Johnson / Bell / Naveen Ceramics / Kajaria / Nitco or equivalent make. Fixing in cement mortar 1:5, complete with cutting and joints filling. (Johnson - Atlanata, Bell - MGCL 44, Naveen - Pearilino).  Super Glossy polished vitrifies tiles – Ivory shade – Kajaria/Nitco/Johnson/Somany or equivalent make ( shades as mentioned by Bank )
b)	False Ceiling	Armstrong Type 2'x2' mineral fiber tiles false ceiling, False Ceiling with finishing of joints, cutouts to accommodate light fixtures. BIDDER may use Armstrong Metal False Ceiling to accommodate light fittings
c)	Wall Construction	Providing and Making 115mm thick brick wall in plumb and line, cement mortar 1:4 including raking and curing complete.
d)	Sand plaster	12 mm thick sand plaster in cement mortar 1:4 including curing, in line and level.
e)	Plaster of Paris	Providing and applying Plaster of Paris punning of average thickness 5mm on plastered wall surface in line and level.
f)	Aircon Louvers	P and F 150mm powder coated Aluminum louvers of approved color.
g)	Main door - with anti-shatter film - with customized door handle.	Providing and fixing Poly-carbonated door laminated with clear anti-shatter film on one side comprising of approximate 85mm x 45mm, (as per site lay-out), aluminum Black powder coated members, floor spring of Hemco, Everite, Hyper or ISI approved make, clip sections, providing and fixing color SS D type handle to fit on Door. BIDDER may supply 8 MM glass material wherever Poly carbonate is not available For common entrance for ATM & Branch, 12 mm thick Toughened Glass in Main Door has to be provided , the same to be fixed with bottom heavy duty floor springs with SS finish patch fittings on Top and Bottom. .Maintaining same specifications for Branch & ATM door would provide uniformity in design. However, if the ATM is a Stand Alone unit (Offsite) framed glass door may be used

h)	Wooden partition	<p>Providing and fixing wooden partition comprising of 12 mm plywood of make Century, Anchor or Greenply on both sides, 50mm x 50mm hardwood section, 600mm c/c both ways, fog grey laminate of make Century, Formica or Euro 1.0 mm on one side and enamel paint on other side, partition to accommodate Aircon Louvers, provision for exhaust fan, grooves, to be made as per customized design. Ply to be of IS 303, BWR grade (For internal work only). Partition above false ceiling will be covered with 12mm ply on the visible side. OR</p> <p>Solid partitions are to constructed by using 60mm X 60mm aluminium sections @ 600mm X 600 mm C/c</p>
i)	Wooden flush door – 600 mm x 2050mm	<p>Providing and fixing wooden door frame with 30-32 mm thick solid core flush door (Both side commercial), hot pressed, grade with teakwood lipping patti, SS hinges - 3 nos., one dead lock, finished with Fog Grey laminate 1.0 mm on one side and other side with enamel paint.</p>
j)	Demolition of brick walls/ flooring	<p>Demolition of existing single brick walls/ tiling including disposal of rubbish for refurbishment work</p>
k)	Wall Construction	<p>Providing and Making 230mm thick brick-wall in plumb and line, cement mortar 1:6 including raking with sand plaster 12 mm thick in cement mortar 1:4 on both the sides with curing complete, plaster to be rough finished if necessary for doing POP. if required</p>
l)	Black Granite Flooring / front entrance side walls	<p>Jet Black Granite slab 18-20mm thick for flooring. Fixing in cement mortar 1: 5, complete with cutting and joints filling.</p>
m)	Paneling with enamel paint.	<p>Providing and fixing Aluminum Composite Panel (ACP) comprising of 60mm X 60mm Aluminium section framework @ 600mm X 600 mm C/c to be used in partitions, 12 mm with trap door with magnetic catch / tower bolt arrangement, finished with enamel paint. Ply to be IS 303, BWR Grade (For inside work), Ply to be IS 710 Grade (For external work exposed to atmosphere). (Trap door to be given only if the above item is used for shutter covering outside the ATM center.)</p> <p>Paneling at entrance and walls to 7ft. / 8 ft. height made 1.5" x1" and 18 gauges 2'-0" C/C both ways. ACP to be in 2' wide panels or distributed equally. The 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. Aluminum foil thickness to be 0.20 mm. ACP only on the ATM side with thickness of 3mm minimum. Aluminum Composite Sheet with trap door and all accessories.</p>
n)	Enamel paint	<p>Providing and applying three coats of 1st quality Enamel paint including scraping the surface clean.</p>

o)	External fixed glazing	Providing and fixing external fixed glazing comprising of 8 mm Modifloat, Saint Gobain, Asahi make clear glass with top, bottom and vertical frame comprising of black powder coated aluminum members, glass to be laminated with clear antishatter film on one side. Approximate 100mm top & bottom member, approximate 100mm vertical members.  It is Mandatory to use 12mm thick Toughened Glass in Glazing /Doors in Branch/ATM
p)	Lighting in porch area	Providing and fixing recessed, 2 x 18W PL. BIDDER to also provide the lighting in porch area with minimum 2 Lights. LED Lights to be installed for Energy Efficiency
q)	External paving	Providing and fixing chequered paving tiles in cement mortar 1:5 in line and level.
r)	Panelling with 1.0 mm laminate	Providing and fixing in position ply panelling with hardwood framing of 50mm x 38mm section at 600mm c/c both ways, 12 mm plywood with 1.0 mm laminate of approved shade and make, in plumb, line and level complete as directed. Ply to be of IS 303, BWR grade. Panelling above false ceiling will be covered with 12mm ply without laminate.  Paneling to be avoided on walls (as it is vulnerable to cause Fire Hazard). However, if required, it can be provided for concealing the Cables ) ..Fire resistant plywood, laminate /paint to be used
s)	1. Electric main switch	Providing and fixing of main switch 63 Amps. 415 volt T.P.N. with HRC fuses. (Make CPL, L&T or ISI).
t)	Moulding on Granite / Marble	Making half round moulding on Granite / Marble with polish.
u)	Greasing of shutter	Greasing of shutter.
v)	Conducting earthing for	Providing and fixing 10 SWG copper earthing wires with conducting.
w)	Plastic Paint	Providing and Fixing plastic paint of Asian / Nerolac / ICI / JNN with surface preparation, primer and putty complete.
x)	Signage Wiring	Providing & fixing of 3 x 4 mm & copper flexible wire & PVC conducting of ISI make complete with all accessories like saddles, bends etc.
y)	Connectivity for the VSAT / Lease Lines	Providing & fixing of 40 mm PVC conduit of ISI make with saddling complete for connectivity from dish antennae on the roof top to the Machines.

z)	Electricals with UPS cabling	Providing and Fixing, MK, CPL, Anchor, Crabtree Havells, Clipsal make switches / sockets, wires of Anchor, Crabtree Havells, Finolex, Polyplast, Polycab, Pagoda make, 5/15 A 6 pin socket with 16 A switch - 9 points comprising as Machines - 2 nos, NIU - 2 nos, one each for Monitor, Camera, Text interface, Card Access and Spare power point, 4 nos. Metal clad with 20A MCB - 2 each for Aircons & UPS input and output, 4 nos. light points comprising of 6A Single switch for Tube lights, spotlights, signage, internal earthing with 1/18 earthing wire, 4 mm <sup>2</sup> - 3 core cable for aircons, and 1.5 mm <sup>2</sup> wire for light points, 3 phase 4 Way Distribution box of MDS, Crabtree Havells, Indo Krupp, Indo Asian make with 4 Pole ELCB 63 A 300 mA, appropriate nos. of 20 - 30 A SP MCBs, 40A 2 pole MCB - 1 nos, MCB makes all the wiring to be in PVC conduit with proper saddling and bends wherever necessary. For UPS - Providing and Fixing SPN DB with appropriate MCBs, 2 nos. 15 A tops, cables for input and output to and from UPS
Aa)	Earthing station	2 Mtr , 50 mm dia GI chemical earthing funnel, excavation in soft murrum and backfilling, salt and coal filling linlayers, 254mm x 254mm masonry chamber with sand plaster, RCC or cast iron lid, earthing connectivity to be in 10SWG copper wire in PVC conduit from bottom of the pit to the existing ground level, complete.  New Earthing is required at all onsite and Offsite ATMs before deployment of ATM machines under this contract.
<b>II</b>	<b>FIXED COMPONENTS</b>	<b>Specification</b>
a)	Stabilizer for AC	4 KVA voltage stabilizer of ISI mark
b)	Chair	1 no. Reputed make plastic chair (ISI marked) with handles for security guard, wherever deployed
c)	Fire Extinguishers and Fire Detection system	One ABC modular type 5.0 Kg type Fire Extinguisher to be provided. It should be installed in such a way to cover UPS & batteries effectively and ,  One 4.5 KG CO <sub>2</sub> gas type Fire Extinguisher to be provided at KIOSK area as per IS :15683.  Further in addition to above and to enhance the Passive Fire protection, it is also suggested that the partition/separation between ATM machine & back room should be having 2.0 Hrs. Fire Resistance rating.  Bidder to ensure proper ventilation/cooling of the UPS/ battery area of the ATM site.  Bidder to ensure installation of Fire Detection System at the ATM site.

d)	Visual Merchandising	Designer level customized branded Information Panel, Writing ledge, Cheque deposit box; 16 swg cr imported metal, die pressed with powder coat, duco of ral / dupont make, pp coating for protection against UV light and for scratch resistance; 50x8 csk mirror cap wooden threaded metal screw.
e)	Customized ATM Guide, wall	Customized Machines guide with digital printing and wall mounted on studs.
f)	Customized Sticker set	Color Customized user stickers for Machines input / output devices, access lock / release bell, entrance door.
g)	Customized Designer strip	Customized designer strip (to house VSS camera wherever necessary), stud mounted.
h)	Magnetic Fan	P and F 152mm magnetic fan
i)	Poster Frames - Wall Hung	2 sheets of 914mm x 610mm clear acrylic (poster to be sand witted in between). Outer sheet is 5 mm thick and beveled crystal edge polished for 19 mm at 8-10 degrees on all sides in the front. Rear sheet is 5 mm thick flat.
j)	Storage Shelf	Providing and fixing two numbers of wooden storage shelves of approximate size 533mm x 610mm OR one shelf of 610 mm width x 1220 mm length comprising of 18 mm wooden ply finished with laminate on all six sides, supported on wooden frame, provision of wire managers,
<b>III Other Items</b>		<b>Specification</b>
a)	Gypsum paneling./ Calcium Silicate Board	P and F in position 12 mm thick Gypsum sheet on one side with GI frame section in line and level. Gypsum Board may be replaced with Calcium Silicate Board in paneling as a Fire Retardant Material.
b)	Gypsum partition	P and F in position 12 mm Gypsum Partition comprising of Gypsum sheet on both sides of partition with GI frame section in line and level. Bank requires partition in ACP sheets only. However, this is an optional item and may be required at certain onsite locations  Gypsum Board may be replaced with Calcium Silicate Board in paneling as a Fire Retardant Material
c)	Red Granite	Red Black Granite slab 18-20 mm thick for flooring. Fixing in cement mortar 1:5, complete with cutting and joints filling.
d)	Rolling shutter	P & F rolling shutter of 20 gauge MS sheet, including floor locks, guide rail, first quality enamel paint colour X072.

e)	Storage Cabinet	Wooden Storage Cabinet made with ply, on all four sides, 4 shelves inside with wire manager slots, finished with enamel paint in interior-and 1.0 mm laminate finish on exterior, appropriate slots to be made for air circulation on either sides, approximate size 610mm x 762mm x 1524mm, Size of cabinet and nos. of shelves subject to size of UPS, batteries and NIU.  Inside of the storage cabinet may also be finished with .8 mm thick laminate – frosty white shade.
f)	Fabrication work for porch construction.	Providing and making porch comprising of 50 x 50 x 6 mm ISMA framed structure with anchor fasteners bolted to the main structure. The measurement shall be for the total surface area of the porch. Length x (Top + Front + Bottom).
g)	P.C.C. 1:3:6	Providing and doing Plain Cement Concrete of 100 mm thickness including curing.
h)	Lollypop along with Wiring for Lollypop	Round Lit Box with both side Branding to increase visibility along with wiring 2 core - 4mm <sup>2</sup> copper flexible cable of approved ISI make.
i)	Glazed tiles on dado	Providing and fixing ceramic glazed tiles of 300 x 200 mm on dado up to reasonable height.
j)	M.S. Grill.	P and F of MS grill comprising of 12 mm MS square bars at 230mm c/c both ways, finished with enamel paint.
k)	Connectivity for the VSAT/ Lease Lines	Providing & fixing of 40 mm PVC conduit of ISI make with saddling complete for connectivity from dish antennae on the roof top to the ATM beyond 10 r. Mtrs.
l)	5/15 Power point	Providing & Fixing power point of 5/15 A with switch and wiring. (Within ATM center)
m)	External fixed glass glazing	Full height 12 mm Modifloat glass. It is Mandatory to use 12mm thick Toughened Glass in Glazing /Doors in Branch/ATM (Modiguard/ Asahi/ Saint Gobain.
o)	Bank logo	Bank logo on back of Machines wall or shutter
p)	Lighting	Wiring for 12 no points p/f 2 nos spot wall mounted fluorescent light
q)	Poster frame small	610mm x 457mm with acrylic sheets. Acrylic Sandwich frame to be provided with SS Studs
r)	Main cabling	4 core 4mm <sup>2</sup> copper cable
(s)	2 X 2 LED Lights	Lighting Fixture 2'x2' with LED Lights. Max 30W. Min 175 Lux. Lighting. Philips, Wipro, GE, Kree or equivalent. To be propped with additional ceiling support.
(t)	LED Downlights	Providing & Fixing recessed downlighter 4 W Power LEDs. Min Lux 125. Philips, Wipro, GE, Kree or equivalent.



(u)	ACP - Partition	Providing & fixing in position partition made of ACP (Aluminium Composite Panel) with framing of Aluminium Tube sections of min 1.5" x1" and 18 gauges 2'-0" C/C both ways. Continuous ACP sheet may be provided in place of 2'X2' panels to avoid joints. The 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. Aluminum foil thickness to be 0.20 mm. ACP only on the ATM side with thickness of 3mm minimum. Alubond, Eurobond, Fujibond, Alcobond, Prime Bond or equivalent brands to be used. ACP Door 3'X7' made of Aluminum frame. Back side paneling and partition should be of ACP made of Aluminium frame
(v)	ACP - Shutter with boxing. Made out of ACP sheet, and aluminum frame. Trap door to be finished with ACP	Providing & fixing in position Aluminium Composite Panel (ACP) with framing of Aluminium Tube sections of min 1.5" x 1" and 20 gauges 2'-0" C/C both ways. Joints to be finished with Silicon based sealant. ACP thickness of 3 mm minimum. Aluminium foil thickness to be min 0.20 mm, 2'-0" C/C both ways. ACP to be in 2' width panels or distributed equally. Alubond, Eurobond, Fujibond, Alcobond or equivalent ISO certified brands to be used. Trap door to be finished with ACP.
(w)	Isolation Transformer.	Same specs as above for minimum 2-5 KVA Online UPS with 4 hours battery backup.
(x)	2 KVA Servo Controlled Voltage Stabilizer	2 KVA Servo Controlled Voltage Stabilizer (90V - 280V) for 1 KVA UPS. ISI make or from ISO certified company
(y)	3 KVA Servo Controlled Voltage Stabilizer	3 KVA Servo Controlled Voltage Stabilizer (90V - 280V) for 2 KVA UPS. ISI make or from ISO certified company

## 2. Air Conditioning

Item	Preferred Specifications
Split Air Conditioners (including piping)	Installation of two 1.0 Ton High Wall Split inverter ACs of 5 Star rating with cordless remote of reputed make. With Copper, drain pipe length up to 3 Rmt. & Caging for Outer Units. AMCs to be obtained by the vendor at its own cost.
Split Aircon installation	Installation of indoor blower units and outdoor condenser units.
Timer for Air Conditioners	Providing and installation of Switch timer for alternate operation between 2 Aircon units.
Caging for Aircon condenser units	P and F M.S. Caging duly painted with enamel paint.
Aircon extra piping	Copper, drain piping with power cable, if more than 3mt
Stabilizer for AC	3 KVA voltage stabilizer of ISI mark



### 3. Signage, Lollypop and Branding of ATM sites:

Quality Specifications for “Back-lit”

Item	Specifications
Fascia	Flexible substrate – The properties are given in Table 1. Graphics to be computer-cut with translucent cast vinyl matching the Pantone Ref.No.1655C - Properties as per Table 2.
Sign Cabinet	MS Box from 25mm x 25mm 18 swg MS square pipes along with 25mm x 25mm 18 swg MS stiffeners. The frame to be covered with 1.5 mm thick Aluminum sheet powder-coated (orange) on outer side for top, bottom, & sides, and 26 G GI sheet (painted from inside) for back panel, with drip cap.
Tensioning	Aluminum extrusion – Milliken tensioning system with rubber gasket
Electrical	1 Tube Light for every 0.37 sqmt along the length of the sign. Tube Light overlap must be minimum 75 mm to prevent dark spots All electrical to be Philips make

Table 1 - Physical Properties (Flex Substrate)

Property	Metric Units (Range)
Service Temperature Change	-25* to + 70 * C
Light Transmission (opacity)	25 % (Minimum)
Tensile strength (minimum) Tear weft	16.0 kg / cm
Tear Warp	18.0 kg / cm
Tensile Weft	27.0 kg / cm
Tensile Wrap	27.0 kg / cm
Weight	785 gr / metre square
Characteristics Substrate	Polyester scrim embedded in a white-pigmented
Thickness	23 to 28 mils

Table 2 - (Translucent cast vinyl)

Property	Metric Units
Tensile Strength	0.8 kg / cm at 22*C
Applied Shrinkage	0.5 mm
Service temperature range	-40*c to +75*C
Adhesion Characteristics (acrylic and polycarbonate)	Adhesion (uncoated, clear) 0.7 kg / cm

ONLY 3 M materials is to be used, i.e.  
Flexible substrate : 3 M Panagraphics – II

Vinyl : 3 M Scotchcal translucent vinyl – 3630-44  
 Color : Orange - Pantone 1655 C

The Bidder will ensure complete branding of ATMs machine and ATM sites, which involve-

Sr.	Brand Element	Particulars
1	ATM machine Wrapping (-3- sides)	Vinyl Branding
2	<b>Full Wall Branding (-3-) Sides</b>	Vinyl Branding
3	<b>Hanging Lollypop</b>	Round Lit Box with both side Branding
4	<b>Fixed Glass and Glass Door</b>	One Way Vision Vinyl
5	<b>Signage</b>	Flex/ Vinyl as per Bank's guidelines

Detailed specification for all the branding specifications will be shared with successful Bidders for implementations.

#### A. Power Conditioning Equipments

Item	Specification
UPS with batteries	2KVA UPS of reputed make with 4 hours battery backup on full load (Does not include bypassing equipment like servo stabilizer and isolation transformer). BIDDER to calculate the VAH for 2KVA UPS with 4 hours backup.
UPS	SNMP Card to enable remote monitoring
Voltage stabilizer for UPS (as per requirement)	Voltage stabilizer of reputed make of required capacity
Isolation Transformer (as per requirement)	Isolation transformer of reputed make

#### B. UPS:

Topology - On-Line (Standalone UPS with single set Battery Bank)
Technology – IGBT
Redundancy - Redundant capability with optional automatic redundant switch
Input Voltage - Single Phase Input 230V, Range - -30% to +21%
Input Frequency - Frequency Range - 45 - 65Hz Autosensing
Output Voltage - Single / Three Phase Output, Range - 220 - 230VAC, Regulation - +/- 1% Static, 5% for Dynamic Loads
Output Frequency - Frequency Range - 50 Hz, Frequency Regulation - +/- 0.1% synchronized to battery
Output Wave Form - Pure Sinusoidal

Crest Factor < 3:01
Overload ratings - 105% infinite.
Transfer Time (with Full Load) - < 0ms
Bypass – Automatic
Noise Level - < 50dB
Efficiency - Overall at Full Load - 92% Minm.
Power Factor - 0.7 pf for 2 KVA
Indication - Input Mains ON, System Overload, Battery Low, Mains Fail, Inverter Fault, Inverter Trip, Battery Trip, Load on Battery, Load on Bypass
Alarm - Battery Low, InverterON(Mains Fail), Inverter Fault
Metering - Output Voltage, Output Current
Interface - DOS/Unix/Netware/Windows with necessary H/W and S/W
Power Management software to be compatible with Windows 98/NT/2000/XP, Novel Netware, Sun Solaris Linux
Battery - SMF Batteries with Back-up time upto 4 Hrs.with suitable Rack to house Batteries (Pls specify no. of batteries & its V/AH rating in each category)
Battery Make - Rocket / Panasonic / Exide / Hitachi / CSB / Amar Raja(Johnson Control)
Warranty – Two Year On-Site on UPS and Two Year On-site on Batteries.
Certification/ Approvals - International Std. Certifications viz. UL /CE/ TUV / ERTL
Safety - IEC 60950, EN 50091-1-1 , UL 1778
LED - On line, On battery, Overload, Fault, Replace battery and bypass operation
Audible Alarms - On battery, Low battery, Overload etc
Remote Monitoring/power Mgmt facility -Internal SNMP Card (Provision) for monitoring thru web remotely.
Other Features - Graceful server shutdown, Paging / email facility. Real time graphical display of power
UPS Status, Access should be password protected with MD5 authentication security. Should integrate with popular NMS like IBM Tivoli, HP Open View, TNG Unicentre etc.
Capability to add management cards (remote management, additional ports, temp/humidity monitor)
Should be able to do a Cold Start

**Note:**

In addition to above, the following points to be ensure during the construction/TIS of the ATM site :-

- The site construction shall be considered to be completed only after obtaining certificate from the Bank’s Architect.
- Any deviation from the above specification is subjected to the prior approval of the Bank.
- BIDDER /s has to ensure all the Items supplied during the Site construction are new.
- The BIDDER /s has to undertake a feasibility test before construction of site and shall install insulation transformer, stabilizer etc. during commissioning of the site. Bank shall not bear any additional expenses incurred due to voltage fluctuation or any other power issues after commissioning of the site.
- Possibilities to be explored to install Solar Energy/Solar panels ,thereby reducing the consumption of power generated from conventional sources.
- Low VOC/NON VOC paints to be used (volatile Organic Compounds)

- Recycled materials to be used in interiors, wherever available.
- LED lights to be provided for attaining reduction in power consumption
- **Five star rated electrical fixtures to be provided for achieving higher energy efficiency.**
- Material required for the construction may be procured from the close proximity of proposed sites
- Ensure use of Environmental friendly materials for construction.

Place.

AUTHORISED SIGNATORY

Date.

Name & Designation.

## Annexure - 19 : Technical Evaluation Matrix

S.No	Particular	Total Marks	Eligible Marks	Allotted Marks
1	Experience in End to End ATM outsourcing	10		
	>=3 years		10	
	>=2 years < 3 years		8	
	>=1 years < 2 years		6	
	< 1 years		0	
2	No. of ATM/CR handled (CAPEX & OPEX Model) managed by Bidder	10		
	10,000 and above		10	
	>=7,000 & <10,000		7	
	>=4,000 & <7,000		5	
	Less than 4,000		1	
3	Existence of Management Centre(able to demonstrate capabilities)	10		
	3 years and above		10	
	>= 2 years and < 3 years		8	
	>= 1 years and < 2 years		6	
	Less than 1 years		0	
4	Operational Parameters			
	Ownership of Management Centre	5		
	Owned		5	
	Outsourced		2	
5	Support Centre	5		
	Owned		5	
	Outsourced		2	
6	No. of Support Centers across India	10		
	> 100		10	
	> 50 & <= 100		8	
	< 50		0	
7	Number of seats at Call Centre / Help Desk(exclusive or common)	5		
	> 50		5	
	> 35 & <= 50		4	
	>25 & <= 35		3	
	>15 & <= 25		1	
	< 15		0	
8	Customer Base ( No. of customers for whom handling MS)	5		
	> 5		5	
	> 3 & <= 5		3	
	< 3		1	
9	Incident Management Services are being provided to (Banks)	5		
	> 5		5	

	> 3 & <= 5		3	
	< 3		1	
10	Centralized monitoring of ATMs (Banks)	5		
	> 5		5	
	> 3 & <= 5		4	
	< 3		2	
11	First Level Maintenance(Banks)	5		
	> 5		5	
	> 3 & <= 5		3	
	< 3		1	
12	Second Level Maintenance (Banks)	5		
	> 5		5	
	> 3 & <= 5		3	
	< 3		1	
13	Site Maintenance for TIS (Banks)	5		
	> 5		5	
	> 3 & <= 5		3	
	< 3		1	
14	Site Implementation Services			
	No. of sub-contractors with whom agreement is in place	5		
	>10		5	
	> 5 & <= 10		4	
	> 2 & <= 5		2	
15	ESQ – Two way integration for feeds/tickets (Banks) to be demonstrated with alerts tracking provision.	5		
	Live in two or more bank		5	
	Live in one Bank		4	
	Under Testing		1	
16	Site Visit by Bank's Official and presentation	5		
	TOTAL	100		

We understand that bidders who have qualified in technical bid and secured 80% and above marks in the above analysis will be eligible for RFP process.

Place. AUTHORISED SIGNATORY

Date. Name & Designation.

**Annexure - 20: Proposed ATMs Location Zone Wise-**

- Bidder shall deploy the ATMs across India as per Bank's requirement and deployment Plan.
- For convenience, 2930 ATMs to be replaced in different Zones are given below.

<b>Zone</b>	<b>Count of ATM</b>	<b>Zone</b>	<b>Count of ATM</b>
AHMEDABAD ZONE	82	KOLKATA ZONE	246
BARODA ZONE	123	LUCKNOW ZONE	213
BENGALURU ZONE	253	MANGALURU ZONE	183
BHOPAL ZONE	137	MEERUT ZONE	174
CHANDIGARH ZONE	135	MUMBAI ZONE	107
CHENNAI ZONE	196	NEW DELHI ZONE	122
ERNAKULAM ZONE	121	PATNA ZONE	237
HYDERABAD ZONE	219	PUNE ZONE	134
JAIPUR ZONE	215	RAJKOT ZONE	33
<b>Sub-Total</b>	<b>1481</b>	<b>Sub- Total</b>	<b>1449</b>
<b>Grand Total</b>	<b>2930</b>		

Note:

The above list indicates the number of proposed ATMs (Zone wise) to be deployed under OPEX Model. The details of locations in each Zone will be communicated to the selected bidder. The list is only indicative and Bank reserves the right to change the Zone wise quantity at a later date

Place.

AUTHORISED SIGNATORY

Date.

Name & Designation.



## Annexure - 21: Format for Pre-bid Queries

Bidders have to provide their queries on eligibility criteria, scope of work, terms & conditions etc in the below format only (Excel Format). Bidders are requested to categorize their queries under appropriate headings. Bidders are requested to provide a reference of the page number, state the clarification point and the queries/suggestion/deviation that they propose as shown below::

S.N.	Page	Point/Section	Clarification point as stated in the tender document	Queries/ Suggestion/Deviation
1				
2				
3				
4				

All queries in above format should be sent to [agmops.digital@bankofbaroda.com](mailto:agmops.digital@bankofbaroda.com) and [atm.rfp@bankofbaroda.com](mailto:atm.rfp@bankofbaroda.com) in excel format only.

Place.

AUTHORISED SIGNATORY

Date.

Name & Designation.

## Annexure 22 – Declaration/Undertaking from Bidder

Declaration/ undertaking from bidder regarding applicability of restrictions on procurement from a bidder of a country which shares a land border with India as per the order no. 6/18/2019-PPD dated 23rd July 2020 issued by Ministry of finance department of expenditure  
(This letter should be on the letterhead of the Bidder duly signed by an authorized signatory

To

\_\_\_\_\_  
Bank of Baroda  
Baroda Sun Tower  
Bandra Kurla Complex  
Bandra (E), Mumbai 400 051

Sir,

We, M/s -----...- are a private/public limited company/LLP/Firm *<strike off whichever is not applicable>* incorporated under the provisions of the Companies Act, 1956/2013 Limited Liability Partnership Act 2008/ Indian Partnership Act 1932, having our registered office at ----  
----- (referred to as the “Bidder”) are desirous of participating in the Tender Process in response to your captioned RFQ and in this connection we hereby declare, confirm and agree as under:

We, the Bidder have read and understood the contents of the RFQ and Office Memorandum & the Order (Public Procurement No.1) both bearing no. F.No.6/18/2019/PPD of 23rd July 2020 issued by Ministry of Finance, Government of India on insertion of Rule 144 (xi) in the General Financial Rules (GFRs) 2017 and the amendments & clarifications thereto, regarding restrictions on availing/procurement of goods and services, of any Bidder from a country which shares a land border with India and / or sub-contracting to contractors from such countries.

In terms of the above and after having gone through the said amendments including in particular the words defined therein (which shall have the same meaning for the purpose of this Declaration cum Undertaking), we the Bidder hereby declare and confirm that:

Please strike off whichever is not applicable

1. “I/ we have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I/ we certify that \_\_\_\_\_ is not from such a country.”
2. “I/ we have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I/ we certify that \_\_\_\_\_ is from such a country. I hereby certify that \_\_\_\_\_ fulfills all requirements in this regard and is eligible to be considered. [Valid registration by the Competent Authority is attached.]”

In case the work awarded to us, I/ we undertake that I/ we shall not subcontract any of assigned work under this engagement without the prior permission of bank.

Further we undertake that I/we have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that our subcontractor is not from such a country or, if from such a country, has been registered with the Competent Authority and will not subcontract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that our subcontractor fulfills all requirements in this regard and is eligible to be considered. [Valid registration by the Competent Authority is attached herewith.]”

2. We, hereby confirm that we fulfil all the eligibility criteria as per the office memorandum/ order mentioned above and RFP and we are eligible to participate in the Tender process.

We also agree and accept that if our declaration and confirmation is found to be false at any point of time including after awarding the contract, Bank shall be within its right to forthwith terminate the contract/ bid without notice to us and initiate such action including legal action in accordance with law. Bank shall also be within its right to forfeit the security deposits/ earnest money provided by us and also recover from us the loss and damages sustained by the Bank on account of the above.

3. This declaration cum undertaking is executed by us or through our Authorized person, after having read and understood the terms of RFP and the Office Memorandum and Order.

Dated this.....by .....20

Yours faithfully,

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #

List of documents enclosed:

1. Copy of certificate of valid registration with the Competent Authority (strike off if not applicable)

2. ....

## Annexure 23 – UNDERTAKING BY BIDDER FOR NON BLACKLISTING

To,  
**The General Manager & Deputy Chief Digital Officer**  
**(Digital Operations Group)**  
Bank of Baroda  
1<sup>st</sup> Floor, Baroda Bhawan,  
R. C. Dutt Road, Alkapuri,  
Vadodara – 390007 Gujarat

Dear Sir,

Undertaking (To be submitted by all Bidders' on their letter head)

We (bidder name), hereby undertake that-

- As on date of submission of RFQ/tender, we are not blacklisted by the Central Government / any of the State Governments / PSUs in India or any Financial Institution in India.
- We also undertake that; we are not involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to bank.

Yours faithfully,

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Date:

Place:

Seal of Company:



Annexure 24 – MANUFACTURER’S AUTHORIZATION FORM (MAF)

No.

Dated:

To,
The General Manager & Deputy Chief Digital Officer
(Digital Operations Group)
Bank of Baroda
1st Floor, Baroda Bhawan,
R. C. Dutt Road, Alkapuri,
Vadodara – 390007 Gujarat

Dear Sir,

Ref: your RFQ for \_\_\_\_\_ dated \_\_\_\_\_

We \_\_\_\_\_ who are established and reputable manufacturers of (name & descriptions of goods offered) having factories at (address of factory) do hereby authorize M/s \_\_\_\_\_ (Name and address of Agent) to submit a bid, and sign the contract with you for the goods manufactured by us against the above Request for Qualification(RFQ).

We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation for a period of 7 years from the date of contract. We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Supplier:

- a) Such Products as the Bank may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and
b) in the event of termination of production of such Products:
i. advance notification to the Bank of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and
ii. Following such termination, furnishing at no cost to the Bank, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

We hereby extend our full comprehensive guarantee and warranty as per Terms & Conditions of Contract for the goods and services offered for supply by the above firm against this RFQ. In case of M/s \_\_\_\_\_ is out of service due reason, we will make alternative arrangement for the service and maintenance of our product on same terms and condition.

Yours faithfully (Name)
Date:
Place:
Signature of Authorized Signatory:
Name of Signatory:
Designation:
Seal of Company:

XXXXXXXXXXXXXXXXX END OF DOCUMENT XXXXXXXXXXXXXXXXXXXXX