



भारत सरकार का उपक्रम A Government of India Undertaking



Request for Proposal (RFP)
For Supply, Installation and Maintenance
of 750 CRMs

Issued by:

Digital Banking Department
Mercantile House,
708, Magazine Street Marg, Mumbai-400010

RFP for Supply, Installation and Maintenance of 750 CRMs

Disclaimer

The information contained in this Request for Proposal (RFP) is provided to the Bidder(s) on the terms and conditions set out in this RFP document. The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of 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 Bank in relation to the provision of services.

The RFP document is not a 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 Bidder as identified by the Bank, after completion of the selection process as detailed in this document. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of Union Bank of India with the Bidder. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Union Bank of India makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Union Bank of India may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

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GENERAL INSTRUCTIONS TO BIDDERS

All bidders must note that this being E-tender, bids received only through online on E-tendering portal <https://ubi.abcprocure.com> shall be considered as an offer. ***Any bid submitted in physical form will not be received or opened and shall be summarily rejected.***

Procedure for submission of E-tender by bidder:

Interested bidders who wish to participate should visit website <https://ubi.abcprocure.com> which is the ONLY website for bidding their offer. Further, the procedure is as follows:

1. Register your company in website <https://ubi.abcprocure.com> for obtaining a Login ID and Password.
2. Using the login ID, password and digital signature, login in to the tender portal to download the tender document. It is mandatory for the Bidders to have a valid Digital Signature Certificate - Signing and Encryption (Class - II or Class - III) issued by any of the valid Certifying Authority approved by Govt. of India as per IT Act, 2000. DSC on **Organization name** is required, if bidder want to participate on behalf of his/her Company.
3. Pay RFP Cost through Demand Draft (i.e. DD) and upload the scan copy in website.
4. Upload supporting documents by clicking "Mapped Documents". Then submit the tender. Take a print screen of "Bid successfully submitted" message for reference.
5. Primary Contact Numbers: 9081000427 & 9904406300
Email- support@procuretiger.com
6. Alternate Contact No.:-

Name	Mobile No.	Email Id.
Nandan Valera	- 9081000427	nandan.v@iptl.in
Fahad Khan	- 9904406300	fahad@eptl.in
Shaikh Nasruddin	- 9510812960	shaikh@eptl.in
7. System requirement for online bid submission:
 - a. Computer / Laptop (Notebook) with internet connection of minimum 256 kbps speed.
 - b. Operating system - Windows 7 or above.
8. Bidder must submit the offer before online closing date & time. The website will automatically stop accepting the offer after online closing date and time.

NOTE: Submission of any bid document through offline mode will not be accepted and bids should be submitted on or before last date and time of bid submission.

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Schedule of Events & Bid Details

Ref. No. UBI/DIT/2022-23/03

Start Date& Time of issue of RFP/ Document Download	10.06.2022 at 11:00 Hours
Date and time of Prebid Meeting(online/offline)	17.06.2022 at 11:00 Hours
Last date and time for submission of query	20.06.2022 by 17:00 Hours
Last date and time of Downloading of RFP	01.07.2022 by 15:00 Hours
Last date and time for submission Of Bidding Document	01.07.2022 by 16:00 Hours
Date and Time of Technical Bid Opening	01.07.2022 by 16:30 Hours
Place of opening of Bids (Online)	Union Bank of India, Information Technology (Ground Floor), 1/1 A, Technology Centre, Adi Shankaracharya Marg, Opp. Powai Lake, Andheri (East), Mumbai-400072.
Address & Contact Numbers	As above Tel:(022) 25710527/528
Cost of RFP (Non-Refundable)	Cost of RFP is waived off if bidder prefers to download the RFP document online. However, bidder is required to pay Rs.2,500/- in the form of Demand Draft in favor of Union Bank of India, payable at Mumbai for purchasing hardcopy from DIT.
Security Deposit/Earnest Money Deposit (EMD)	Rs.1,26,00,000/- (One Crore and Twenty six lacs only) in the form of Demand Draft in favor of Union Bank of India, payable at Mumbai. EMD can also be paid in the form of Bank Guarantee (BG) of any scheduled commercial Bank other than Union Bank of India and should be valid for 6 months from the date of bid submission with a claim period of 45 days.
Contact details	Interested Bidders are requested to send the email to: atm.monitoring@unionbankofindia.bank ranjanskumar@unonbankofindia.bank Vijaykumar.mc@unionbankofindia.bank containing below mentioned information, so that in case of any clarification same may be issued: Name of company, contact person, Mailing address with Pin Code, Telephone No., Mobile No., email address etc.

Note: Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after submission of bids. No bidder shall be allowed to withdraw the bid.

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Abbreviations:

The long form of some abbreviations commonly used in the document are given below:

Abbreviations	Description
AMC	Annual Maintenance Contract
ANSI	American National Standards Institute
ATMs	Automated Teller Machines/Cash Recycler Machines
ATP	Acceptance Test Procedure
BG	Bank Guarantee
BNAs	Bunch Note Accepters
BOM	Bill of Material
CBS	Core Banking Solution
CD	Cash Dispenser
CPU	Central Processing Unit
CRA	Cash Replenishment Agency
CRM	Cash Recycler Machine
DC	Data Centre
DIT	Department of Information Technology
DR	Disaster Recovery
EMD	Earnest Money Deposit
EPP	Encrypted Pin Pad
FLM	First Level Maintenance
GST	Goods and Services Tax
IPv6	Internet Protocol version 6
ISO	International Organization for Standardization
LD	Liquidated Damage
LOI	Letter of Intent
MOU	Memorandum of Understanding
MVS	Multi-Vendor Solution/End point Solutions
NDA	Non-Disclosure Agreement
NPCI	National Payments Corporation of India
OEM	Original Equipment Manufacturer
OS	Operating System
OS	Operating System
PO	Purchase Order
POC	Proof of Concept
PSB	Public Sector Bank
PSU	Public Sector Undertaking
RFQ	Request for proposal
RMMS	Remote Monitoring Management System
SLA	Service Level Agreement
TCO	Total Cost of Ownership
TO	Technical Offer
UBI	Union Bank of India
VAT	Value Added Tax

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BACKGROUND:

Union Bank of India is one of the leading public sector banks in India. Bank has over 9100+ CBS branches and more than 11300+ ATMs/CRMs installed across the country. Bank intends procurement of 750 Cash Recycler Machines (CRMs) under buyback (hereinafter referred to as Cash Recycler) on PAN India Basis. Union Bank of India (hereinafter referred to as THE BANK) is looking for a vendor who complies with the following criteria and can supply, install, commission and maintain 750 Cash Recyclers as per the requirement of Bank.

SECTION I: ELIGIBILITY CRITERIA

1. The eligibility criteria have been set keeping in mind the requirements of the Bank for supply, delivery and services covering the length and breadth of the country. Since the support and services offered by the Bidder will have a direct bearing on the reputation of the Bank, Bidders need to have a proven track record, minimum installed base, sufficient means and net worth.
2. Only those Bidders who fulfill the Eligibility Criteria mentioned in **Annexure- B** are eligible to participate in the RFP. Offers received from the Bidders who do not fulfill any of the eligibility criteria mentioned are liable to be rejected. This invitation of Bids is open to all Original Equipment Manufacturers (OEMs) having presence in India or their Authorized Representative having registered offices in India.

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DISCLAIMER

- a. The information contained in this RFP document or any information provided subsequently to Bidder(s) either verbally or in documentary form by or on behalf of the Bank, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.
- b. This RFP is neither an agreement nor an offer and is only an invitation by the Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- c. This is not an offer by the Bank but only an invitation to bid in the selection process initiated by the Bank. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is executed by the duly authorised signatory of the Bank and the Bidder.
- d. All the proposals received in response to this RFP are relevant & binding on this RFP documents only and any reference to any other RFPs by Bank will not be acceptable for evaluation of the proposal.
- e. Notwithstanding the fact that eligibility criteria in any other previous RFP/tender issued by the Bank and whatever manner the same had been interpreted or evaluated therein, shall have no bearing on this case for evaluation and this RFP/tender shall be evaluated only as per the definition/stipulations contained herein in this RFP/tender. Bank reserves the right not to reopen previous RFP/tenders on this account.

SECTION II: REQUIREMENT DESCRIPTION

1. Scope of Work

1.1. Scope of work for CRMs

- 1.1.1. The Bank is planning to procure 750 Real time Cash Recycler Machine (CRMs) plus one set of lockable cassettes per CRM under buyback with front loading with 3 years warranty & 2 years AMC, with a provision to place the purchase order for +/- 25 % of 750 CRMs for replacement and for new sites.
- 1.1.2. The bidder has to follow the technical specifications as mentioned in Annexure -D.
- 1.1.3. Cash Recyclers should accept/dispense Rs. 100,200,500 and 2000 denominations notes.
- 1.1.4. All components (Hardware components and Software) of the CRM must be valid as per PCI-DSS and EMV for the period of the contract.
- 1.1.5. The OEM will ensure that CRM complies with all RBI control measures during the period of the contract without any additional cost to the Bank.
- 1.1.6. Cash Recycler should impound all known counterfeit and suspect currency and should keep updating the currency template on regular interval.
- 1.1.7. Vendor should update the software to support all new variants currency notes as well as new denominations, if any, issued subsequently without any extra cost to the Bank during the period of warranty and AMC. Bidder should undertake to upgrade the counterfeit currency detecting software minimum once in six month.
- 1.1.8. Cash Recyclers should accept Bulk cash deposit with facility to recognize all known counterfeit notes of multiple denominations and accept at least 200 notes at one go and prompt for more before processing the transaction.
- 1.1.9. Cash Recyclers should have Capacity of notes storage up to 10,000 notes with four storage cassettes and each cassette should have capacity of minimum 2500 notes.

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- 1.1.10. Cash Recyclers should have capabilities to accept the deposits using any Bank's Debit cards, without cards and QR Code.
- 1.1.11. Cash Recyclers should support both cash deposit and Cash Withdrawals with recycling capabilities.
- 1.1.12. Cash Recyclers should have capabilities to accept the deposits and make withdrawal through Q R code scanning & Bio metric authentication.
- 1.1.13. Cash Recyclers should be able to perform all the normal and value added services like balance Inquiry, Pin Change, mini statement printing etc., without any charge or up gradation.
- 1.1.14. All cassettes of the Cash Recyclers or part should be configurable for cash Deposit and withdrawals.
- 1.1.15. It should be possible for Cassette Configuration to be assigned individual denomination-wise or to have more than one or all denominations per cassette. CRM should have the capability to have one cassette per denomination.
- 1.1.16. Multi-vendor software compatibility: The successful bidder shall agree that the Bank reserves the right to bring in Multi-vendor software, hardware and if such a solution is contracted with a third party other than the successful bidder, the successful bidder agrees to cooperate with the Bank for implementation & support of Multi-Vendor Software. Cost of testing & UAT to implement the multi-vendor solution shall be fixed on mutually agreed basis. The Successful bidder also ensure that software including XFS of machine should be compatible with Multi-Vendor software, if there will be any compatibility issue during the warranty and AMC period of contract then successful bidder will make software including XFS compatible with Multi- Vendor Software without any cost to Bank.
- 1.1.17. The bidder will ensure that the CRM machine has all the relevant security features such as it does not accept any mutilated/ torn/ zero value/ Lesser than the Face Value of currency notes. If it accepts the same at any time the Service Provider will compensate the Bank for any financial/reputational loss incurred on account of it. The machine should ensure to accept and confiscate fake notes as per RBI guidelines.
- 1.1.18. Any future requirements like cassette spacers which may be necessitated on account of recalibration and other similar activities that may be required to be performed on CRM on account of regulatory guidelines in

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future. Bidder has to support the recalibration till contract period from the date of installation of the CRM without any cost to the bank.

- 1.1.19. The Cash Recycler offered as part of the current RFP must pass the Genuine Note Recognition (as per RBIs Note Authentication and Fitness Sorting parameters) test with 100% accuracy, i.e. 100% of genuine currency notes accepted in all orientations and other RBI parameters - At this stage of eligibility bid, a self-certificate from the Bidder/OEM will be accepted through a certificate from an independent agency/a central bank or a bank currently using the same model of the machine has to be furnished, before commercial Bid opening. However, the Genuine Note Recognition test will have to be demonstrated to the Bank and carried out by the Bank at the time of technical evaluation as also at the time of integration testing (with the finally selected Bidder).
- 1.1.20. Cash Recyclers should have pilfer proof camera at the cash accepting/dispensing slots and be able to capture the images at the time of accepting and dispensing the cash.
- 1.1.21. The bidder must provide comprehensive warranty of three years from the date of installation of Cash Recyclers site. The warranty will cover the Cash Recycler, DVSS systems, alarm systems and all parts of the Cash Recyclers. The bidder has to rectify the defects / replace the defective parts and equipment wherever required free of cost during the said warranty period.
- 1.1.22. The vendor must ensure before delivery that operating system is hardened to block the services which are not required. The vendor should provide inbuilt Cash Recycler specific firewall to take care of intrusion detection, port scans and other common virus attacks.
- 1.1.23. This RFP contemplates procurement on turnkey basis and the Bank requires these CRMs to be connected to its Base 24 Switch or any other switch as per the requirement of the bank the successful vendor will take total responsibility for supplying, installation of CRMs and making them operational through interface with Base 24 switch or any other switch.
- 1.1.24. The successful vendor, for testing purpose, should provide one Cash Recycler same model and configuration that is being proposed to the Bank free of cost. The same has to be delivered and installed at the following address: Union Bank of India, Technology Centre, Adi Shankaracharya Marg (Jogeshwari Vikhroli Link Road - JVLR), Next to Indian Register of Shipping, Powai, Andheri East, Mumbai - 400072.

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- 1.1.25. The Bank has the right to perform any and all kinds of activities with the Test CRM. The activities would include and not limited to Security Testing, Functionality Testing, Integrity Testing, stress testing etc. Any issue which arises from the tests would be rectified by the Original Equipment Manufacturer / bidder within the time specified by bank and the rectification shall be implemented in all the CRMs deployed by the Original Equipment Manufacturer or its representative. The Original Equipment Manufacturer shall support the bank or its representatives in performing the tests, answering any queries, developing and implementing the solution of any issue observed, as per the terms & conditions of the RFP
- 1.1.26. The vendor 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.,)& based on future requirements in other regional languages and also for touch screen format for all transactions undertaken on Cash Recyclers. Bank will provide the necessary screens.
- 1.1.27. It will be the responsibility of the vendor to deploy the required display screens in the Cash Recyclers whenever Bank makes any modifications in screens as part of the warranty/AMC without any extra cost to the Bank during the tenure of the contract. Bank will provide all necessary screens.
- 1.1.28. The vendor should undertake the grouting of Cash Recyclers at all sites. Cash Recyclers should be grouted to a two cubic feet RCC structure with embedded bolts and its nuts sealed off with resin materials while installation of Cash Recyclers at new premises without any cost to the Bank.
- 1.1.29. Vendor should undertake the diversion of Cash Recycler while in transit, in case of requirement including all incidental expenditure to shifting including dismantling, packing, loading, unloading, unpacking, transit insurance and reinstallation and transportation charges, at no extra cost to Bank during 3 year warranty and 2 year AMC period.
- 1.1.30. IN case the new machines are replacing the existing CRMs, Bank will place buy back order as per the requirement and vendor must agree to buy back of the existing ATMs/CRMs/BNAs/SNAs on "AS IS WHERE IS" basis. The approximate number of buy back machines may be 70% of the total numbers and this is an indicative number, however bank reserves the right to modify this quantity depending on the requirement. The vendor should also undertake the de-installation of existing

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ATMs/CRMs/BNAs/SNAs and installation of new Cash Recyclers on the same day to minimize the downtime of CRMs and handover the hard disk of the old ATMs/CRMs/BNAs/SNAs to the respective branches. Bank can also place only buyback order for old ATMs/CRMs/BNAs/SNAs.

- 1.1.31. Bank has engaged services of Vendors for ATM Managed Services which include monitoring of the ATMs/ CRMs and EJ Pulling / Content/ Software Distribution etc. The Bidder' scope for integration of ATM/ CRM with Softwares of ATM Managed Services Vendor involves the following.
- 1.1.32. Bidder has to coordinate with Bank's Vendors for Managed Services to integrate their Softwares in ATM/ CRM for - monitoring /third party software/agent for Electronic Journal (EJ) Pulling & Software/ Content Distribution / Screen pushing for ATM/CD. Successful bidder will ensure to include these software/agent & screens in their customized build (i.e. compatible with Bank's Switch) at no extra cost to Bank.
- 1.1.33. In case any Bidder support is required for such task for masking and unmasking of EJ, then Bidder will provide support on free of cost (FOC) basis.
- 1.1.34. Successful bidder will install online Terminal Security Solution for managing the security parameter i.e. Operating System (OS) Hardening, Disk encryption, Support for Full hard disk encryption(FHDE), Whitelisting, provide one time code for secured admin access (with a validity of 60 minutes and manageable to extend the same if required), Reboot machine centrally, Allowing for specific remote user management, Support for One Time expiring passwords, Support for online and offline password management, Blocking USB ports on the ATM/CD/ CRM through centralized Control, Protection against the unauthorized updating / changing of configuration/ property of the files/script etc., Blocking the unauthorized installation/ de-installation of software, Only permitted/ white-listed applications are running on ATM/CD/ CRM, capability for centrally whitelisting the application, Auto Run Facility is enabled or Disabled etc.
- 1.1.35. Bidder should ensure that ATM/CD/CRM provided to Bank should have Terminal Security Solution (TSS) implemented without any extra cost. Bidder has to setup server and software and leased line connectivity with Bank for online TSS in Bidder's premises both at DC and DR without any additional cost to the Bank. The Bidder to maintain Help Desk and monitor the TSS on 24 x 7 basis, take corrective steps for disconnection and provide customized reports to the Bank as requested by the Bank. The Bidder to share Escalation matrix for TSS support. The Leased line between Bank DC and Bidder's premises should be minimum 4 Mbps. Also similar leased line of minimum 4Mbps has to be established between

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Bank's DR and Bidder's premises. The bidder has to set up DR Site for TSS in bidder's premises. The cost of setting up of leased lines required for DC and DR for TSS setup and the recurring costs have to be borne by the bidder for the entire period of the contract.

- 1.1.36. The TSS and ATM/ CRM software should be supportive to EJ agent of all ATM Managed Service Providers (MSPs) in country (like FIS, FSS, AGS, Hitachi, NCR, Diebold, CMS, and Writers, EPS, Euronet etc.). If there is any compatibility issue then Successful bidder should provide the support including whitelisting of agent/software for installation of EJ agent in machine for the contract period including AMC without any extra cost to Bank. Cost of deployment and Integration of MSP's EJ agent (as per list shared by Bank) with OEM software will be borne by the OEM. Bank will not entertain any kind of charges request for this activity.
- 1.1.37. Bidder should ensure that ATM/CD/CRM provided to Bank should have TLS 1.2 Solution implemented without any extra cost and any upgrade to the TLS higher version has to be done by the bidder during the contract period without any additional cost to the Bank.
- 1.1.38. The vendor shall supply and complete installation of DVSS including carpentry and electrical works. All the electrical and network cables should be concealed so that the customers will not have any access to the same.
- 1.1.39. Vendor should provide the patch cord of required length at the site and attend the LAN cable issues from I/O port to Cash Recycler under warranty and AMC period without any extra cost or claiming of visit charges to Bank and replace damaged patch cord in case of requirement.
- 1.1.40. The vendor should provide all the software and other utilities required for facilitating integration/interface with Digital Video Surveillance systems for these Cash Recyclers.
- 1.1.41. Vendor should install software to monitor the health of remote surveillance systems on a 24X7 bases and initiate trouble shooting. The system should be capable of sending alerts to Bank's switch.
- 1.1.42. Cash Recyclers should recognize the chip /Biometric cards and accordingly display the screen/voice prompts. Transaction details entered by the client will first be sent to the switch and switch will identify the card as Biometric card or normal and authenticate the client accordingly.

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- 1.1.43. AC are installed at CRM sites. However Cash Recyclers should be capable of working without air-conditioner environment also.
- 1.1.44. Cash Recyclers should have vinyl wrapping as per the Bank's branding.
- 1.1.45. The CRM should have capability to work on Switch Base 24, Bank may add/ upgrade switch vendor. Bidder should be able to provide software solution to bank without any additional cost to Bank.
- 1.1.46. Bidder/OEM should ensure that the proposed make should have been tested in any Bank for Base 24 ATM switch integration, based on that self-declaration certificate to be submitted.
- 1.1.47. The bidder should supply the CRM with solution of "Talking CRM for All".
- 1.1.48. OEM should certify that full range of technology support with latest security measures in the form of hardware / software / spares and maintenance will be available for minimum 7 yrs including license renewal without any extra cost to the Bank.
- 1.1.49. Bidder / OEM has to provide all India toll free contact numbers and email ids for logging complaints and submit the escalation matrix chart for logging of service calls.
- 1.1.50. Successful bidder should provide the patch cord of required length at the site from I/O port to ATM without any extra cost to Bank. It should also be the responsibility of the successful bidder to provide the patch cord of required length and attend the LAN cable issues from I/O port to CRM under warranty and AMC period without any extra cost or visit charges to Bank. The cord should not be visible or accessible for public. The damaged patch cord to be replaced without any extra cost during warranty and AMC period. The necessary power cable with the industry standard quality & specifications should also be provided by successful bidder without any additional cost.
- 1.1.51. The successful bidder should provide all the latest software and other utilities required for facilitating integration, interface with Digital Image Surveillance Systems, E-Surveillance System, Multi-Vendor Software for these CRMs without any additional cost. Any upgradation of software including OS & Hardware including Kernel versions during the contract period will be carried out by the bidder without any additional cost to the Bank.

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- 1.1.52. The CRMs should be Biometric Enabled and EMV Chip Enabled and the bidder should integrate with the bank switch without any additional cost to the bank.
- 1.1.53. The bidder has to coordinate with the Bank's MS Vendor for integration of EJ Pulling Software.
- 1.1.54. CRMs should have vinyl wrapping as per Bank's branding. The vinyl wrap of the ATM will be on the lower front portion of the CRM and Bank will provide the CDR file of the artwork. Bidder should ensure that vinyl wrap should have a life of minimum warranty period of 3 year plus 2 years of AMC and further extendable period of 2 year. In case the vinyl wrap gets torn or discoloured, the vendor is required to wrap it again without any additional cost to the Bank.
- 1.1.55. The bidder has to enter into an Integrity Pact with the Bank to the effect that they will not resort to any corrupt practices in any aspect/stage of the contract. Only those bidders who enter into such a contract with the bank will be considered for participation in the tender. Pact to be signed by authorised signatory at the time of submission of RFP.
- 1.1.56. The bidder has to get conducted Vulnerability Assessment/ Deeper Malware Scan analysis of CRM randomly on sample basis for 4-5 CRMs randomly situated at different geographical locations at least once in six months during the contract period.
- 1.1.57. The bidder should offer Single make & latest model, definitely not older than N-1 (N means latest model) of the CRM to supply & install as per bank's specifications. An authorized representative should furnish authorization letter from manufacturer to the effect that in case authorized representative is not able to perform obligations as per contract during contract period, the Original Equipment Manufacturer would provide the same.
- 1.1.58. Bidder/OEM has to ensure the support for bill validation technology must be available for the period of 7 years.
- 1.1.59. The bidder to setup the necessary servers with softwares etc in Bank's Cloud both at DC and DR for management of OTC with no additional cost to the Bank.
- 1.1.60. The Server Setup for OTC (Production and UAT) to be setup in Bank's Cloud in both DC & DR should follow 3-Tier architecture. The OS for

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Server (Windows 2019 or Linux 8.4) and database if, Oracle will be provided by Bank in Cloud.

- 1.1.61. The Bidder is required to provide Facility Maintenance Services (FMS) support for monitoring and field support required for OTC solution. The infrastructure like PCs / laptop / mobile has to be provided by the bidder during the contract period with no additional cost bank. Required network access to the FM resource will be provided by the Bank. Bank may station the FM resource either Mumbai / Hyderabad / Mangalore / Bangalore.
- 1.1.62. The bidder has to conduct regular DR Drills for TSS and OTC Servers as required by the Bank. Hence, bidder to ensure sync between DC and DR Servers.
- 1.1.63. The OS whether Windows or Linux should be of the version complying RBI guidelines for control measures. All upgrades to OS along with hardware required to support the OS upgrade to comply with RBI guidelines for control measures has to be carried out by the bidder at no additional cost to the bank during the contract period.
- 1.1.64. The application software for OTC has to be setup by the bidder in Bank's Cloud Servers at no additional cost to the Bank.
- 1.1.65. The RTO & RPO between DC & DR shall be less than 15 Minutes and 1(one) hour respectively.
- 1.1.66. The TSS and OTC Solution should be vertically and horizontally scalable.
- 1.1.67. The Solution must demonstrate BCP capability periodically as per Bank's Policy.
- 1.1.68. Compliance of all Regulatory Requirement like MHA, RBI, NPCI, DFS, IBA etc during the Contract period
- 1.1.69. 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 to the Bank. Bank reserves the right to close the machine at its discretion for non-compliance of regulatory guidelines.
- 1.1.70. ATM/CD/CRM must be EMV Chip Enabled at the time of installation. Further, the ATM/CD/CRM should have capability ab-initio to support Biometric, NFC / Contactless Card Reader, UPI QR Code based Inter-

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operable Cardless Cash Withdrawals (ICCW), Contactless Card Reader as required by the Bank in future. The Bidder to provide support for integration of Biometric, NFC / Contactless Card Reader, UPI QR Code based Inter-operable Cardless Cash Withdrawals (ICCW), Contactless Card Reader without any additional cost to the Bank.

1.1.71. Bidder has to comply following advisory/guidelines issued by RBI/IBA/GOI with the supply of machine and new advisories issued during the contract period:

- 1.1.71.1. For terminal Security of CD, Cyber Security and IT Examination Cell (CSITE), RBI Advisory No.3/2017 dated 06.03.2018, Circular RBI/2017-18/206 DBS (CO). CSITE/BC.5/31.01.015/2017-18 dated 21st June 2018.
- 1.1.71.2. For EMV Compliance of CDM, RBI NOTIFICATION No.DPSS.CO.PD No.1298/02.10.002/2017-18; 30th Oct, 2017.
- 1.1.71.3. For Anti skimming devices to be installed in all CDs, RBI advisory no.13/2017 dated 01.11.2017.
- 1.1.71.4. RBI Advisory 14/2017 dated 06.12.2017 on Securing the Ecosystem connecting the Bank's ATM switch to Card Networks.
- 1.1.71.5. For cassette swaps in ATMS RBI Circular RBI/2017-18/DCM(Plg.) No.3641/10.25.007/2017-18 dated 12th April 2018.
- 1.1.71.6. Circular no. RBI/2017-18/152 (DCM (Plg) No.3563/10.25.07/2017-18) dated 06- 04-2018 on Cash Management activities of the banks - standards for engaging the service provider and its sub-contractor.
- 1.1.71.7. Circular no. RBI/2018-19/183 DCM (Plg) No.2746/10.25.07/2018-19 May 14, 2019 on Outsourcing of Cash Management - Reconciliation of Transactions.
- 1.1.71.8. Circular no. RBI/2018-19/214 DCM (Plg.) No.2968/10.25.007/2018-19 dated June 14, 2019 on E-surveillance, OTC locks & Grouting.
- 1.1.71.9. RBI/Circular No. RBI/2019-20/130 DBS (CO).CSITE/BC.5/31.01.015/2019-20 dated 31.12.2019 on Cyber Security controls for Third Party ATM Switch Application Service Providers.
- 1.1.71.10. "Voice Guidance Support for the visually challenged should be strictly as per the IBA Guidelines issued in this regard vide circular No. CIR/RB/ATMVCP/6846 Feb. 27, 2013 and subsequent changes, if any." Voice guidance should be in English, Hindi and all major Indian Regional Languages included in Schedule VIII of Indian Constitution.
- 1.1.71.11. Bidder should comply all the formats of reports, reconciliation certificate, Electronic Journal, Receipts etc. as required by Bank, RBI, Govt etc free of cost.

1.2. Scope of work for Terminal security solution (TSS).

- 1.2.1. The scope of work for the Bidder would include technical architecture, infrastructure requirements design, sizing, supply, configuration,

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customization, integration, testing, user acceptance, advisory services, documentation, training, warranty support and post warranty maintenance support for all the solution components including software/hardware/database/licenses/tools required for the fulfilment of the scope. The TSS solution comprising of Hardware / Software / Application etc. to be hosted by the bidder in bidders premises both at DC and DR.

- 1.2.2. The TSS Solution has to be implemented both in DC and DR at the Bidders premises and connectivity to be established via leased line / MPLS of minimum 4 Mbps between bidders premises both at DC and DR and the Bank for the period of the contract at no additional cost to the Bank for the period of the contract.
- 1.2.3. The Terminal Security Solution (TSS) will cover security solution for ATMS and cash recyclers. The TSS shall be compatible to work on windows X, embedded windows as well as Linux version. Bidder shall be responsible for installation of TSS at all the ATMs/cash recyclers spread over pan India.
- 1.2.4. In case the existing ATMs/Cash Recyclers are replaced by new ATMs/Cash Recyclers as per Bank's Policies after the one time Project Implementation of TSS, Bidder has to install the TSS in the newly replaced ATMs/Cash Recyclers without any additional cost to the Bank.
- 1.2.5. The Bidder is expected to comply with the Technical & Functional Specifications given as per Annexure D.
- 1.2.6. The Bidder's responsibility will also include designing, sizing, procuring developing, testing, implementation, training and maintenance of the TERMINAL SECURITY SOLUTION required as part of this RFP that includes all Software Development Life Cycle activities (SDLC) including customization, parameterization and implementation of application software, training, etc.
- 1.2.7. The Bidder will be responsible for end to end Implementation of the Terminal Security Solution including integration with various systems to meet the requirement of security solution for ATMs/Cash Recyclers.
- 1.2.8. Supply and set up of Hardware and Software for UAT setup of TSS at Bank's premises during the contract period without additional cost to the Bank

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- 1.2.9. Setup of Facilities management services/ IT Service Desk at Bidder's premises with sufficient manpower to provide support both at the DC and DR at bidder's premises.
- 1.2.10. Hand-over successfully either to the bank or any vendor appointed by the Bank at the end of the agreed upon contract period.
- 1.2.11. The services offered as part of the warranty and post-warranty support must be in conformance with the specifications supplied in the Technical Specification Annexure D. During this period, the Bidder will be responsible for the patch application / bug fixing / replacement / support of all software supplied under this tender without any additional cost to the Bank
- 1.2.12. Bidder is required to provide recommendations on policy, processes, frameworks and bench marking against best practices. The Bidder shall be responsible for carrying out all the required activities including day to day operational activities to achieve the scope mentioned in RFP during the contract period. The Bidder will coordinate with Bank's MS vendors for the successful execution of the project.
- 1.2.13. The TSS solution should have integration capabilities with the Cash Dispenser/ATMs irrespective of all OEMs/OS. The bidder should ensure that the Terminal Security Solution will not have a performance impact on the Cash Dispenser/ATMs.
- 1.2.14. The proposed solution should conform to all regulatory, statutory, legal acts and rules more particularly Cyber Security and IT examination Cell (CSITE), RBI Advisory No. 3/2017 dated 06.03.2017 & cir.no.RBI/2017-18/206 DBS(CO).CSITE/BC.5/31.01.015/2017-18 dated 21/6/2018
- 1.2.15. The solution to have easy integration with ATMs/cash recyclers and with managed service vendor for central server management.
- 1.2.16. Overall scope must ensure full coverage monitoring & integration with managed service vendor for central server management.
- 1.2.17. The solution should be capable of providing method to generate reports to the authorized end-users including standard system reports, user defined reports, report distribution, report administration and report development capabilities. The system should be capable of generating various MIS reports/Dashboards as per the requirement of the Bank from time to time.

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- 1.2.18. Further, system should be able to generate user specific customized reports. The feed from central system shall be given to Bank Security Operation Centre (SOC).
- 1.2.19. Audit logs should be available for all user activities.
- 1.2.20. Application tuning such as application load balancing should be available and the application should have high through put and low latency response.
- 1.2.21. Solution should comply with all RBI/NPCI or other regulatory authority stipulated guidelines issued from time to time without any additional cost to the Bank.
- 1.2.22. The bidder shall ensure that equipment /application/software being supplied shall be free from malicious code (Viruses, Trojan, spyware etc) and shall be liable for any loss (information, data, equipment, theft of intellectual property Rights, network breach, sabotage etc.) incurred to the bank arising due to activation of any such embedded malware/malicious code. The bidder shall further supply a certificate to the bank in the form Appended herewith (Annexure-T).
- 1.2.23. The bidder to ensure that the admin access to the OS is controlled by dynamic password and time based admin access.
- 1.2.24. The bidder must ensure that ATM BIOS is such that the ATM will only boot from the primary HDD and nothing else and all USB / unused ports to be disabled.
- 1.2.25. The bidder will configure, make functional testing and customize PC/ E Terminal Security, Intrusion Protection, Access protection and Hard Disk Encryption (Network access configuration, ATM user success configuration, Sensitive data protected and all the data encrypted).
- 1.2.26. The bidder will also do the functional testing of ATMs to verify all the applications working normally. The testing include:
 - a) Customer's transactions are working properly.
 - b) Operator functions are working properly.
- 1.2.27. The bidder will also do the functional testing to verify Content Distribution is working normally. The testing includes:
 - a) Content Distribution Push

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- b) Content Distribution Pull
- c) Content Distribution Remote Reboot.

1.2.28. The bidder will complete the user acceptance testing with our technology team/business team/security team/ MS team/ Network Team to ensure existing functionalities are not affected. Further, the user acceptance testing of ATM application and security aspects to ensure configured security is working by terminal security solution, which includes customer's transactions & SOP and user access.

1.2.29. Solution Architecture: Suitable Architecture for Terminal Security has to be proposed factoring all source systems, authentication techniques (existing and to be proposed).

1.2.29.1. The Solution shall be implemented at DC and DR Site both at bidders premises.

1.2.29.2. The TSS Solution should be scalable both at DC and DR to support additional terminals.

1.2.29.3. There shall be automatic Service/component level fail over without any data loss.

1.2.29.4. The Solution shall be Web Based.

1.2.29.5. All Components shall be latest version available in the market and all latest patches shall be applied to UAT before movement to production.

1.2.29.6. The Solution should also include an UAT environment.

1.2.29.7. The RTO & RPO between DC & DR shall be less than 15 Minutes and 1(one) hour respectively.

1.2.29.8. The Solution should be vertically and horizontally scalable.

1.2.29.9. The Solution must demonstrate BCP capability periodically as per Bank's Policy.

1.2.29.10. The Solution shall include application/database/server hardware/any other hardware/Rack/ Network connectivity etc. as applicable hosted in bidders premises both at DC and DR.

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- 1.2.29.11. The Hardware shall be sized to ensure that RAM & CPU Utilization shall not exceed more than 70% at any given point of time during the contract period. In case of violation, the hardware shall be upgraded by the bidder to meet the same without any additional cost to the Bank.
- 1.2.29.12. Hardware: The bidder has to design, size, supply, implement and maintain the required hardware, software, middleware (if any), Database etc for the Terminal Security Solution as defined in the scope of the overall solution and all the related application based on their implementation experience.
- 1.2.29.13. The bidder to maintain server hardware for DC and DR separately and size, supply, install & maintain the storage required for the Terminal Security solution at their premises. The bidder is expected to quote the hardware in the TCO as per the format asked in the bill of material. The bank will consider quoted value for the TCO.
- 1.2.29.14. The hardware technology proposed for the Terminal Security Solution should be the enterprise class, best of the breed, latest, tested and stable release of OEM and based on the latest platform enabling technology supporting the complete Terminal Security Solution.
- 1.2.29.15. The production hardware must be enterprise class with adequate vertical and horizontal scalability. There must be adequate CPUs and memory available to accommodate the sizing and growth aspirations of the Bank during the contract period.
- 1.2.29.16. The Bidder is responsible to arrive at the sizing independently. The Bank is not responsible for any assumption made by the Bidder for not meeting the performance/service levels as desired in the document. The Bidder will at their cost carry out the necessary upgrades / replacements. The Bank will not pay any additional amount during the period of the contract.
- 1.2.29.17. The recommended hardware should have high reliability, fault tolerance, redundancy and high availability having no single point of failure in the hardware (NSPOF).
- 1.2.29.18. The system should be configured in Active- Passive mode. The entire system should be configured in such a way that there should not be any single point of failure.

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- 1.2.29.19. The Bidder will have to size the DR site which must be capable of handling 100% of the storage load of DC production. The Servers-CPU, memory and other components can be sized at 100% of the DC. The DR will be used during periodic DR Drills and when primary is not available.
 - 1.2.29.20. Separate adequately sized hardware should be provided for UAT & development and training at no additional cost to the Bank.
 - 1.2.29.21. The test & development servers should be sized to 20% capacity of the respective production servers while the Training servers should be sized to 10% capacity of the respective production servers.
 - 1.2.29.22. UAT Environment will be used as Pre-Production environment by the bank and it should be sized as 20% of the production server.
 - 1.2.29.23. The test & development environment should be identical to the production environment with respect to hardware and software (not limited to database, appliance & data model). This is to avoid any issues during the go live stage of each phase.
 - 1.2.29.24. All servers are required to have a minimum of dual 1000 Mbps Ethernet network interface cards (NIC) or a better equivalent installed on the board itself or on different slots. Each NIC will be cabled from a different module on the switch using gigabit speed cabling.
 - 1.2.29.25. Application, Database and Web servers should be both vertically and horizontally scalable and must be capable of incremental expansion to meet the growth requirements of the Bank as defined above. The key server hardware proposed must be enterprise wide class in their respective category.
- 1.2.30. License Requirement and Capacity Planning:
- 1.2.30.1. The licenses should be enterprise and perpetual licenses.
 - 1.2.30.2. Any additional channel/product introduced by the bank within the contract period should be covered in Terminal Security Solution. The bank will not be liable to pay additional cost for any such scenarios. The bidder is expected to integrate such

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channels/products to the Terminal Security Solution at no additional cost to the Bank

1.2.30.3. The Bidder is required to provide detailed information as how their solution addresses capacity issues. As the terminal volume grows and more terminals are added, ability of the solution to handle the ongoing load must be monitored. Capacity planning means continuously determining the capability of the hardware and software to support additional ATMs/ CRMs up to 10000.

1.2.30.4. The Bank will not be responsible or liable for any infringements or unauthorized use of the licensed products. In the event of any claims against the Bank for any license related issues, the Bidder will have to act upon the same and all liabilities and claims whatsoever will have to be settled by the Bidder.

1.2.31. Training:

1.2.31.1. The Bidder should provide training to bank's personnel / other vendor and managed service vendor appointed by bank including the architecture, hardware, software, integration, and customization, policy installation, troubleshooting reporting and other aspects of the solution. Training should be given on all technical/ functional/ operational area relating to solution proposed.

1.2.31.2. The trainings are to be arranged in bidders premises and periodicity should be ongoing basis as & when required by the Bank for initial 6 months of implementation and thereafter once in quarter during whole contract period. The entire costs of training are to be borne by the bidder.

1.2.31.3. The Bidder will be responsible for training the Bank's/ other vendor in the areas of implementation, operations, management, error handling, system administration etc. The Training should at least cover but not limited to the following Areas:

- 1.2.31.3.1. Functionality available in the solution
- 1.2.31.3.2. Customization development
- 1.2.31.3.3. Parameterization
- 1.2.31.3.4. Impact analysis
- 1.2.31.3.5. Auditing techniques
- 1.2.31.3.6. Advanced user training

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- 1.2.31.3.7. Advanced trouble shooting techniques
 - 1.2.31.3.8. Deployment of various products / packages as part of the solution
 - 1.2.31.3.9. Techniques of rule writing
 - 1.2.31.3.10. Development and deployment of new products using the proposed solution
 - 1.2.31.3.11. Using of all the auditing tools being provided
 - 1.2.31.3.12. Developing new audit reports / tools using the proposed solution
 - 1.2.31.3.13. Advanced training on the operating systems, database systems, TSS system and network systems to be used by the proposed solution
 - 1.2.31.3.14. Training for report writer facility to create new reports and modify existing reports
 - 1.2.31.3.15. System and Application administration at branches
 - 1.2.31.3.16. Log analysis and monitoring
 - 1.2.31.3.17. Incidence analysis and reporting
 - 1.2.31.3.18. Backup administration guide
- 1.2.31.4. The Bank & managed service vendor appointed by bank will be responsible for identifying the appropriate personnel for all the training requirements.
- 1.2.31.5. The Bidder will be responsible for providing the users with the requisite training material in both hard and soft copies for the core team/implementation training, technical training, and end user training and train the trainers. The onus of preparing the training material will be on the Bidder.
- 1.2.31.6. The Bidder should provide training to personnel identified by Bank on functional and technical of Terminal Security Solution.
- 1.2.31.7. Training should include training aids such as online tutorials, hard copies and softcopies of the manuals, etc.
- 1.2.32. Facility Management and Support:
- 1.2.32.1. This section describes, but does not limit, the services required by the Bank for the Solution proposed as part of this RFP at the Data Centre, Disaster Recovery Site, Head Offices etc. The Bank intends that the contract which is contemplated herein with the Bidder shall cover all deliverables and services required to be procured or provided by the Bidder during such period of

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contract. The Bidder needs to consider and envisage all services that would be required in the maintenance of the facilities.

- 1.2.32.2. The Bidder is expected to develop a methodology for conducting the FM for Bank based on the requirements. The personnel being deployed by the Bidder for FM at the Bidders premises both at DC & DR should be having relevant experience.
- 1.2.32.3. The Facilities Management services would at least include
- 1.2.32.4. The scope for the on-site dedicated engineers will include configuration changes, version up-gradations, performance monitoring, trouble shooting, patch installation, running of batch processes, back-ups, application and data maintenance etc.
- 1.2.32.5. Providing Bank with daily hardware utilization reports and alerting Bank in case of any performance issues or hardware up gradation requirements and the bidder to take immediate steps for upgradation of the Hardware at no additional cost to the Bank.
- 1.2.32.6. Routing the transactions through the backup system in case the primary system fails
 - 1.2.32.6.1. Switching to the DR site in case of system failure
 - 1.2.32.6.2. Handling of alerts and fraud cases
 - 1.2.32.6.3. Performance Monitoring /Fine Tuning
 - 1.2.32.6.4. System/Application Administration
 - 1.2.32.6.5. Fixing any vulnerability
 - 1.2.32.6.6. Software Distribution
 - 1.2.32.6.7. Software License Management
 - 1.2.32.6.8. Software maintenance
 - 1.2.32.6.9. Updates/Upgrades/New releases/New versions
 - 1.2.32.6.10. Database Administration activities for Database
 - 1.2.32.6.11. Hardware Configuration Management
 - 1.2.32.6.12. Server Management , Planning and Operations
 - 1.2.32.6.13. Backup & Restore
 - 1.2.32.6.14. Provide IT Helpdesk
 - 1.2.32.6.15. The Bidder will be solely responsible for providing and maintaining all services as mentioned above for all third party support applications quoted by the Bidder as a part of their proposal.
- 1.2.32.7. The above activities should be taken care as part of onsite support. The team should comprise 3 persons including one team

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lead. Team lead should be available at Bank's site during the working hours of the bank and the remaining persons should be available at Bank's site to support the above activities in shifts.

2. Terms of Execution of work:

- 2.1. The delivery will be spread over a period of 3 months, as per Bank's requirements. The Bank may extend this period at its discretion by a maximum of a further 1 month. The delivery of CRM will be done with accessories and keys and delivery confirmation should be obtained from respective branches.
- 2.2. The vendor shall deliver Cash Recyclers at the respective sites within four weeks from the date of receiving the intimation over e-mail/ letter from the Bank, failing which the Bank reserves its right to levy liquidated damages as prescribed elsewhere in the document.
- 2.3. Vendor should also undertake the earthing station at new sites. In case of existing site, bidder should verify the earthing voltage at existing site and ensure proper earthing voltage to avoid damage to Cash Recyclers parts without extra cost to bank. There should be in built cut-off capability in the CRMs.
- 2.4. Bidder is required to support such installations and will have to enter into Service Level Agreement (SLA) for uptime guarantee of minimum 98% for minimum 5 years and extendable by further 2 years.
- 2.5. Service Level Agreements (SLAs) and Non-Disclosure Agreement (NDA) will have to be entered into with the Bank with uptime guarantees for all installations within 30 days of receiving formal order.
- 2.6. Vendor should also perform Preventive maintenance of the Cash Recyclers (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the machine and necessary repair of the machine, electrical/earthing and information status of UPS issues, Air Conditioner) once in a month.
- 2.7. The bank shall maintain a register at its site in which, the bank's custodian shall record each event of failure and malfunction of the CRM. The vendor's engineer shall enter the details of the action taken in such register. Additionally, every time a preventive or corrective maintenance is carried out, the vendor's engineer shall make a field call report which shall be signed by him and thereafter countersigned by the Bank's official. The original of the field call report shall be handed over to the Bank's official.
- 2.8. The vendor would be responsible for timely applying/loading of all software patches, in all the individual Cash Recyclers during the Warranty and AMC period. This job has to be done as a part of Warranty and AMC support services, without any extra cost/visit charges.

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- 2.9. In case the Cash Recycler accepts any counterfeit notes, the incident will be reported to the bidder and bidder has to make good for the loss immediately. In such a case the configuration of the Cash Recyclers should be checked immediately and rectified without any additional cost to the bank including visit charges.
- 2.10. The vendor should not use any passwords, which is not known to Bank staff.
- 2.11. Cash Recyclers should have rodent protection. All internal component should be covered for any damage from Pests, Rats, rodents etc. starting from the date of delivery till the life of Cash Recyclers. Bank will not entertain any claim of any part damaged by Pests, Rats, rodents etc. Into the site to prevent damages.
- 2.12. The vendor to obtain transit insurance cover for the Cash Recyclers from their factory/godown to the site and such insurance cover should be available for transit time plus 30 days.
- 2.13. The Cash Recyclers should be upgradeable to support any additional services that Bank may introduce at a later date at no extra cost to the Bank, if hardware changes are not required.
- 2.14. Vendor will also hand over S & G / Mass Hamilton lock codes to the Bank upon installation. Vendor will also be responsible to assist Cash Recyclers custodian for the change of combination lock password on the request of Branch staff without any extra cost once in every half year.
- 2.15. If any particular machine is frequently becoming out of order due to mechanical faults for more than three times in a month and for two consecutive months, the Bank may ask the vendor to replace the machine and vendor should replace the machine with another new machine immediately without demur at any extra cost to the Bank. Mechanical faults cover machine down instance due to faulty parts.
- 2.16. All repairs and maintenance service described herein shall be performed by qualified maintenance engineers totally familiar with the equipment. Bank shall arrange to maintain appropriate environmental conditions such as those relating to temperature, power supply, dust, within the acceptable limits required for equipment similar to that covered by this Agreement. It shall be the responsibility of the Bidder to monitor such environmental conditions and bring to the notice of the Bank changes required if any, well in advance to arrange for such rectification.

3. Utilisation of Know-how and Personnel for Competitors:

The Bank prohibits the Bidder from using any information or know-how gained in this contract for another organization whose business activities are similar in part or in whole to those undertaken by banks anywhere in the world without

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prior written consent of the Bank for a period of three years from the expiry date of the contract.

4. Intellectual Property Rights:

The Bidder shall fully protect the Bank from all legal actions, claims, or damages from third parties arising out of use of software, designs or processes used by the Bidder in the CD systems supplied by the Bidder anywhere in the world. The Bidder will be allowed to take all reasonable actions if consented by bank with respect to the accused products to mitigate any infringement claim.

5. Solicitation of Employees:

Bidder will not hire employees of the Bank or solicit or accept solicitation (either directly, indirectly, or through a third party) from employees of the Bank directly involved in this contract during the period of the contract and one year thereafter, except as the parties may agree on a case-by-case basis.

6. Locations to be covered:

- 7.1. Vendors should note that Cash Recyclers will be deployed across the length and breadth of the country in both offsite and on site locations as per requirements of the bank and the Vendor will be required to support all such installations/Maintenance
- 7.2. The list of the locations will be given to the successful vendors in due course, as and when the sites are identified. The Bank reserves the right to change locations by giving notice before delivery.

7. Training:

- 8.1. Vendor shall provide operational onsite training to custodians of Bank at each Cash Recycler site and at Branches including safe lock password change, viewing/ retrieval of images from DVSS system etc. The training should cover features of hardware, software, communication devices, security devices interfaces, admin job etc. including hands-on training and exercises. Scope of training is already mentioned. Training should be given at the time of installation and/or during preventive maintenance.
- 8.2. At the request of the Bank, the Vendor should provide two more rounds of user/administrative training to branch custodians at the required locations, without any extra cost.

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- 8.3. The vendor must provide the training to Bank staff to view and retrieve the image. Vendor should submit the proof of training provided at the time of installation.

8. Representation and Warranty:

The bidder represents and warrants to the Bank that it is validly existing under the laws of India and has full authority, powers, financial standing, competency, capacity and approvals to execute and perform the obligations under this RFP.

9. Conflict of Interest:

The bidder shall strictly avoid conflict of interest, if any, with other assignments or their own corporate interest and shall disclose to Bank all actual and potential conflicts that exist or may arise in the course of performing obligations under this RFP.

10. Compliance with Statutory and Regulatory Provisions:

- 11.1. It shall be the sole responsibility of the vendor to comply with all statutory /RBI and regulatory provisions and deliver the goods and services in the latest version and features in practice among banks / financial institutions till placing of purchase order.
- 11.2. The bidder shall from time to time inform the bank about industry best practices, security bulletins, updates, and advisories etc. that needs to be adopted by the bank through the vendor to strengthen the existing ATM/CRM infrastructure without any additional cost to the bank.

11. Taxes and Duties:

- 12.1. The Vendor shall be entirely responsible for all applicable taxes, duties, levies, charges, license fees, road permits, etc. in connection with delivery of products at site including incidental services and commissioning. Arrangement of the road permit is the sole responsibility of the vendor, Bank will provide necessary support in getting the same. In case of Diversion, Vendor will initiate for the E way bill and Bank will support the successful bidder for E way bill requirement.
- 12.2. The vendor must also ensure that all applicable laws framed by the Central Government, State Government and Local Bodies, including payment of applicable taxes /duties and all laws pertaining to contract employees / labour laws are complied with.

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- 12.3. Providing clarifications/particulars/documents etc. in relation to the procurement under this RFP to the appropriate tax authorities for assessment of tax, compliance with labour and other laws, etc will be the sole responsibility of the vendor at their cost.
- 12.4. Tax deduction at Source - Wherever the laws and regulations require deduction of such taxes at the source of payment, the Bank shall effect such deductions from the payment due to the Vendor. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Bank as per the laws and regulations in force. Nothing in the Contract shall relieve the Vendor from his responsibility to pay any tax that may be levied in India on income and profits made by the Vendor in respect of this contract

12. Pre-delivery factory inspection:

- 13.1. Bank will carry out pre-delivery inspection of the Cash Recyclers at the vendor's factory. However, Bank reserves the right to direct the vendor for delivery without factory inspection in some specific cases.
- 13.2. Vendor should periodically keep a batch of 250 Cash Recyclers ready, within 15 days' of Bank conveying its intention, for inspection. Cash Recyclers can be dispatched only from the inspected lots. Usually such inspection can be scheduled once in every month or earlier depending on Bank's requirements.
- 13.3. In case the vendor fails to arrange the machines for inspection in time and/or more than 2 machines in a batch are found to be not meeting the requirements specified.
- 13.4. Vendor should demonstrate all the functionality of Cash Recyclers during PDI including DVSS, alarms etc at the Vendor's factory/warehouse which does not require support of Bank's switch.

13. Availability of Product and Spares

- 14.1. The product/configuration offered should be available in latest version during the validity of the purchase order including extended period (AMC period)..
- 14.2. Spares for the product offered should be available for at least 7 years from date of installation.

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- 14.3. In case the product/configuration offered is discontinued during the validity period of the contract, the vendor should provide CRMs of the new model (upgraded configuration) without any cost to the Bank.
- 14.4. The vendor should provide any upgradation of the software Viz. Kernel etc. during the warranty and AMC period of CRMs without any additional cost to the Bank.

14. Comprehensive Guarantee / Warranty

- 15.1. Vendor should guarantee that the equipment delivered to the Bank is brand new, including all components.
- 15.2. The vendor should also guarantee that all the software supplied by the vendor (including security solution and other peripheral software and antivirus solution) is licensed and legally obtained. It will be the responsibility of the vendor to ensure latest security measures of products and services renew the Antivirus Solution and other applications for the licensed software and update the solutions as and when required, for a period of seven years (life of the machine). Bidder need to update the Anti-virus signature and OS patch while performing the Preventive Maintenance (PM). Only essential services for the operations of the CRMs should run on the machines. It is prerogative of bank to implement Antivirus solution provided by the bidder to other ATMs (existing & new). In case of any breach observed due to poor configuration of the CRMs or configuration being not latest, the CRM vendor will be held responsible, and in case of financial loss to the bank, the vendor will have to make good the amount in full.
- 15.3. The vendor should provide three year Comprehensive Warranty and during warranty period Bank will not pay any charges for Engineer's visit to site and any part replacement cost during Warranty Period. Bidders have to ensure proper earthing at site. Bank should not be charged for the parts damaged due to earthing issues. Bank will provide the earthing, bidder has to verify the earthing at the time of installation or during any other visit/preventive maintenance to ensure earthing is proper. Due to earthing if any part of CRM or full CRM is damaged, Bank will not be responsible for replacement/repair of the damaged Part.
- 15.4. Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories etc. covered by the offer.
- 15.5. Vendor must warranty to all equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. During the warranty period vendor shall maintain the equipment and repair/replace all the defective components at the installed site, at no additional charge to

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the Bank. The vendor should replace the part, in case of requirement without any cost to Bank within maximum two days from the date of SLM call logged over phone or otherwise.

- 15.6. If any particular machine is frequently becoming out of order for mechanical reasons for more than three times in a month and for two consecutive months, the Bank may ask the vendor to replace the machine and vendor should immediately replace the machine with another new machine at no extra cost to the Bank.
- 15.7. The vendor should provide three years Comprehensive Warranty and during warranty period Bank will not pay any charges for Engineer's visit to site and any part replacement cost during Warranty Period except if the Cash Recyclers part is physically damaged by miscreant or otherwise. Bidders have to ensure proper earthing at site. Bank should not be charged for the parts damaged due to earthing issues not reported to bank in advance. Bank will provide the earthing, bidder has to verify the earthing at the time installation or during any other visit to ensure earthing is proper. Due to earthing if any part of ATM or full ATM is damaged, Bank will not be responsible for replacement/repair of the damaged Part.

15. Preventive Maintenance:

- 16.1. The vendor must perform the Preventive Maintenance (PM) activities for the Cash Recyclers once in a Quarter during warranty and AMC period. During PM the engineer should also check and maintain the earthing voltage, functioning of Alarm systems and DVSS status at the site to check the images are captured correctly and getting store in the secondary hard disk drive of machines. Bank may ask to conduct PM for frequent hardware failure/common error in CRM free of cost to bank.
- 16.2. Preventive maintenance includes but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the Equipment and necessary repairing of the Equipment as may be necessary from time to time to ensure that the equipment is in efficient running condition so as to ensure trouble free functioning.
- 16.3. The vendor should train the Branch Officials in cleaning and removal of dust and dirt from the interior of CRM. The branch staff should also be trained in removal of currency notes stuck in CRM.
- 16.4. The scope of Services for DVSS covers the following:
- 16.5. At the time of preventive maintenance services, check if image is captured correctly;

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- 16.5.1. using VENDOR VSS menu under supervisor mode to check that images captured are getting stored in the hard disk drive of machines;
- 16.5.2. checking camera status, image capturing and data storage at every preventive maintenance of machines;
- 16.5.3. Digital VSS hardware and software maintenance - In the event of failure take appropriate actions to rectify the same:
 - 16.5.3.1. Change of cable if bad
 - 16.5.3.2. Change of camera if bad
 - 16.5.3.3. Change of HDD if bad
 - 16.5.3.4. Reload s/w in case of s/w crash or change of HDD
 - 16.5.3.5. Revival from backup HDD
- 16.6. With submission of AMC bill for payment, a copy of DVSS image along with others is must as a proof for doing the preventive maintenance of DVSS.

16. Annual Maintenance Contract:

- 17.1. The vendor is expected to provide post warranty Comprehensive Annual Maintenance contract without any visit charges and part replacement charges and maintain the Cash Recyclers supplied including DVSS, Alarm Systems and spare parts for the next 7 years, i.e. 3 years warranty, 2 years AMC, renewable for a further 2 years. The same maintenance standards are expected during warranty period as well as during AMC period. The payment for AMC would be made quarterly in arrears. Taxes will be paid at actual.
- 17.2. At the same time, the vendor is also expected to make available the spare parts for the systems for the project period of 7 (seven) years. Thereafter, vendor will give at least twelve months' notice prior to discontinuation of support services.
- 17.3. If any of the peripherals, components etc. are not available or difficult to procure or if the procurement is likely to be delayed, the replacement shall be carried out with equipment of equivalent capacity or higher capacity at no additional charges to the Bank, during the currency of warranty period and AMC.
- 17.4. For spare parts / accessories ordered by the Bank, impacting the operation of Cash Recyclers, the response and resolution time will be four hours in metro/urban centres and 6 hours at other centres and for all other items which do not impact the operations of the Cash Recyclers, two working days.

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Penalties will be levied @ Rs.1000/= per incident per day maximum up to Rs. 10000/- for incidents which affect the working/operations of the Cash Recyclers. The penalties will be recovered from any payment due to the vendor under any contract with the Bank. No penalties will be levied for delays on account of uncontrollable circumstances in difficult and extremely remote areas. Vendor will have to provide necessary confirmation that delay was beyond their control from the concerned Branch Official / Channel Manager.

- 17.5. Maintenance under this agreement shall cover, inter alia, free provision of such spares, parts, kits, software, including EJ pulling, as and when necessary to ensure that the machines function in a trouble-free manner. Bidder shall correct any faults and failures in the machine and shall repair and replace worn out / defective parts of the machine as and when required / requested by the Bank, 24 hours a day, 7 days a week. In other words, such services should be made available to the Bank round the clock throughout the year including Sundays and Holidays.
- 17.6. In cases where unserviceable parts of the machine need replacement on account of product malfunction caused by circumstances not attributable to the Bank, Bidder shall repair/ replace such parts at no extra cost to the Bank.
- 17.7. All repairs and maintenance service described herein shall be performed by qualified maintenance engineers totally familiar with the CRM machines.
- 17.8. AMC charges will be 6% to 10% p.a. of the base cost (base cost = total cost of CRM less taxes) of ATM. Any change in applicable taxes will be paid extra at actual by Bank.
- 17.9. No engineer visit charges will be entertained for normal / preventive maintenances during the period of Warranty & Annual Maintenance Contract

17. Maintenance Standard during Warranty & Post Warranty Maintenance:

- 18.1. Vendor should supply the Cash Recyclers with three years on-site warranty from the date of installation of Cash Recyclers. No additional cost will be paid for visit charges and part replacement charges and maintenance of Cash Recycler including DVSS, alarm systems and spare parts during the warranty period. During post warranty period, no charges will be paid towards
- 18.2. The vendor should ensure minimum 96% uptime for Metro/urban centres and 95% for rural/semi-urban centres, of individual CRMs (to be calculated on quarterly basis) during warranty period and post warranty maintenance

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contract period. The uptime report will be taken from Managed Service Provider system and will be treated as final. . Delays if any on account of procurement of spares will not be exempted while reckoning the Service Level Agreement (SLA) uptime as mentioned above.

- 18.3. Vendor should ensure that the maximum response time for the SLM Calls which does not require spare parts replacement will be area wise as under:
a. Metro & urban: 4 hours, b. Semi urban: 8 hrs c. Rural: within 24 hrs. The SLM calls which require spare parts replacement, 24 hrs for the logistic will be allowed
- 18.4. Vendor is expected to submit monthly Cash Recyclers uptime report within a week after expiry of every calendar month. Delays if any on account of procurement of spares will not be exempted while reckoning the uptime SLA of 98%.
- 18.5. Vendor should also ensure that the maximum response time for any service call excluding parts replacement, does not exceed two hours where there is local support centre of the vendor / franchisee. The maximum response time at other locations shall not exceed 2 hours plus the normal travel time from the nearest support centre. In any case the call must be attended on the next working day including the travel time. For parts replacement calls, TAT as per point 33.4 will apply.
- 18.6. Bank may recover such amount of liquidated damages from any payment being released to the vendor, irrespective of the fact whether such payment is relating to this contract or otherwise. The same may be recovered from the 15% retention money at the end of the contract period.
- 18.7. Vendor shall indemnify, protect and save Union Bank of India against all claims, losses, costs, damages, expenses action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or any other statutory infringement in respect of all the material/services supplied by him.

18. Publicity:

For any publicity by the vendor in which the name of Union Bank of India is to be used, explicit written permission should be obtained from the Bank.

Section III: Bid Guidelines

19. Bid Price:

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- 20.1. The Bidding Document may be obtained from the Bank as under or downloaded from Bank's Website www.unionbankofindia.co.in and the bid should be submitted on or before the due date and time brought out in the bidding document to the nominated officers at the address given below:

**Dy. General Manager,
Union Bank of India,
Digital Banking Department,
Mercantile House, 708,
Magazine Street Marg,
Mumbai-400010**

- 20.2. Bidders should note that all the information required by the Bank in RFP needs to be provided. Incomplete information may lead to rejection of the tender document submitted by the vendor.
- 20.3. The Bidder shall bear all costs associated with the preparation and submission of its Bid and the Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the Bidding process.

20. Amendment of Bidding Document:

- 21.1. At any time prior to the deadline for submission of Bids, the Bank may, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bidding Document, by amendments.
- 21.2. Notification of amendments will be put up on the Bank's Website and will be binding on all Bidders.
- 21.3. In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for the submission of Bids.

21. Bid Security:

- 22.1. The bidder should deposit bid security of Rs.1,26,00,000/- (One crore twenty six lacs only) in the form of a demand draft favoring Union Bank of India, payable at Mumbai or Bank Guarantee issued from Scheduled Commercial Bank other than Union Bank of India. Bank Guarantee should be valid for minimum 6 months from the date of submission of bids with claim period of 45 days. IFSC Code for issuance of EMD is UBIN0536113.

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- 22.2. In case of bidders registered with NSIC/ Udyog Aadhaar as MSME, they are eligible for waiver of EMD. However, SME bidders need to provide valid NSIC/MSME Certificate clearly mentioning that they are registered with NSIC under single point registration scheme or Udyog Aadhaar. In addition, SME bidders have to submit Annexure Z in physical form (Hard copy) duly signed by Chartered Accountant before last date and time of submission of bid
- 22.3. The Bid Security will be refunded to the unsuccessful bidders only after completion of the bid process.
- 22.4. No interest will be payable on the Bid Security amount.
- 22.5. Unsuccessful Bidders' Bid security will be returned after completion of tender process. Unsuccessful Bidders should submit the Letter for Refund of EMD/Bid Security for returning of the bid security amount as per Annexure R.
- 22.6. Bid Security will be forfeited in the following cases:
- 22.7. If a bidder withdraws its bid during the period of bid validity; or
- 22.7..1. If a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract.
- 22.7..2. In case of shortlisted bidder does not participate in the reverse auction at least by way of logging in.
- 22.7..3. In case of a successful Bidder, if the Bidder fails:
- To execute Contract within the stipulated time or
 - To furnish Performance Bank Guarantee as mentioned in Performance Bank Guarantee herein.
- 22.8. The successful Bidders Bid security will be discharged upon the Bidder signing the Contract Agreement and against submission of performance bank guarantee (other than Union Bank of India) with the claim period of 1 year as per the format mentioned in Annexure G, for 3% of TCO, valid for the entire contract period.
- 22.9. Bidder who is claiming waiver of EMD should also submit an undertaking in lieu of Bid security deposit. Bidder should submit bid security declaration as per Annexure - W.
- 22.10. The Bid security amount will be forfeited if
- If a bidder withdraws its bid during the period of bid validity,

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- In case of a successful bidder, if the Bidder fails;
- To acknowledge and sign Bank's work order and/or the contract within the time that may be stipulated by bank
- To furnish performance Bank Guarantee within the stipulated time and valid for a period of 62 months from the date of Letter of Intent (LOI) / Purchase order
- Failure of the successful bidder to comply with clause 31.5.2.2 will result in annulment of the selection of the said successful bidder.

22. Performance Bank Guarantee:

The successful bidder shall provide a Performance Bank Guarantee within 30 days from the date of receipt of the order or signing of the contract whichever is earlier in the format as provided in Annexure-G to the extent of 2% of the total contract value for the entire period of the contract i.e. 5 years (3 years warranty period and 2 years post warranty AMC/ATS) with a claim period of 1 year and such other extended period as the Bank may decide for due performance of the project obligations. The guarantee should be of that of a nationalized Bank only, other than Union Bank of India.

In the event of non-performance of obligation or failure to meet terms of this tender the Bank shall be entitled to invoke the performance guarantee without notice or right of demur to the successful bidder. Any amount pending for payment due to non-achieving of milestone/s set under the agreement or any other reason solely attributable to the successful bidder should be included in the remaining amount of the contract value.

The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Performance Guarantee, if any, under this contract.

If the Performance guarantee is not submitted within the stipulated time, the Bank reserves the right to cancel the order / contract and the earnest money deposit taken from the successful bidder, will be forfeited

23. Preference to Micro & Small Enterprises:

- 24.1. MSEs registered under Single Point Registration Scheme of NSIC may be exempt from payment of cost of RFP and EMD. For this purpose bidder must submit the relevant Registration Certificate clearly indicating their capacity and monetary limit. In case the capacity and monetary limit specified in the registration certificate is less than the tender value, bidder must get assessed the competency of the unit to execute contract of the higher value keeping in view of the pending load on the unit from inspection agency of NSIC for higher capacity / competence. However the exemption is only for Bid Security at the time of submission of tender documents. If such a bidder

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is successful in the tender process, then performance guarantee as per the RFP document shall be submitted.

24.2. Micro and Small Enterprises participating in RFP and quoting price within price band of L1+15 percent shall be allowed to supply a portion of the requirement by bringing down their price to L1 price in a situation where L1 price is from someone other than a Micro and Small Enterprise and such Micro and Small Enterprise may be allowed to supply 20 percent of the total tendered value, if all other eligibility, technical aspects and satisfactory track record are fulfilled. In case more than one such Micro and Small Enterprise are technically qualified, the supply shall be shared proportionately (to tendered quantity). The bidders who qualify these criteria shall submit all relevant certificates along with their technical bid, subject to meeting all eligibility criteria.

24.3. All the latest Government of India Guidelines for preference to small and micro enterprises, make in India will be applicable

24. Restriction on Procurement due to National Security:

Government of India order F. No. 7/86/2020/BOA-I dated 07.08.2020 on 'restrictions on procurements from bidders from a country or countries, on grounds of defence in India, or matters directly or indirectly, related thereto, including national security' is applicable for this RFP.

25.1. 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.

25.2. "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.

25.3. "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

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- 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

25.4. The beneficial owner for the purpose of (18.16) above will be as under:

- (i) 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.

Explanation

- 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;
- (ii) 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;
- (iii) 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;
- (iv) Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
- (v) 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.

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- 25.5. An Agent is a person employed to do any act for another, or to represent another in dealings with third person.

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

25. Preference to Make in India:

- 26.1. Guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPP-MII Order) and revised order issued vide GOI, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion letter No. P-45021/2/2017(BE-II) dated 04.06.2020 will be applicable for this RFP and allotment will be done in terms of said Order as under:

- a. Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract for full quantity will be awarded to L1.
- b. If L1 bid is not from a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.
- c. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L1 Price for remaining quantity and so on and the contract shall be awarded accordingly. In case some quantity is still left uncovered on 'Class-I local supplier' then such balance quantity may also be awarded on the L1 bidder.
- d. "Class-II local supplier" will not get purchase preference in any procurement.

26.2. Definitions

- a. "Local content" means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.

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- b. “Class-I local supplier” means a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 50%, as defined under this order.
- c. “Class-II local supplier” means a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50%, as defined under this Order.
- d. “Margin of purchase preference” means the maximum extent to which the price quoted by a local supplier may be above the L1 for the purpose of purchase preference. The margin of purchase preference shall be 20%.

26.3. Verification of local content

- a. The 'Class-I local supplier'1 'Class-II local supplier' at the time of tender, bidding or solicitation shall be required to indicate percentage of local content and provide self-certification as per Annexure [AA](#) that the item offered meets the local content requirement for 'Class-I local supplier' / 'Class-II local supplier', as the case may be. They shall also give details of the location(s) at which the local value addition is made.

26. Three Part Offer

- 27.1. The offer will be in three parts - i) Integrity Pact and EMD amount, ii) Technical offer and iii) Commercial, and the proposal from the Bidder should be valid for a period of 180 days from the date of offer.
- 27.2. All the offers must be submitted at the same time in separate sealed covers, and duly super-scribed "Integrity Pact and EMD amount for 750 Cash Recycler Modules under buyback ", "Technical Offer for 750 Cash Recycler Modules under buyback" and "Commercial Offer for 750 Cash Recycler Modules".
- 27.3. The covers should also indicate name and address of the vendor submitting the offers
- 27.4. The covers should also indicate name and address of the vendor submitting the offers. The covers should be addressed to:

**Deputy General Manager,
Union Bank of India,
Digital Banking Department,
Mercantile House, 708, Magazine Street**

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Mumbai-400010

27.5. The offers should be hand delivered at the above given address on or before scheduled date and time.

27. Technical Offer (TO):

28.1 The Technical offer (TO) should be complete in all respects and contain all information asked for in this document.

28.2 It is mandatory to submit the technical details only in the prescribed formats duly filled in, along with the offer. The Bank, at its discretion, may not evaluate a TO in case of non-submission or partial submission of technical details. Bank may ask the vendor to furnish the support documents, if required.

28.3 The TO must be submitted in an organized and structured manner. No brochures/leaflets etc., should be submitted in loose form.

28.4 Bidders should offer a model that is state of the art and which (including the Operating System) will be supported for a period of 7 years from the date of installation.

28.5 Deviations in technical specifications may be clearly indicated. In case, current models of the bidder do not meet all the specifications sought by the Bank, vendor should confirm that they will provide the specification required by Bank in the model offered.

28.6 The TO should comprise of following:

1. Covering letter on the prescribed format (Annexure-A).
2. Confirmation with the eligibility criteria (Annexure-B) with photocopies of required certificates / documents / proof
3. Confirmation of Functional Specifications (Annexure-C)
4. Confirmation of Technical Specifications (Annexure-D)
5. Reference Site details (Annexure-E)
6. Documentation (Product Brochures, Leaflets, Manuals etc.).
7. Bid security of Rs. 126.00 lacs, in the form of a Demand Draft or Bank Guarantee (as per the format mentioned in Annexure-G) issued by a scheduled commercial bank favouring Union Bank of India, payable at Mumbai.
8. Compliance certificate in Annexure - H
9. Query on eligibility criteria in Annexure - I

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10. Manufacturer's Authorisation in Annexure - J (In case OEM's authorised company is a bidder.
11. Bidder organisation details in Annexure - K
12. Solution of Visually impaired persons in Annexure-L
13. Integrity Pact in Annexure-M
14. Service Centre location Mapping in Annexure-N
15. Business Rules for Reverse Auction Annexure-O
16. Know your employee in Annexure-P
17. Undertaking for information Security in Annexure-Q
18. Non-Disclosure agreement in Annexure-S
19. Information Security Certificate in Annexure-T
20. Undertaking of authenticity of Hardware and software in Annexure-U
21. Unpriced commercial bid in Annexure-V
22. Bid Security Declaration in Annexure-W
23. Restriction in procurement due to National Security in Annexure-X
24. Undertaking by the bidder in Annexure-Y
25. Certificate of Waiver for MSE Firms in Annexure-Z
26. Certificate of Local Content in Annexure-AA
27. Bank Guarantee for EMD in Annexure-AB

28.7 The vendor should agree and confirm to the terms & conditions specified in the RFP. The vendor is advised not to specify or mention any other terms and conditions, as the Bank may take such conditions as deviations/non-conformity with the RFP terms.

28.8 The vendor should provide proof that he has successfully installed the Cash Recyclers claimed. Vendor is required to furnish a letter from the respective Bank, where machines are already supplied. Bank is entitled to make its own independent queries to verify the claims of the bidders.

28. Indicative Commercial Offer:

29.1 Commercial offer should give all the relevant price information in line with "Price Composition".

29.2 It should be as per the formats Annexure -F only.

29.3 It should not contain any terms and conditions or additional documents.

29.4 The Total Cost of Ownership (TCO) quoted for 750 CRMs front loading with 3 years warranty should include cost of all accessories such as one Digital Video Surveillance systems, grouting, AMC services, for 2 years (further extendable to 2 more years), cost of spare parts, cost of labour charges as given in Annexure-F.

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29.5 The rate quotes should include the rate for complete installation of DVSS/Alarm Panel including carpentry and electrical work

29. Price Composition:

30.1 The price quoted should be in Indian rupees only.

30.2 There should be no hand written material, corrections or alterations in the commercial offer

30.3 The prices offered shall be on a fixed price basis and should not be linked to the Foreign exchange rate fluctuation.

30.4 The Prices offered should be inclusive of the following:

- Cost of the equipments, parts and services for seven years.
- All duties and levies, taxes to be shown in the bill of material exclusive of GST.
- Transportation and Forwarding charges to respective sites.
- Insurance to cover the equipment during transit period till delivery of CRM plus 30 days.
- Installation & commissioning charges, Training of staff, earthing, grouting etc.,
- Three-year comprehensive onsite warranty maintenance and two years AMC covering replacement of damaged parts, service, and visits to the concerned site/branches whatever the reason.
- AMC charges for two years after expiry of warranty period further extendable for 2 years as per Bank's discretion.
- Grouting charges
- Cost of labour charges

30.5 The TCO should include all the components mentioned in the Bill of Material format as mentioned in Annexure-F including AMC, spare parts and labour charges. In case bidder did not quote for any item, it will be treated as "0" (Rs. Zero) cost for the items. (Free of cost to Bank).

30. Erasures or Alterations:

All the details viz Technical, Commercial and others must be completely filled up. Correct technical information of the product being offered must be filled in. In case the corrections/alteration are not properly authenticated, the offer will be liable to rejection.

31. Offer Validity Period/Modification and withdrawal of Offers:

32.1 The offer should remain valid for a period of at least 180 days from the date of the submission of bid.

32.2 The vendor may modify or withdraw its offer after its submission, provided that written notice of the modification or withdrawal is received by Bank prior to the closing date and time prescribed for submission of offers. No offer can be modified by the vendor, subsequent to the closing date and time for submission of offers.

32. Opening of Technical Offers:

33.1 Technical Offers will be opened on scheduled date and time. No separate intimation will be given in this regard to the vendors, for deputing their representatives.

33.2 Only one representative of the vendor can be present for the opening of the Technical Offers.

33. Technical Evaluation:

34.1 The Bank will first evaluate the eligibility criteria and if found eligible, further evaluation will be carried out by the Bank. Then the technical responses will be evaluated and if not found satisfactory, further evaluation will not be done for that particular vendor. The Bank will not rely only on the vendor's response and may cross-check from other sources and Bank's decision on satisfactory level will be binding on all the bidders.

34.2 The evaluation will focus on fitness to the requirements of technical and functional specifications mentioned in the annexure. The Product offered should meet all the technical and functional specifications. Non-compliance will attract rejection of the proposal.

34.3 It may include demonstration of proposed hardware and software solutions, reference calls, and site visits to selected customers with comparable configurations. The proposal will be rejected in case of any adverse findings.

34.4 The Bank will shortlist the vendor(s) based on technical evaluation.

34.5 Bank reserves the right to reject any and/or all proposals without assigning any reason whatsoever.

34. Commercial Evaluation through Reverse auction:

- 35.1 The Commercial offers of technically qualified vendors only will be opened. The date and time of the opening will be intimated to the vendors through mail and the vendors should make themselves available for the opening of the Commercial proposals.
- 35.2 The Reverse auction process of bidding will be followed. Only the technically qualified bidders will be asked to participate in the reverse auction, which will be conducted for this purpose. The business rules, terms and conditions of the reverse auction process are available on website of the bank - www.unionbankofindia.com.
- 35.3 The technically qualified vendors will participate in the Reverse auction process that will be conducted by an Auction company authorized by the Bank. Specific rules for this particular event viz., date and time, start price, bid decrement value, duration of event etc. shall be informed by the Auction Company to the participating vendors before the event. The vendors should furnish indicative prices for the project in their Indicative Commercial Bid to facilitate finalizing the start bid for 'Reverse auction' under E-Procurement process.
- 35.4 Bank will decide the start price for reverse auction. Bidders should note that the indicative commercial bid is considered for the purpose of conducting Reverse auction process only. The L-1 vendor will be decided only later, on finalization of prices through Reverse auction.
- 35.5 The L1 bidder emerging at the end of the Reverse Auction process shall be required to submit the break-up of his Final price (last bid price) again in Annexure-F. Failure or refusal to offer the services/goods at the price committed through Reverse Auction shall result in forfeit of the EMD to Bank, which may please be noted.
- 35.6 The final decision on the bidder will be taken by the Bank. The implementation of the project will commence upon successful negotiation of a contract between Union Bank and the selected bidder(s).
- 35.7 Union Bank reserves the absolute and unconditional right to reject any or all proposals without assigning any reason thereof. No correspondence in this regard will be entertained. Similarly, it reserves the right not to include any vendor in the final short-list.
- 35.8 In the event of Bank finds only one bidder eligible for Reverse Auction process, the Bank, may go for price negotiation upto Bank's satisfaction with the eligible vendor.

35. No Commitment to Accept Lowest or Any Tender:

36.1 The Bank shall be under no obligation to accept the lowest or any other offer received in response to this notice and shall be entitled to reject any or all offers without assigning any reason whatsoever.

36.2 Bank will not be obliged to meet and have discussion with any firm regarding eligibility/technical/commercial offer. Banks decision will be final binding on all bidders.

36.3 Preference to Micro & Small Enterprises:

MSEs registered under Single Point Registration Scheme of NSIC may be exempt from payment of cost of RFP and EMD. For this purpose bidder must submit the relevant Registration Certificate clearly indicating their capacity and monetary limit. In case the capacity and monetary limit specified in the registration certificate is less than the tender value, bidder must get assessed the competency of the unit to execute contract of the higher value keeping in view of the pending load on the unit from inspection agency of NSIC for higher capacity / competence. However the exemption is only for Bid Security at the time of submission of tender documents. If such a bidder is successful in the tender process, then performance guarantee as per the RFP document shall be submitted.

Micro and Small Enterprises participating in RFP and quoting price within price band of L1+15 percent shall be allowed to supply a portion of the requirement by bringing down their price to L1 price in a situation where L1 price is from someone other than a Micro and Small Enterprise and such Micro and Small Enterprise may be allowed to supply 20 percent of the total tendered value, if all other eligibility, technical aspects and satisfactory track record are fulfilled. In case more than one such Micro and Small Enterprise are technically qualified, the supply shall be shared proportionately (to tendered quantity). The bidders who qualify this criteria shall submit all relevant certificate along with their technical bid, subject to meeting all eligibility criteria.

All the latest Government of India Guidelines for preference to small and micro enterprises, make in India will be applicable. The bidder has to ensure compliance for preference.

36. Right to Alter Quantities:

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37.1 The Bank will be free to either reduce or increase the quantity to be purchased on the same terms and conditions.

37.2 Bank can order separately for DVSS or other spare parts for existing Cash Recyclers as per the rate quoted in current offer. The vendor must execute the same without any demur.

37. Price Freezing:

38.1 The price finalised shall remain valid for a period of 18 months from the date of acceptance of purchase order/letter of Indent for Cash Recycler and 7 years for the spare parts mentioned in the commercial offer.

38.2 No upward revision in the price would be considered on account of subsequent increases in foreign exchange.

38.3 However, if there is any reduction on account of government levies/taxes, during the offer validity period, the same shall be passed on to the Bank.

38. Repeat Order

In case the Bank could complete ordering for the entire quantum of 750Cash Recyclers before 12 months period, the Bank would have option to place orders for supply of Cash Recycler Machines beyond that quantity up to 25% of the order value at the prices as decided above, to meet its requirements.

39. Payment Terms:

The terms of payment will be as follows:

40.1 No advance payment against purchase order.

40.2 65% of the value of the equipments will be paid after delivery, on per site basis. The payment will be made against delivery challans and invoices.

40.3 25% of the value of the equipment will be paid on completion of installation, on per site basis. Bank will make this payment on site-by-site basis against installation & training reports. If the installation is delayed beyond 30 days due to reasons attributes to Bank, it will be deemed installed and payment against installation will be released on submission of Bank Guarantee. However, the vendor should arrange the engineer for installation as when the site is becoming ready. In such cases 15% amount will be released against BG only after actual installation & the warranty will begin from the date of actual installation.

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40.4 The balance 10% will be paid after installation of equipment per site basis against a performance Bank Guarantee (BG) for 3% of invoice value valid for the warranty period (the format of BG will be given by the Bank).

40.5 AMC Charges of will be payable quarterly in arrears.

40. Liquidated Damages:

41.1 Notwithstanding the Bank's right to cancel the order, liquidated damages at 0.5% of the system value per site per week will be charged for every week's delay (attributable to the vendor) in the execution of the purchase order beyond the specified delivery/installation schedule subject to a maximum of 10% of the value of the systems ordered for that site. Liquidated damages will be calculated per week on per site basis. Part of week will be treated as no delay for this purpose.

41.2 Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the company.

41.3 If the vendor claims that Bank is not in a position to accept the delivery of the Cash Recyclers, the Vendor should submit the documentary proof by the Bank Officials or the copy of mail to Digital Banking Dept./ Branch / RO.

41.4 In case of SLM call /Part replacement call for Cash Recyclers during Warranty Period the call has to be attended within maximum in 48 hours and should be completed within 72 hours, else, the penalty will be levied @ Rs. 1000/- per day after 72 hours up to Rs. 10000/- per instance. This penalty will not apply in case of Chest door cutting and replacement of fascia of Cash Recycler.

41.5 In case of requirement of any specific image is not provided within 3 working days, vendor may be penalized with the cap of maximum the amount of transaction plus any penalty levied by higher authorities like RBI/BO/court of law, etc.

41. Exclusions to Bidder's liability for penalty:

The following exclusions would be taken into account in computing penalty:

- A maximum of 5 hours for quarterly Preventive Maintenance including copying the DVSS images to DVR.
- Actual Supervisory Time(which should be reasonable & in tune with national average)

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- Actual down time on account of the Switch and network connectivity at site.
- Power outage or UPS is not working at site.
- Core Banking Solution Host outages
- Vandalism by any unauthorized person.
- Chest door or facia of Cash Recycler needs to be replaced.
- Non-availability of access to the Cash Recycler.
- Force Majeure cases
- Bidder, in all such cases, shall inform the Bank regarding the same. The Branch Manager of the Branch or the Channel Manager has the discretion to decide regarding the exclusions which shall be final and binding on Bidder

42. Order Cancellation:

- 43.1 If the vendor fails to deliver and/or install the equipment within the stipulated time schedule or the extended date communicated by the Bank, it will be a breach of contract.
- 43.2 The Bank reserves its right to cancel the order in the event of delay in delivery / installation / commissioning of equipment by giving a notice of 30 days and charge liquidated damages for the delay.

43. Pre-bid Queries:

- 44.1 Vendors should send the pre-bid queries in the format provided as annexure, if any, through e-mail to e-mail ids i.e.,

vijaykumar.mc@unionbankofindia.com&ranjanskumar@unionbankofindia.com on or before the scheduled date.
- 44.2 No query/suggestions will be entertained after the opening of technical offer.

44. Dispute Resolution:

- 45.1 Union Bank of India and the Bidder/s shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, Union Bank of India and the firm have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration.

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- 45.2 All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by Union Bank of India and the other to be nominated by the Bidder. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the umpire appointed by them shall be final and binding on the parties. The arbitration and reconciliation act 1996 and revisions, if any, thereof, shall apply to the arbitration proceedings and the venue of the arbitration shall be Mumbai.

45. Force Majeure:

Notwithstanding the above provisions, the Successful bidder shall not be liable for penalty or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions and epidemics, pandemic declared by Govt of India. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

46. Termination for Default:

The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Bidder, may terminate this Contract in whole or in part, if the Bidder fails to perform any obligations(s) under the Contract.

In the event of the Bank terminating the Contract in whole or in part, the Bank may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered, and the Bidder shall be liable to the Bank for any excess costs for such similar services.

47. Confidentiality:

- 48.1 This document contains information confidential and proprietary to the Bank. Additionally, the Bidders will be exposed by virtue of the contracted activities to the internal business information of the Bank. Disclosures of receipt of this RFP or any part of the aforementioned information to parties

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not directly involved in providing the services requested could result in the disqualification of the vendors, premature termination of the contract, and / or legal action against the vendors for breach of trust.

- 48.2 Selected Bidder/s will have to execute a Service level agreement and non-disclosure agreement with the Bank within 1 month of receiving formal order.
- 48.3 The Bidder (and his employees) shall not, unless the Bank gives permission in writing, disclose any part or whole of this RFP document, of the proposal and/or contract, or any specification, plan, drawing, pattern, sample or information furnished by the Bank (including the users), in connection therewith to any person other than a person employed by the bidder in the performance of the proposal and/or contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance. The employees or the third party engaged by the bidder will maintain strict confidentiality.
- 48.4 The Bidder, his employees and agents shall not, without prior written consent from the Bank, make any use of any document or information given by the Bank or its Authorized personnel, except for purposes of performing the contract award.
- 48.5 In case of breach the Bank shall take such legal action as it may be advised.

48. Limitation of Liability:

- 49.1 Vendor's aggregate liability for actual direct damages shall be limited to a maximum of the Contract Value, provided that this limit shall not apply to (1) the infringement indemnity; or (2) bodily injury (including death) and damage to real property and tangible personal property caused by Vendor's negligence.
- 49.2 Vendor shall not in any event be liable for any indirect or consequential damages, or for loss of profit, business, revenue, goodwill, anticipated savings or data, or third party claims except with respect to bodily injury (including death) and damage to real and tangible personal property for which Vendor is legally liable. For the purposes of this Section, "Contract Value" at any given point in time, means the aggregate value of purchase orders placed by Bank on the Vendor under this project.

49. Governing Law and Disputes

The Bid and the subsequent Contract with the selected Bidder shall be governed in accordance with the Laws of India and will be subject to the exclusive jurisdiction of Courts in Mumbai.

50. Compliance with Statutory and Regulatory Provisions:

51.1 It shall be the sole responsibility of the vendor to comply with all statutory/RBI and regulatory provisions and deliver the goods and services in the latest version and features in practice among banks /financial institutions.

51.2 The bidder shall from time to time inform the bank about industry best practices, security bulletins, updates, and advisories etc. that needs to be adopted by the bank through the vendor to strengthen the existing ATM infrastructure without any additional cost to the bank

52 Limitation on promotion:

The Bidder shall agree to make no reference to the Bank for the procurement of products and services hereunder or the agreement in any literature, promotional material, brochures, sales presentation or the like without the express prior written consent of the Bank.

53 Indemnity:

53.1 The Bidder shall, at its own expense, defend and indemnify the Bank against all third party claims for infringement of patent, trademark, design or copyright arising from use of products or any part thereof supplied by vendor. Vendor will provide infringement remedies and indemnities for third party products, on a pass through basis. The vendor shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the vendor shall be fully responsible to pay such compensation along with all costs, damages and attorney's fees and other expenses that a court may finally award, in the event of the matter being adjudicated by a court or that is included in a vendor approved settlement. The Bank will issue notice to the vendor of any such claim without delay and provide reasonable assistance to the vendor in disposal of such claim, and shall at no time admit to any liability for, or express any intent, to settle the claim. The vendor shall also reimburse all incidental costs, which the Bank incurs in this regard.

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53.2 In the event of the vendor not fulfilling its obligations under this clause within the period specified in the notice issued by the Bank, Bank has the right to recover the amounts due to it under this provision from any amount payable to the vendor under this project.

53.3 The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this agreement.

54 Re-tendering:

In case only a single vendor qualifies the technical evaluation, in such event, Bank may cancel the tender process and re-tender it in conventional three part bid method by inviting integrity pact and EMD amount, technical offer and commercial offer without conducting a Reverse auction.

55 Re-auction:

55.1 Bank will consider re-auction in the following circumstances:

55.2 During the reverse auction process, if there is no bid from logged in vendors or only one vendor puts in bid/s, Bank may decide a re-auction by taking fresh indicative prices from all technically qualified vendors in sealed covers only, to amend the start price for re-auction.

55.3 In case start price of Reverse auction is decided by the Bank and there are no bids or only one vendor bids in the Reverse auction, Bank may decide re-auction while further revising the start price.

55.4 Reverse auction will be valid only if two or more Bidders participate in the reverse auction event.

56 Assignment:

Neither the contract nor any rights granted under the contract shall be sold, leased, assigned, or otherwise transferred, in whole or in part, by the vendor, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the Bank

57 Subcontracting:

The vendor shall not sub-contract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Bank.

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58 Set off:

Without prejudice to other rights and remedies available to the bank, bank shall be entitled to set off or adjust any amounts due to the bank from vendor against any payments due and payable by bank to vendor for the services rendered

59. Exit clause:

The Bank reserves the right to cancel the contract in the event of happening one or more of the following conditions:

59.1 Failure of the successful bidder to accept the contract and furnish the Performance Bank Guarantee within the stipulated time.

59.2 Delay in delivery beyond the specified period.

59.3 Delay in completing implementation/customization and acceptance tests/ checks beyond the specified periods.

59.4 In addition to the cancellation of contract, Bank reserves the right to appropriate the damages through encashment of Bid Security /Performance Guarantee given by the Bidder. Bank reserves right to exit at any time after giving notice period of three month during the contract period.

60. Language of Bid documents:

Language of bid documents and communications with bank in respect of bid should be in English/Hindi language. In case of any other language, the same should be accompanied by approved/attested translation in English in which case, English translation will govern for the purpose of evaluation.

61. Inspection:

The Bank reserves the right to carry out inspection by a team of Bank officials, of any of the existing live installations of the Vendor referred to in the Technical Bid or demand a demonstration of the solution proposed on a representative model in bidder's office

62. Audit:

62.1 The vendor shall allow the Bank to audit the functionality, security, processes etc., of operations of the CRMs and related applications, database, infrastructure, channels and records, directly related to the

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services to its authorized personnel, its auditors (internal and external), authorized personnel from RBI / other regulatory and statutory authorities. In case any of the services are further outsourced/assigned/ subcontracted with prior permission of the Bank to other vendors, it will be the responsibility of the vendor to ensure that the authorities / officials as mentioned above are allowed access to all the related places, including that of Cash Managing Agency's vaults, for inspection and verification. The audit shall be conducted onsite or offsite (as per bank) and the frequency shall be as per the banks requirement. The vendor shall ensure that adequate resources having the technical expertise are provided to support, demonstrate and conduct this activity without any additional charges.

62.2 The bidder is expected to close any gaps/vulnerabilities/defects identified by the bank's auditors, officers, third parties, regulators etc without any additional cost to the bank.

63. INTEGRITY PACT (IP):

Vendors/bidders/sellers, only those who commit themselves to Integrity Pact (IP) with the Bank, would be considered competent to participate in the bidding process. In other words, entering into this pact would be the preliminary qualification. In case of bids for value of 1.50 Crs. not accompanied with signed IP by the bidders along with the technical bid, the offers shall be summarily rejected.

IP shall cover all phases of contract i.e. from the stage of Notice Inviting Tenders (NIT)/ Request for Proposals (RFP) till the conclusion of the contract i.e. final payment or the duration of warrantee/guarantee. Format of IP is attached in Annexure M for strict compliance.

The following Independent External Monitors (IEMs) have been appointed by the Bank, who will review independently and objectively, whether and to what extent parties have complied with their obligation under the pact.

- Mr Meeran Chabdha Borwankar, IPS (Retd.)
E-mail- mcborwankar@gmail.com
- Mr. Bharathi Sivaswami Sihag, IAS (Retd.)
E-mail- bsihag@hotmail.com

It may kindly be noted that all clarification/query/status with respect to tender may be forwarded to the officers mentioned in the RFP and not to IEMs except query related to Integrated Pact:

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Section IV: Annexures

64. Annexure A - Letter of Acceptance

(Letter to the bank on the vendor's letterhead)

To
Dy. General Manager,
Union Bank of India,
Digital Banking Department,
Mercantile House, 708,
Magazine Street Marg,
Mumbai-400010

Date:

Dear Sir,

Sub: Our bid for RFP for Supply, Installation and Maintenance of 750 Cash Recycler Machines (CRMs) under Buyback

With reference to the above subject, having examined and understood the instructions, terms and conditions forming part of it, we hereby enclose our offer for the desired solution as detailed in your above referred RFP.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information as mentioned is enclosed.

We also confirm that the offer shall remain valid for 180 days from the date of the offer.

We hereby undertake that supporting software supplied, if required will be licensed, legally obtained and with latest version.

We understand that the Bank is not bound to accept the RFP either in part or in full and that the Bank has right to reject the RFP in full or in part without assigning any reasons whatsoever.

We understand that:

- a. You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
- b. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the purchaser to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

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- c. If our bid is accepted, we are to be responsible for the due performance of the contract.
- d. You may accept or entrust the entire work to one Bidder or divide the work to more than one Bidder without assigning any reason or giving any explanation whatsoever.
- e. Bidder means the bidder who is decided and declared so after examination of commercial bids.
- f. We enclose Demand Draft/Bank Guarantee for Rs.20,00,000/- (Rupees Twenty lac only) favoring Union Bank of India and payable at Mumbai, towards bid security, details of the same is as under:

No. :

Date :

Name of Issuing Bank :

Dated at _____ this _____ day of _____ 2022

Or

MSME/Udyog Aadhaar Certificate No.

We hereby declare that all the information & Statements made in this RFP are true and accept that any misinterpretation contained in it may lead to our disqualification. We agree to all terms & conditions of the RFP,

Yours faithfully,

Date:

For _____

Signature _____

Name _____

Authorized Signatories
(Name & Designation, seal of the company)

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65. Annexure-B (Eligibility Criteria)

We confirm having complied with all the prescribed eligibility criteria as under:

S.N.	Eligibility Criteria	Compliance (Yes / No)	Details of documents submitted
1	Signing of the Integrity Pact (IP) as per Annexure M should be the first item in Pre-qualification criteria since this is a requirement to be fulfilled and checked before considering any offer and start evaluating its compliance to other parameters such as technical, functional etc. IP should be signed by the authorized signatory of the vendor / firm		Integrity Pact will be submitted by the bidders Rs 500 Stamp paper as per prevailing Maharashtra Stamp Act with witnesses and no deviation will be allowed in the IP format finalized by the Bank. Bidder shall be liable for rejection in case of non-submission of the same.
2	Bidder should be a company registered in India under Indian Companies Act 1956 & its amendment 2013.		Copy of registration and certificate of incorporation of business, and certificate of commencement of business in case of a public limited company.
3	The bidder should be the Original Equipment Manufacturer (OEM) or their authorized representative in India. Either the Cash Recyclers manufacturer or their authorized distributor in India can directly bid in the tender but both of them cannot bid for the same make.		Production certificate of the product manufacturing company and/ or authorisation letter from OEM.
4	Bidder/OEM should be in the business of supplying, installation, commissioning and maintaining Cash Recyclers in India for last three financial years.		The Bidder has to produce proof of having supplied minimum 50 CRMs to Banks/Financial institutions in India during each financial year 2018-19, 2019-20 and 2020-21.
5	The Bidder should have an annual business turnover of over Rs. 316.00 Cr in India in each of the preceding three financial years (2018-19, 2019-20 and 2020-21)		Audited financial Balance sheet along with auditor reports for 2018-19, 2019-20, 2020-21 along with Annexure-AC signed by CA to be submitted.
6	Bidder/OEM should have made operating Profit (as EBITDA i.e. Earnings Before Interest, Tax, Depreciation & Amortization) during the last 3 financial years,		Copy of audited Profit & Loss Statement along with auditor reports for 2018-19, 2019-20 and 2020-21 along with Annexure-AD to be submitted with CA Certificate.

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	i.e. 2018-19, 2019-20 and 2020-21.		
7	Cash Recyclers will be installed across the length and breadth of the country. Vendor or its service provider should have support centres at minimum 100 locations in India, which should cover our 125 regions across the country and minimum one centre per state.		List of service centres with complete addresses, contact person and contact numbers as per annexure K.
8	The bidder/OEM should have valid ISO 9001:2008 or higher Certification.		ISO 9001: 2008 or higher certificate.
9	The Bidder should have existing installed base of minimum 3000 ATMs/CRMs/BNAs, out of which minimum 200 CRMs / BNAs should have been deployed in last three years in Banks / Financial Institutions in India as on RFP submission date.		PO copies from Banks/Financial institution in India to be submitted, along with performance certificate as per Annexure-E.
10	Bidder/OEM should ensure that the proposed make should have been tested / live in any Bank for Base 24 ATM switch integration.		Base 24 certificate for the model /make offered. Self-declaration certificate to be submitted.
11	The companies, bidding for the above tender, should have not been black listed by any of Government Authority/Banks/PSU/BFSI/Govt. Organisation in India. The bidder shall give an undertaking (on their letter head) that they have not been black listed by any of the Govt. Authority or PSUs. In case, in the past, the name of their Company was black listed by any of the Govt. Authority or PSUs, the same must have been either withdrawn by the concerned authority or set aside by the final order/judgment passed by the Court/Forum as on date of submission of the tender,		Bidder has to submit an undertaking to this effect duly notarized on Rs.100/- rupees stamp paper signed by Company Secretary.

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	otherwise the bid will not be considered. It is further clarified that any interim stay order passed by any Court/Forum in favour of bidder against its blacklisting shall not be considered by Bank as the bidder having satisfied/fulfilling the eligibility criteria under this clause		
12	The bidder should ensure that there are no pending cases against the bidder involving cheating/fraudulent activities. In case there are any such incidents, full details have to be furnished to Bank along with clarifications.		Bidder has to submit an undertaking to this effect duly notarized on Rs.100/- rupees stamp paper signed by Company Secretary.
13	Bidder should not be a defaulter in repayment of instalments against credit with any bank.		Certificate from existing Banker to be submitted.

SIGNATURE

(Name & Designation, seal of the firm)

(The following documents are enclosed in support of our claim)

66. Annexure-C (Functional Specifications)

Functional Specifications: Cash Recyclers and the software to be provided should have the capability of performing the following functions through Display Menu

Our Requirements	Response
1. Accepting currency note Of Rs. 100, 200, 500 and 2000 and verification of genuineness of the notes before acceptance. Should be capable to integrate with Bank's ATM switch (Base-24) and Finacle for Direct credit to customers account.	
2. Transfer of Funds between two accounts.	
3. Account enquiries	
4. Account Statement Printing	
5. Cheque Book Requisitioning	
6. PIN change facility	
7. Facility for utility bill payments	
8. Facility to top-up mobile phones	
9. Facility for issue of non-cash instruments	
10. Card to card transfers	
11. Creation / renewal of Fixed deposits	
12. Updation of mobile number	
13. Product cross sale, tax payments,	
14. Mutual fund purchase and redemption	
15. Remittance through IMPS/ NEFT/eCASH	
16. Three Languages Display (English, Hindi and Regional Language) (Vendor to provide and deploy screens for the languages as desired by Bank)	
17. Facility to support all Visa/Master/RuPay transaction	
18. Receipt Printing for Transaction with following details: <ul style="list-style-type: none"> • Date and Time • Location Code (Alphanumeric) • Card no. • Account No. • Transaction SL No. • Amount • Description of transaction 	
19. There should be provision to add further functions easily and also to disable any of the functions as per Bank's requirements	
20. Should support MPEG full motion video	

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21. Should allow cancellation of a transaction before its execution. (Appropriate message should appear guiding the customer)	
22. Should have the diagnostic tools for <ul style="list-style-type: none">• monitoring cash position and CD status• giving comprehensive error reporting including DVSS & Alarm System to Bank's switch	
23. Should maintain audit trail with date and time stamp for each transaction	
24. Should recognize and differentiate between the cardholders of own Bank and other Banks.	
25. Should function round the clock with built-in fault tolerance features	
26. Should be capable of Audio guidance in all the three languages. (The required WAV files to be provided by the vendor)	
27. Should support both pin based and biometric authorization of transactions	
28. Should support contactless card transactions	

SIGNATURE

(Name & Designation, seal of the firm)

67. Annexure-D (Technical Requirements)

TECHNICAL REQUIREMENTS

FRONT ACCESS CASH RECYCLER MACHINES

Brand of Cash Recycler:
Manufacturer:
Model :

The offer may not be evaluated and/or will be liable for rejection in case of non-submission or partial submission of make and model of the items offered.

Sl No	Minimum Specification Required for Cash Recycle	Recycler Specification Offered	Write Complied or Not Complied
1.	Cash Recycler Processor & Peripherals		
1.1	Embedded processor Intel® i5 8th Generation or higher with a minimum Clock speed of 3.3 GHz or higher and with minimum 12 MB Cache or higher. Bidder to provide the latest supported version of OS/Patching related software/hardware upgrades without any cost to Bank during contract period.		
1.2	8GB DDR4 RAM or higher		
1.3	Minimum 2 x 1TB SATA HDD or above.		
1.4	On-board 10/100/1000 Mbps Speed LAN Card (IPV 6 Compliance)		
1.5	Microsoft Window 10/ Compatible OS or above with latest service pack. 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 the Bank.		
1.6	Minimum 4 or more free USB ports in the front side should be available after connecting all the ATM hardware / peripheral devices. USB ports should not be enabled for connecting storage devices		
1.7	Voice guidance support with internal speakers and head phone jack for visually challenged		

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	<p>(Text to speech converter software) should be available. Text to speech systems (screen reader) should be available to assist the visually challenged customers as per the standards published by Indian Banks' Association.</p> <p>Voice guidance should be available in 2 languages (English and Hindi) as per the IBA standards.</p> <p>Other normal voice guidance should be available in 7 languages. (Bengali, Gujarati, Hindi, Kannada, Malayalam, Marathi & Telugu). Required audio files should be provided by the vendor in a standard format. Successful bidder(s) should demonstrate the feature for cash withdrawal, cash deposit, balance inquiry and PIN change within 1 month of identifying the L1 & L2 bidder.</p> <p>Voice Guidance Systems for Cash Deposit transactions should be provided as and when the same is mandated by Regulatory Authorities. The same should be implemented within the time line stipulated by the regulatory authority or six months from the date of mandate, whichever is earlier, without any extra cost to Bank.</p> <p>Voice guidance solution should be enabled by default and should be activated with insertion of earphone jack into the given slot by the card holder.</p>		
1.8	<p>OS hardening: All Cash Recyclers should be adequately hardened. Only white listed necessary services should run on the machines. No malware including viruses, worms & Trojans should enter the Cash Recycler and affect the Cash Recycler and the network. All Cash Recyclers should be PA-DSS Compliant. The operating system should have the provision for parameterization to log critical changes and incident for monitoring purposes</p>		
1.9	<p>Cash Recycler should be preloaded with CEN 3.20 or higher compliant XFS/equivalent</p>		

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	software and should be capable of running multi-vendor software without hardware & OS changes. CEN certificate to be submitted. Testing, installation and operationalization of the same without any additional cost to the Bank.		
1.10	Software / firmware / license for using EMV smart cards on Cash Recycler should be available in the Cash Recycler. Cash Recycler should be loaded with latest version of certified EMV kernel		
1.11	Cash Recycler must also have biometric authentication capability with finger-print reader as per Aadhar specification and same is required from the initial stage. The Cash Recycler should support Bio-metric functions and integrated with the Bank's Biometric solution and UIDAI certified solution (Aadhar) without any additional cost to the Bank. UIDAI certificate to be submitted. The Supplied Bio-metric Reader in Cash Recycle machine should confirm to the biometric device specification of L0 /L1 as stipulated by UIDAI, and should be Registered Device (RD).		
1.12	Secure Biometric scanner that supplies the finger print data to the ATM switch. The Biometric Scanner should be of good quality capable of accepting finger scans in one go and should be STQC certified and compatible with AEPS & Aadhar specifications. Certificate to be submitted		
1.13	CR should accept deposits using any Bank's Debit / Credit cards, without cards, using Aadhar based authentications with biometric. CR should support Bar code reading and QR code reading if required by the Bank in future. Cash Recyclers should recognize the Chip cards which include EMV Cards and Biometric authentication and accordingly display the screen and voice prompts		
1.14	Cash recycler security should be set to physical (level 3) authentication level to		

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	thwart any type of attacks. CR should have strong encryption between CR-PC core and cash dispenser so that the dispenser is not accessible without a proper authorization once the new CR PC core is being installed / set up or an existing CR PC core is reinstalled due to any reasons		
1.15	Application interface facilitating admin, reconciliation and MIS function		
1.16	101 key keyboard(optional)		
1.17	Software with drivers (including for XFS devices), API documentation, and terminal diagnostics/utilities. OEM/Service Provider is required to provide latest OS and Cen XFS application version to support Regulatory requirement of Bank's need to support MVS and EPS applications during contract period.		
2	Currency Chest		
2.1	UL 291 Level 1 or CEN 1 certified chest. Certificate should be in force at the time of submitting the bid and also throughout the contract period. UL certificate to be submitted		
2.2	Resistance to Fire/ High Temperature as per UL 291 Level 1 or CEN 1 standards. Chest should be able to withstand the maximum temperature as per UL 291 Level 1 or CEN 1 standards whichever is applicable for the offered product		
2.3	Send signals to external alarm system and also to EFT switch during opening and closure of the chest door. Vendor should coordinate with the suppliers of external alarm systems / e-Surveillance to connect the sensors		
2.4	Dual combination electronic locking system with capability of accepting 6+6 digits with One Time Combination passwords as well as static passwords. Lock should accept both One Time Combination passwords as well as dual combination static passwords. Further the Dual electronic digital one-time combination lock with code generation and		

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	audit trail capability provided by the bidder must comply with RBI circular RBI/2018-19/214 DCM (Plg.) No.2968/10.25.007/2018-19 dated 14.06.2019. The password to be changed at the time of installation and certified to this effect in the installation certificate		
2.5	S&G / MAS Hamilton (KABAMAS-CENCON) or equivalent dual electronic combination lock of 6+6 digits with capability having One time combination (OTC) option and audit trail without any hardware change. Bidder to provide OTC management solution at no additional cost to the Bank		
2.6	Cash Recycler should be capable to communicate to Bank's switch for updating the hopper wise counter for all the cassettes on real time basis.		
2.7	Alarm Sensors for temperature status, vibration status and chest open status while sending signal/messages to Switch/Management Centre.		
2.8	Terminal should be able to change automatically to Supervisory/Maintenance/Out-of-Service mode & also capture the same I E J in following cases when: a) When Cabinet/Hood door is opened. b) Chest/Safe door is opened.		
2.9	Terminal should be able to change automatically to In-Service/Transaction mode, after Chest door and Hood door is locked.		
3	Cash Recycler Module (Bunch Note Acceptor & Cash Dispenser)		
3.1	Cash Recycler should be able to dispense ATM fit notes (old/new/mixed currency)		
3.2	Cash retraction feature should be in disabled mode and should be configurable as per requirement of Bank.		

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3.3	Audio / Visible Indication should be available for proper insertion of the removable cassettes		
3.4	Cash Recycler should be capable of diverting non-ATM fit notes for withdrawal transactions and rejecting non-ATM fit notes for deposit transactions and log the count in EJ.		
3.5	Cassettes shall be lockable and compatible for Cassette Swap implementation		
	Cassettes should be able to sense cash low conditions and send message to the EFT switch. Cash low status and message shall be based on the physical cash availability in the Cash Recyclers, not based on the supply counter values stored in the software.		
3.6	Cash Recycler should be able to recycle (accept & dispense) Rs. 100, 200, 500 and 2000 denomination notes. Minimum 4 recycle cassettes should be present in the Cash recycler.		
3.7	Bunch Note Accepting and dispensing with capacity of minimum 200 notes at one time and accepting all denominations as and when required by statutory authority or any denomination issued by RBI in future. Ability to recycle all denominations would be required without additional cost to the Bank.		
3.8	Cash Recycler should have template for all new variants of notes as and when released. Vendor to provide details. Vendor should update the software to support all new variants currency notes as well as new denominations, if any, issued subsequently without additional cost to the Bank.		
3.9	In addition to the 4 Recycling Cassettes mentioned above, the cash recycler should have: (a) One cassette for storing notes impounded during transactions; (b) One universal acceptance cassette for storing notes during deposit transactions after the recycler cassette for any denomination becomes full. (c) Additional cassette or separate partition inside (a) or (b) above for		

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	<p>storing retracted notes and the notes diverted / rejected during cash withdrawal transactions. In case the cash recycler does not have separate cassette or partitions for storing rejected notes and retracted notes, these two types of notes can also be stored in the universal acceptance cassette.</p> <p>However, impounded notes must be stored in separate cassette/partition and should not be mixed with other currencies under any circumstances. These cassettes/boxes should be able to accept currency of any denomination.</p> <p>In all the above cases, cash recycler shall report the complete details (serial number, card number/account number, transaction sequence number (if available) and denomination-wise count) for each rejected and retracted note in the electronic journal.</p> <p>Details of impounded, rejected and retracted notes (serial number, card number/account number, transaction sequence number (if available) and denomination-wise count) should be available in EOD reports also and these reports should be accessible from supervisor menu.</p> <p>Details of impounded notes along with customer details are required by the branch for reporting to concerned law enforcement agencies</p>		
3.10	Cash Recycling functionality has to be made configurable so that Bank can enable / disable the functionality whenever required		
3.11	Cash Recycler should be able to accept escrow, deposit, recycle and dispense minimum 200 notes in a bunch. Till the maximum capacity is reached, customer should be able to "Add notes" into the bundle during the same transaction. Cash recycler		

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	should keep the deposited notes on the escrow till the time customer complete the addition of notes and press confirm button to proceed with transaction		
3.12	Cash Recycler should verify the genuineness of the notes for both deposit & dispense transactions. Details of currency verification should be logged and stored in the secondary hard disk for a minimum period of six months. Sufficient details to identify the depositor / beneficiary (in the case of Cardless deposit) should be provided in the logs.		
3.13	Cash recycler should scan both sides of the notes during deposit.		
3.14	Cash Recycler should be able to tag the currency serial number and trace the same based on transaction number and vice versa. Details should be logged and stored in the secondary hard disk for a minimum period of six months along with color images having snapshot of the serial number of the impounded and retracted notes.		
3.15	<p>Cash recycler must provide for adherence to RBI's Note Authentication and Fitness Sorting Parameters. The parameters should be updated / removed as and when RBI releases new currency templates or withdraws old templates from circulation without any additional cost to the Bank.</p> <p>Configuration / loading of new currencies template / removal of old templates to be carried out within 4 weeks on availability of new currencies notes in circulation</p>		
3.16	Cash Recycler should be configurable for rejecting or impounding currencies which are not adhering to the RBI's note authentication and fitness sorting parameters.		
3.17	Solution for remote updation (addition + deletion) of currency templates from a remote server should be provided. If the solution is not provided, such updations are to		

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	be performed manually at no cost to the Bank within 2 weeks from the notification by the Bank.		
3.18	Light inside the cash slot for proper visibility of the cash slot to the customer is preferred		
3.19	The recycling currency cassettes should be capable to store a minimum of 2500 notes.		
3.20	Cash Recycler should have a minimum note transport speed of 8 notes / second. Entire cash acceptance of 200 standard notes should be completed in 40 seconds or less time.		
3.21	It should be possible to configure individual cassettes as recycling cassette (minimum 4 Nos.) / acceptance-only cassettes (minimum 5 Nos.) and dispense-only cassettes (minimum 4 Nos.)		
3.22	Successful bidder shall bear the loss incurred by the Bank, if any, due to acceptance of non-issuable and / or counterfeit notes by the Cash Recycler		
3.23	If the transaction is timed out after the cash was deposited by the customer, Cash recycler shall retract the notes and issue a receipt to the depositor with denomination wise count of retracted notes. These details shall be logged in the Electronic Journal as well. The same process shall be followed for all types of retract cash scenarios such as customer time out and hardware error. Vendor is liable for any monetary loss incurred due to malfunctions		
3.24	Whenever the notes are impounded by the Cash Recycler, receipt shall be issued to the depositor with serial no. and denomination of the notes. The same details should be logged in the EJ		
3.25	If power fails after the notes are deposited in the cash tray and shutter is closed, but before the cash recycler counts the notes, the notes shall be counted on next power up and shall be moved to the retract cassette. Details of		

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	the notes thus retracted shall be written in the EJ.		
3.26	Cassette that support tracking on docking (Logs should be created whenever cassettes are docked or undocked).		
3.27	Cash transport movement should be secure and under dual locking.		
3.28	Validating bill head width path up to 177mm or more.		
3.29	Fixed width or centering mechanism with self-adjustable bill path.		
3.30	Friction / vacuum pick technology		
3.31	Denomination-wise sorting of the deposited currency notes		
3.32	Notes deposited should be categorized and put into individual bins once they are accepted by the machine		
3.33	Should support counterfeit impounding and once detected should be captured and store it in counterfeit bin		
3.34	There should be tracking facility available by capturing serial number of the notes deposited by the user		
3.35	The support for Bill Validation technology must be available for the entire period of the contract. A certificate from the Bidder / OEM of the Bill Validation technology, who has licensed the technology to the Bidder/OEM of the Cash Recycler, must be enclosed with the Technical bid certifying and assuring that the said OEM shall provide all support to the bidder for the licensed technology for the entire duration of the contract of seven years		
3.36	The Cash Recycler offered must pass the Genuine Note Recognition (as per RBIs Note Authentication and Fitness Sorting parameters) test with 100% accuracy, i.e. Pass awarded if 100% of genuine notes accepted in all orientations and other RBI parameters		
3.37	The Cash Recycler offered as part of the current RFP must Identify the year of issue of the Indian Currency Note with 100% accuracy		

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3.38	The machine should have capability to recognize the year of issue of the currency and should be able to be configured in such a way that while currency printed in or up to a certain year may be accepted (or rejected) by the machine, it may not be dispensed.		
3.39	Recycler should have capability to recycle the deposited notes and deploy the notes in respective denomination cassettes for further dispensation.		
4	Hybrid Dip Reader for Smart Card and Magnetic Stripe.		
4.1	Dip Smart Card Reader with capability to read data from Chip & also from track 1 & 2 of magnetic stripe		
4.2	Smart card / Chip card reader compliant to the latest version of EMV, Level 2 approved terminal resident application. Cash recycler should be EMV complaint in all aspects. Copy of level 2 certificate to be enclosed		
4.3	Software / firmware licenses for using EMV smart card, Chip cards and Magnetic swipe cards on Cash Recycler should be available.		
4.4	Card Reader should have Anti-Skimming Solution with below capabilities 1. Sense any foreign object surrounding the card reader and/or inserted into the card reader with capability to send message to the EFT switch. 2. Should be able to put machine out of service or Block the card reader entry to the card reader slot when such an activity occurs 4. It should also protect from deep insert skimming with card protection kit with minimum gap for insertion of card in the card reader. Details of anti-skimming technology to be enclosed		
5	Customer Interface on Cash Recycler		
5.1	15" and above LCD or LED Colour Display		
5.2	Touch screen of Capacitive/SAW/Infrared type with or without 8 function keys (FDK). Cash Recycler should provide alpha numeric		

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	key pad using touch screen. Cash Recycler also should be capable of providing virtual key board for entering Aadhaar / IFSC /Debit card numbers etc. The Functions Keys should be made of polycarbonate tactile / stainless steel with 4 key on each side of the monitor with Braille enabled keys. If FDK's are present in the display monitor, the Function keys should be fixed very close to the monitor and should be on the same horizontal level as that of the buttons available on the screen, to provide a better customer experience during transactions. Touch Screen should be of sturdy make. In the event of a fault in Touch Screen arising through normal wear and tear, Vendor shall replace the same at no extra cost to the Bank		
5.3	Braille stickers should be available on all devices, display screen and keys as per requirement to support visually challenged customers		
5.4	Rugged spill proof Triple DES enabled Keyboard with Poly Carbonate tactile / stainless steel EPP ver 4.0 pin pad keys. EPP keys to be PCI compliant with sealed metal key pads as per industry standard. EPP design so as to prevent/ resist overlaying of fake pin pad will be required. In the event of forcible removal of EPP, it should bring the machine down and the data stored in the EPP must be destroyed / scrambled so as to prevent compromise even with high end decryption. Describe technology /solution fully and enclose relevant documentation. EPP Keypad to be PCI compliant latest version with Triple DES encryption. EPP should be Braille enabled. PCI certificate to be submitted by the vendor		
5.5	The Cash Recycler should have PIN Pad Shield covering all three sides to avoid shoulder surfing or capture by the external camera		

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5.6	Trilingual Screen Support (Bank will provide the screen files in .gif, .jpg or .pcx formats only)		
5.7	Vandal screen with Privacy filter should be provided		
5.8	Cash Recyclers should have rear view mirror covering majority area of the site		
5.9	Finger print based biometric authentication which supports Bank's existing Biometric authentication system as well as Aadhaar based finger print verifications (any one of these will be used at a time). STQC tested fingerprint scanner should be provided, which should convert the fingerprint image data (biometric information) to the format required by UIDAI before sending the data to bank's Switch along with transaction data		
5.10	Adherence to Persons with Disability standards compliance - give details; Access For All (AFA) compliant and suitable for wheel chair based operation for physically challenged.		
	Multi lingual Screen Support		
6	Security Features		
6.1	Capable of supporting Remote key management and automatic key distribution from EFT switch		
6.2	All Cash Recyclers must have PCI compliant Encrypting Pin Pad (EPP) which supports 3DES (double length keys / Triple length keys) encryption.		
6.3	All unused logical ports in the Cash Recycler Operating Systems shall be in Closed mode by default. Port shall be opened only if required for communicating with EFT switch, DVR / EJ Server.		
6.4	Each Cash Recycler must have separate BIOS password. BIOS shall be configured in such a way that the Cash Recycler boots ONLY from the primary hard disk. Booting from external drives must be disabled at BIOS level. Separate BIOS user ID and password shall be		

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	used for each Cash Recycler. BIOS password will be maintained with the Bank		
6.5	Remote Power off / Restart facility		
6.6	Successful Bidder should provide hardware, software and MIS for the day to day operations required by the custodian.		
6.7	Connectivity through Wi-Fi, Dongle and Bluetooth should not be possible on the CRs		
6.8	<p>To adopt high software security, CRM Communication Security Solution Should comply to PCI DSS Standards The solution should comply with the following processes: -</p> <p>1) Server Certificate to CRM for Authentication</p> <p>2) Verification of Server Certificate at the CRM</p> <p>3) New session for every new communication between CRM & Server CRM Application should provide a secure communication TLS 2 or above to the host / CRM switch such that the data flowing between CRM & Switch remain secure). Necessary changes for enabling TLS 1.2 or above at the CRM level will be vendor responsibility and at the back-end switch level it will be Banks responsibility. Bank to provide the necessary certificate required to implement TLS 1.2 or above.</p>		
7	Integrated Surveillance Solution		
7.1	<p>Cash recyclers shall have two internal cameras, one for capturing the images of the persons standing in front of the Cash Recycler during transactions and a camera near the cash slot for capturing the motion of hands during the transactions, except during PIN entry. It should be possible to configure frequency (the number of frames per second) of capturing the motion as per Bank's requirements.</p> <p>Successful bidder shall pull the images remotely and hand over to the Bank as and when required</p>		
7.2	Successful bidder must provide an interface to browse, search and archive the stored images		

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	on hard disk or external media. The solution must have a search facility to locate an image / event by date & time, card no., transaction reference no. and ID.		
7.3	The camera shall be pilfer proof and should take care of extreme light conditions and able to capture the images of the user / customer at the time of accepting and dispensing the cash also capture images at the cash slot cameras evidencing acceptance/dispensation of cash besides images of the user.		
7.4	The DVSS data (transaction image & motion) should be stored in the secondary hard disc in a readable digital format for minimum 6 months at an average of 300 transactions per day. The vendor will be responsible for maintenance activities like taking backup and image retrieval. The backups should be taken during every preventive maintenance activity by the vendor. The media for backup will be provided by the bidder. The data backup is to be monitored to ensure that there will not be overwriting after the specified minimum period. In such cases, vendor should ensure that the backup activity is not affecting the normal operations of the cash recycler. The external media containing the backup has to be handed over to the branch during PM visit.		
7.5	<p>The system shall capture the image of the cardholder while doing the transaction and the image shall have the clarity to identify the cardholder.</p> <p>Time stamp and transaction details such as card number, sequence number and transaction state etc. shall be embossed on the images captured by both the camera</p>		
7.6	The system should provide the necessary interface to view the stored images on hard disk or external media. The system shall provide for locating and retrieving an image or event by date and time, account number, card number, transaction number and ATMid.		

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7.7	The solution must not degrade the performance of Cash Recycler e.g., speed of normal transaction.		
7.8	The hardware shall be integrated within the Cash Recycler		
7.9	At no point of time cameras should focus on Cash Recycler key pad		
7.10	The solution must be capable of monitoring from a central location.		
8	Software Agent		
8.1	The Cash Recycler should be capable of supporting third party software for EJ pulling services, Monitoring of Cash Recycler and software upgradation/ distribution. Content Management Software should be available in the Cash Recycler for loading icons and audio files from remote server of the bidder		
8.2	A daily report of retracted notes with details such as serial number, denomination, transaction number (if received from switch) etc. should be provided in the Supervisor / EOD menu to track the depositors		
8.3	Facility for viewing the images of impounded and retracted notes shall be provided in the Supervisor / EOD menu		
8.4	Patch Management: Successful bidder shall be responsible for updating the software patches in all the Cash Recyclers uniformly. Release of new patches, testing and Installation of patches (remotely or physically) shall be tracked centrally and communicated to the Bank		
8.5	Software to support NDC/DDC message emulation		
9	Connectivity		
9.1	Cash Recycler Should have Network Interface Card 10/100/1000 Mbps		
9.2	Should connect to the existing EFT switch Base24 using existing device handlers. Also, the Cash Recycler should have been certified by all the major EFT switches in the country.		

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	The Cash Recycler supplied should support DDC & NDC emulation and should be compatible for operation through all major EFT switch in India.		
9.3	Should support DNS and TCP/IP or any other protocol introduced in future. Cash Recycler should be IPv6 compliant		
10	Receipt Printer		
10.1	Minimum 40 column Graphic Thermal Receipt printer.		
10.2	Should cut and present the transaction slip to the card holder through the customer receipt slot		
10.3	Should have sensor to indicate low supply to the switch.		
10.4	Cash Recycler should be able to print bilingual receipts in English & Hindi. Necessary functionality / software should also be installed in the cash recycler.		
10.5	Should support printing of graphic images also		
11	Electronic Journal		
11.1	Cash Recycler should be enabled for electronic journal (EJ). EJ should be created and stored simultaneously in both hard disk. Feature to retrieve data from the hard disks in the required format at any point of time should be available. Cash recycler should support centralized EJ Pulling from a remote server.		
11.2	During Cardless deposits and interoperable cash deposits, beneficiary account number and other details shall be written in the EJ as soon as the details are entered by the customer		
11.3	It should be possible to view and copy the EJ logs to removable storage media through the supervisory / supply / EOD mode screens		
11.4	CRM to be preloaded with a certified software agent of CR supplier		
11.5	Solution should include an EJ viewer.		
11.6	EJ should record all events during a transaction, right from insertion of the card,		

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	till the removal of cash and card after completion of the transaction		
12	Transactions to be supported in the Cash Recycler		
12.1	Cash withdrawal - both card based & card less		
12.2	Cash deposit - both card based & card less		
12.3	PIN Change		
12.4	Balance enquiry		
12.5	Statement Request & Cheque Book Request		
12.6	Request for Green PIN generation		
12.7	Bill payments (Eg: Utility, fees, insurance		
12.8	Card to card funds transfer		
12.9	Register for mobile banking		
12.10	Mobile based money withdrawal (QR and OTP based		
12.11	Aadhaar no. seeding and Aadhaar enabled payments		
12.12	Mini-Statement printout		
12.13	Display of graphics/animation/scrolling/ date & time		
13	Power Consumption		
13.1	Power and telecommunications cabling carrying data or supporting Cash Recycler services should be protected from interception or damage. Cash Recycler vendors should follow stringent guidelines and best industry practices to protect the systems from unauthorized access and wiretapping.		
	Support input voltage of 230V AC /50 Hz with+/-10% variation		
14	Other features		
14.1	Cash Recycler should be able to operate in a wide range of temperature (10 to 45 degree) and humidity conditions from 20 to 80 RH.		
14.2	A complete write up on security features of the Cash recyclers shall be attached with bid.		
14.3	The bidder shall provide required mesh to cover the holes available in the Cash Recycler to prevent the dust/insects/rat/lizards entering into the Cash Recycler/equipment. It will be vendor's sole responsibility to ensure		

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	proper covering by mesh during every preventive maintenance and eng. visit at site.		
14.4	<p>The Cash Recycler shall be properly grouted as defined below:</p> <p>Drilling 10"-12" holes (or up to the maximum depth of the floor) in the flooring and hammering metal sleeves in these holes. 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. Grouting should be done without causing any damage to floor and site. In case of any damage occurred during grouting, the same has to be completely rectified by the vendor at no extra cost to the Bank.</p>		
14.5	Cash Recycler should be suitable for wheel chair based operation for Physically challenged.		
15	Color customization and Product wrapping for Cash Recyclers		
15.1	<p>Product wrapping as per the following specifications shall be provided on the 3 sides (Front & 2 sides) of the cash recycler for advertising Bank's products:</p> <p>i. Material: Self-adhesive vinyl of 3M / Metalmark makes with 5 year warranty from the manufacturer against shrinkage, excessive colour degradation and peeling of due to adhesive failure. ii. Finish: Satin iii. Thickness: 80 Microns iv. Adhesive: Permanent Solvent Based Adhesive v. Application temperature: +5°C to +60°C vi. Service temperature: -30°C to 110°C vii. Durability: 7 Years viii. Fire Rating: Class B. Classification compliant with BS EN 13501-1:2007</p>		
16	Terminal Security Solution & System Hardening		
16.1	Bidder will provide online TSS at Bidders premises both at DC and DR locations for Terminal Security Solution with necessary latest Hardware and software to support the		

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	<p>latest OS in CRMs. The TSS solution must cater the requirement of minimum 1000 CRMs/ ATMs.</p> <p>The bidder should provide necessary support throughout the contract period in the both DC & DR at bidders premises .</p>		
16.2	The TSS client software should be compatible with ATMs running on Windows 10 and any future version of Windows OS installed in the terminals.		
16.3	The TSS client software should be able to manage policies on terminals in windows domain as well as in workgroup		
16.4	The solution should block the unauthorized installed software		
16.5	The solution should have capability to allocate only required CR resources to the White listed application. During the running of the Whitelisted application, TSS should monitor if only those resources are being accessed. In case of any deviation, alert should be raised and resources should be blocked. Further, any outdated malware definitions on a terminal should be highlighted in a centralized dashboard.		
16.6	Terminal security solution should provide Access Management & Protection.		
16.7	Time based Admin Access should be provided. This control measure requires to parameterize and provide access on need basis, which is each CR specific, only during specified time window as prescribed and should be controllable from the centralized admin portal		
16.8	The terminal security solution should be monitored & controlled through centralized server and should work with any standard ATM/CR agent monitoring solution.		
16.9	Terminal Security Solution should support access control based on roles and rights; Secure logging of system and user activities; Protection against known and unknown		

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	threats, including zero-day attacks; Integrated protection against unauthorized use of the entire system as well as individual components; Encryption of all data on an CR's hard disk; protects the system against all types of malware, unauthorized changes and access to data; File Integrity Module; Real-time monitoring and logging of attacks; Customization of individual security policy parameters; Hardening the OS etc.		
16.10	The Solution should support various map and views with filtering capabilities for instant access to security status of terminals/devices.		
16.11	The solution should support - Deploy and update Security Policies and configurations		
16.12	The solution shall not have performance impact of the existing CR and their peripheral devices and performance.		
16.13	The solution shall be able to disable Auto-run facility of exe file from a network or a USB port.		
16.14	The solution shall be able to set Windows/Linux Password Centrally.		
16.15	The solution should support - Deploy and update Security Policies and configurations		
16.16	The solution should support -Health information of various Security software products can be retrieved promptly to support any analysis		
16.17	It should allow an administrator to define different roles for various users & groups and assign each of them specific user rights.		
16.18	The solution should provide additional hardening capability to the operating system, irrespective of the OEM (which is based on ATM/CR industry best practices).		
16.19	Effective, state-of-the-art protection against various Microsoft/Linux Operating System access related threats.		
16.20	During policy distribution to the CR's, the hardening policies should be protected against manipulation(policy files should be encrypted).		

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16.21	The solution should support -Detailed Event and Log information available along with hardware information for a complete picture of a device's actual status.		
16.22	The OS hardening of the CR machine must be done. All CRs should be adequately hardened and only white listed necessary services should run on the machine		
16.23	Application whitelisting must be done to ensure that only software which has been designated authorized is allowed to run, any code not included on the application whitelist is blocked from running. It must be ensured that only authorized code can run and the authorized code or memory of the machine cannot be tampered with or hijacked		
16.24	CRs should be pre-installed with whitelisting application solutions. The Vendor must provide Whitelisting solution with the following features: 1. The solution must ensure that only "Whitelisted" applications run on the CRs. 2. The solution must prevent the execution of any non- whitelisted files on the machine. Vendor to provide standard whitelisting solution which would meet above requirements and should come preloaded in the CRs to be supplied and installed by successful vendor		
16.25	Only permitted applications to be run in the terminals using Sandboxing concept, thus effectively nullifying the need of any anti-virus solution.		
16.26	CRs should have enabled dynamic windows/Linux password.		
16.27	CRs should have enabled BIOS password		
16.28	Auto run facility should be disabled.		
16.29	The solution should allow for the remote user management		
16.30	The solution should support One Time expiring passwords for using CR admin/Maintenance access purposes.		
16.31	The solution should support online and offline password management		

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16.32	The solution shall be managed from a central point of management		
16.33	The solution should be able to dynamically change the hardening policy of the OS on the CR.		
16.34	The solution should be able to block USB ports on the CR through centralized Control system		
16.35	OS Hardening solutions should support user (role based) access to the terminals based on tokens (no need to distributed user credentials)		
16.36	The solution should have a user Interface to be able to customize and manage the hardening policies		
16.37	The Operating System Hardening should be managed and administered centrally		
16.38	During policy distribution to the CR's, the hardening policies should be protected against manipulation		
16.39	The solution should block the unauthorized installation and running of software and services.		
16.40	The hardening solution should also be incorporated to browsers and other software components running on self-service terminals e.g. personal firewalls, IP-address / port management		
16.41	The solutions should protect against malware being injected on to the machine and any other unauthorized Software installations. Via local means e.g. USB drive, CDROM etc.		
16.42	The solution should protect against the unauthorized updating / changing of configuration - property files		
16.43	The solution should have firewall functionality i.e. the offered solution should be able to block any unauthorized network traffic to the terminal		
16.44	The TSS client software should be able to detect and prevent any malware and spyware attacks and intrusion programs.		

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16.45	The solution should be capable of identifying behavior anomalies within the CR software		
16.46	The solution should be capable of identifying behavior anomalies within the CR software		
16.47	In the cases of TSS client software unable to communicate with the central TSS server, Security Solutions / Agent policies should work / be intact with the last uploaded policies		
16.48	The software should have option to group the terminals based on various parameters (such as Make & Model, Zone, State, Test / Production etc.) for applying the policies and patches.		
16.49	The proposed solution should conform to all regulatory, statutory, legal acts and rules more particularly Cyber Security and IT examination Cell (CSITE), RBI Advisory No. 3/2017 dated 06.03.2017 & cir.no.RBI/2017-18/206 DBS(CO).CSITE/BC.5/31.01.015/2017-18 dated 21/6/2018		
17	Hard Disk Encryption		
17.1	For hard disk encryption the system should not require any human intervention (like manual password entry).		
17.2	Should Encrypt all data (user files as well as system files) from a Cash Recycler Machine's hard disk		
17.3	The solution should enable for an exact status of disk encryption to be retrieved and display centrally on a monitoring system		
17.4	The solution should be capable of changing the configuration of the hard disk encryption and the parameters used to encrypt		
17.5	Should protect data confidentiality when a system is out of operation (when HDD removed from native CR).		
17.6	The solutions should have the capability to decrypt a Cash Recycler Machines hard drive outside of the CR for recovery purpose (in highly secured manner)		

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17.7	The CR's should still cater for customers while the hard disk is being encrypted (during installation)		
17.8	The solution should also have capability to have central server based authentication		
17.9	CRs should have full hard disk encryption (FHDE) and encryption and authentication solutions to protect internal communications between the genuine CR PC core and CR modules, including the dispenser. Dispenser encryption (Communication between CD PC and Dispenser should be encrypted). All Sensitive information must be encrypted during transmission.		
17.10	CRs Windows OS should be configured to work in a locked down / restricted mode (with non admin rights).		
17.11	Hard disk encryption solution should utilize a custom pre-boot process to enable the CR Authenticate over the network to ensure the system credentials are correct before the complete boot process is allowed. 1. Solution should Encrypt the whole Hard Disk (FHDE) 2. Encryption process tolerates interruptions i.e. power Outages, without data loss. 3. Auto boot - Seamless boot Up without additional authentication screen yet secure with encryption 4. Single Centralized management console for managing the encryption policies 5. Allows for Remote Browser-based Access to the Encryption Server for Administration and Reporting.		
18	Intrusion Detection And Protection (anti malware)		
18.1	The solution should have provision to block unused ports on the CR		
18.2	The solutions should protect against malware which may be injected locally or remotely on to the machine		
18.3	The solution should protect against the manipulation of executable e.g. .exe, .dll, .class etc. and scripts e.g. .js, bat, .bat etc.		

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18.4	The solution should protect against the unauthorized updating/changing of configuration - property files		
18.5	The solution should issue alert / warning once a threat has been identified		

The Bank reserves the right to consider only those vendors who can demonstrate a fair degree of accuracy in their Cash Recyclers. The Bank will test the machines at no cost to the bank, before placing the orders.

Additional terms:

1. Deviations from technical specifications may be clearly indicated. Though the Bank has laid down the minimum configuration of both hardware and software of Cash Recycler to meet present requirements, the CRM should be upgradable to support any statutory/regulatory future compliance requirements at no cost to the bank.
2. Modification of the software pertaining to Cash Recycler for the purpose of enhancing the functionality will be done by the bidder at mutually agreed cost. No cost will be payable for minor modifications, change of configuration, etc.
3. All operating system upgrades /proprietary software upgrades / patches/ licenses will be provided free of cost and also installed in all the Cash Recyclers at no cost to the Bank for the entire period of support committed. OS Hardening has to be done for the Cash Recyclers. The vendor is responsible for ensuring that system does not get affected by virus/malware.
4. The Cash Recyclers need to be energy efficient. The Cash Recyclers to be supplied have to be fully functional in extreme weather conditions (temperature, humidity, dust, etc) as per industry standard within the country. Temperature and humidity ranges to be indicated.
5. The system should be enabled for EJ pulling and all software required for EJ pulling must be factory loaded or loaded at no extra cost at the time of installation of the Cash Recyclers. The vendor will be responsible for loading the Bank approved software agent and must coordinate with the Managed Services vendor so that EJ pulling is enabled on the day of making the operational. No charges will be payable by the Bank for installation of EJ pulling software, any other software/patches at all machines, requiring up to 6 visits per annum including the monthly visits for preventive maintenance. During preventive maintenance if EJ agent is found to be disabled/ disconnected the Bidder will restore it at no extra cost to the

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Bank. For cases, where MS vendor is unable to pull EJ log with status 'call logged' and matter is escalated to the vendor to resolve the issue, the vendor will resolve the issue without any cost to the Bank. Preventive maintenance of Cash Recycler should be done at least once in month. Such visits could also be covered in visits for trouble shooting provided preventive maintenance is also done. Machine should be capable of central download/upload .EJ agent will be provided by Bank and vendor has to install the same.

6. The vendor will ensure that at the time of delivery of Cash Recyclers they are not affected by virus/malware, bugs and covert channel in codes, (of the version of application / software being delivered as well as any subsequent version / modification done) and is free from Open Web Application Security Project (OWASP) vulnerabilities for web applications /softwares therein. The vendor will also ensure that the vendor's employees attending to the Cash Recyclers during warranty period/AMC period do not introduce virus/malware and in case of dispute Bank's decision will be final.
7. The Vendor will arrange for User Acceptance Test (UAT) of the untested model of its machines at no cost to the Bank at the Bank's test-bed.
8. Orders/ LOI will be placed only after successful completion of the UAT.
 - We enclose the technical brochures for the model quoted.
 - We agree for the delivery period of systems and installation as per your above letter.
 - We offer a comprehensive warranty period of 36 months from the date of installation/satisfactory commissioning of the equipment without any visit charges/part replacement charges and comprehensive AMC of 24 months after warranty period without any visit charges/part replacement charges.
 - We agree for insuring the systems covering transit risk and storage cum erection risk for a period of one month from the date of delivery at the destination.
 - We submit that we shall abide by your Standard terms and conditions governing the quotations and Warranty mentioned.
 - We submit that we abide by the details given above.

SIGNATURE

(Name & Designation, seal of the firm)

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68. Annexure-E (Reference site details)

Reference Site Details

	Reference 1
Name of the Bank	
Address of the Bank	
Contact Details (At least two contacts are to be provided for each reference)	
Contact 1 Name:	
Designation:	
Landline no.:	
Cell no.:	
E-mail id:	
Contact 2 Name:	
Designation:	
Landline no.:	
Cell no.:	
E-mail id:	
Total Number of Cash Recycler supplied	
Order. no and date of order	
Please mark satisfaction level on the below items (1/2/3/4/5)	
Quantity ordered	
Quantity supplied till date	
Quantity installed	
Quantity operational	
Satisfaction level for Cash Recyclers Managed Services	
Satisfaction level of EJ pulling status of Cash Recyclers under MS	

Please provide your feed on all the three criteria on the scale of following:

Mark	Satisfaction level
1	Not satisfied
2	Satisfied
3	Good
4	Very Good
5	Excellent

* Minimum Two references from Banks having at least 50 Cash Recyclers of the same OEM/vendor. Letter from respective bank must accompany the documents submitted.

Yours faithfully,

SIGNATURE

(Name & Designation, seal of the firm)

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69. Annexure - F (BILL OF MATERIAL AND PRICE SCHEDULE)

A: BILL OF MATERIAL AND PRICE SCHEDULE

Sr. No	Description	Qty. (A)	Unit Price (B)	Total Price C = A*B
1. CRMs				
1.1	Cash Recycler with front loading with DVSS, TSS, TLS,OTC and all control measures as per RBI guidelines 3 years warranty (a)	750	XXXX	XXXX
1.2	AMC for Cash Recycler with DVSS, TSS, TLS,OTC and all control measures as per RBI guidelines for 4th & 5 th Year (cost per year x 2) (b)	750	XXXX	XXXX
1.3	One Set of additional Cassettes with capabilities to use one time seal / lock & key (c)	750	XXXX	XXXX
1.4	Cost of one On-site FM (Facility Management) support resource @per month for OTC for 5 years. (d)	60	XXXX	XXXX
	Sub Total (A) = (a)+(b)+(c)+(d)		XXXX	XXXX
2. Spare Parts				
2.1	15" LCD or LED Monitor	25	XXXX	XXXX
2.2	Receipt Printer	25	XXXX	XXXX
2.3	Printer Head	25	XXXX	XXXX
2.4	Fascia	25	XXXX	XXXX
2.5	PC Core SMPS	25	XXXX	XXXX
2.6	Intel® Core™ i5 Processor minimum 2.9 GHz and 4 MB cache	25	XXXX	XXXX
2.7	1 TB HDD	25	XXXX	XXXX
2.8	Digital Video Surveillance Systems (3 years warranty) with carpentry, electrical work and other installation activities	25	XXXX	XXXX
2.9	AMC for One Digital Video Surveillance Systems for 2 years (cost per year x 2) (6 to 8 %)	25	XXXX	XXXX
2.10	Shutter Assembly	25	XXXX	XXXX
2.11	DIP Smart Card Reader	25	XXXX	XXXX
2.12	Harness	25	XXXX	XXXX
2.13	Touch Screen	25	XXXX	XXXX

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2.14	MAS Hamilton Lock	25	XXXX	XXXX
2.15	EPP 4.0	25	XXXX	XXXX
2.16	PC Core Motherboard	25	XXXX	XXXX
2.17	Chest door	25	XXXX	XXXX
2.18	Escrow and Reservoir	25	XXXX	XXXX
2.19	Upper Transport (Removable Reject Bin)	25	XXXX	XXXX
2.20	BV Entry Transport	25	XXXX	XXXX
2.21	BV Module Line Magnetic Sensor	25	XXXX	XXXX
2.22	BV Module Line Magnetic W/SER	25	XXXX	XXXX
2.23	Lower Transport BRU4	25	XXXX	XXXX
2.24	Main Upper PCB	25	XXXX	XXXX
2.25	Separator PCB (WAS Pre-accept)	25	XXXX	XXXX
2.26	Lower PCB (GBVE)	25	XXXX	XXXX
2.27	Reed Switch PCB	25	XXXX	XXXX
2.28	Assembly Deposit Motor	25	XXXX	XXXX
2.29	Fan	25	XXXX	XXXX
2.30	Power supply unit	25	XXXX	XXXX
2.31	Pre-acceptor(178mm) F/A	25	XXXX	XXXX
2.32	Separator	25	XXXX	XXXX
2.33	Currency Cassette (Deposit)	25	XXXX	XXXX
2.34	Reject Bin Removable	25	XXXX	XXXX
2.35	Cassette Connector Harness	25	XXXX	XXXX
2.36	Push Latch	25	XXXX	XXXX
2.37	Stacker new	25	XXXX	XXXX
2.38	Presenter	25	XXXX	XXXX
2.39	Horizontal Transporter	25	XXXX	XXXX
2.40	Four high pick module without cassette	25	XXXX	XXXX
2.41	Slim Line SMPS	25	XXXX	XXXX
2.42	Purge Bin	25	XXXX	XXXX
2.43	CMO Controller	25	XXXX	XXXX
2.44	MSSPCI Card	25	XXXX	XXXX
2.45	Keyboard	25	XXXX	XXXX
2.46	Mouse	25	XXXX	XXXX
2.47	Hood door lock & key	25	XXXX	XXXX
2.48	4 GBDDR3RAM	25	XXXX	XXXX
2.49	Terminal security solution	25	XXXX	XXXX
2.50	Buyback cost of old ATM/CRM/BNA/SNA	25	XXXX	XXXX
	Total (B)			
3.Labour Charges				
3.1	Visit charges of Engineer (per visit)	100	XXXX	XXXX
3.2	Grouting charges (per site)	25	XXXX	XXXX
3.3	Chest door cutting charges	25	XXXX	XXXX
3.4	Shifting of machine within same premises with de-installation & re-installation	25	XXXX	XXXX
3.5	Shifting of machine within same city with de-installation & re-installation	25	XXXX	XXXX

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3.6	Shifting of machine from one city to another city with de-installation & re-installation	25	XXXX	XXXX
	Total (C)			
	Total Cost Of Ownership (D) = A+B+C		XXXX	

Buy Back value of old ATM/CD under replacement order (irrespective of make, model & age)

Description	Unit Price	Price (in Figures) (Rs.)
Cash Dispenser (CD)/ Automated Teller Machines (ATM) / CRM		

Rates should be inclusive of installation charges, but exclusive of GST.

Total Price in words:

1. The rates as mentioned above will be applicable for all the Cash Recyclers for the period of seven years from the date of letter of intent or last Cash Recycler installed, whichever is later.
2. The AMC/ATS charges per annum should be maximum 20% of the cost of ATM/CRM.
3. In case of discrepancy in TCO, unit prices multiplied by quantity will be considered for competition of TCO.
4. List of spare parts and terminal security solution are only indicative. Bank reserves right to indent the quantity of spare parts and terminal security solution based on the requirement during Warranty and AMC period and vendors will meet the Bank's need as and when required and bank will place order based on the requirement and vendor has to execute on the finalized rate through reverse auction process.
5. The TCO amount will be finalized through reverse auction process and all the rates quoted above will be reduced in the same proportion of TCO reduced through reverse auction.

SIGNATURE

(Name & Designation, seal of the firm)

(The bidder should also quote names and prices of specific spare parts exclusively used for their make of machines in addition to the illustrative list appended above,

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if not enclosed, and then the cost of spare would be considered as free of cost to bank.)

Note: All PC parts (Processor, motherboard, RAM, monitor, Hard Disk etc.) should be covered under warranty and AMC. However, in case of physical damage of PC parts, bank will place the PO for these items as per the discovered rate.

70. Annexure- G (Format of Performance Bank Guarantee)

(Covering Delivery obligations)

NOTE:

1. This guarantee should be furnished by a Nationalized Bank / Scheduled Bank, other than Union Bank of India, as per the following format.
2. This bank guarantee should be furnished on stamp paper value as per Stamp Act. (not less than Rs. 500/-).
3. The stamp paper should be purchased either in the Name of the Bank executing the Guarantee or in the name of Union Bank of India.
4. This Bank Guarantee should be furnished within 30 days from the date of purchase order or the delivery period prescribed in the purchase order whichever is earlier.
5. This Bank Guarantee should be directly sent to the Purchaser by the Issuing Bank under Registered Post with Acknowledge Due.

To
Union Bank of India,
Digital Banking Department
Mercantile House, 708,
Magazine Street Marg.
Mumbai-400010

Dear Sir,

In consideration of Union Bank of India, Digital Banking Department, Mercantile House, 708, Magazine street Marg, Mumbai-400010, placing an order for Implementation of & on _____ having registered office at _____ (hereinafter called the vendor) as per the purchase contract entered into by the vendor vide purchase contract no _____ dated _____ (hereinafter called the said contract), we _____ (Name of the Guarantor Bank), a 'schedule bank', issuing this guarantee through its branch at _____ presently located at _____ (hereinafter called the bank), do hereby irrevocably and unconditionally guarantee the due performance of the vendor as to the **Supply, Installation and Maintenance of 750 Cash Recycler Machines (CRMs) under buyback** as per the said contract entered into by the vendor with you.

If the said vendor fails to implement or maintain the system or any part thereof as per the contract and on or before the schedule dates mentioned therein, we _____ (Name of the Guarantor Bank), do hereby unconditionally and irrevocably agree to pay the amounts due and payable under this guarantee without any demur and merely on demand in writing from you during the currency stating that the amount claimed is due by way of failure on the part of the vendor or loss or damage caused to or suffered / or

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would be caused to or suffered by you by reason of any breach by the said vendor of any of the terms and conditions of the said contract, in part or in full. Any such demand made on us shall be conclusive as regards the amount due and payable under this guarantee.

We _____ (Name of the Guarantor Bank), further agree that this guarantee shall continue to be valid will you unless you certify that the vendor has fully performed all the terms and conditions of the said contract and accordingly discharge this guarantee, or until _____ , whichever is earlier. Unless a claim or demand is made on us in writing under this guarantee on or before _____, we shall be discharged from all our obligations under this guarantee. If you extend the schedule dates of performance under the said contract, as per the terms of the said contract, the vendor shall get the validity period of this guarantee extended suitably and we agree to extend the guarantee accordingly at the request of the vendor and at our discretion, provided such request is served on the bank on or before _____.

Failure on part of the vendor in this respect shall be treated as a breach committed by the vendor and accordingly the amount under this guarantee shall at once become payable on the date of receipt of demand made by you for payment during the validity of this guarantee or extension of the validity period.

You will have fullest liberty without affecting this guarantee to postpone for any time or from time to time any of your rights or powers against the vendor and either to enforce or forebear to enforce any or all of the terms and conditions of the said contract. We shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the vendor or any other forbearance act or omission on your part or any indulgence by you to the vendor or by any variation or modification of the said contract or any other act, matter or thing whatsoever which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder.

In order to give full effect to the guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the vendor hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights if any which are in any way inconsistent with the above or any other provision of this guarantee.

The words the vendor, the beneficiary of this guarantees i.e. Yourself, and ourselves i.e. _____ (Name of the Guarantor Bank), unless repugnant to the context or otherwise shall include their assigns, successors, agents, legal representatives. This guarantee shall not be effected by any change in the constitution of any of these parties and will ensure for and be available to and enforceable by any absorbing or amalgamating or reconstituted company or concern, in the event of your undergoing any such absorption, amalgamation or reconstitution.

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This guarantee shall not be revocable during its currency except with your prior consent in writing. This guarantee is non-assignable and non-transferrable.

Notwithstanding anything contained herein above:

- I) Our liability under this bank guarantee shall not exceed Rs. / - (Rupees _____)
- II) This bank guarantee shall be valid up to _____ (With 1 year claim period).
- III) We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only if you serve upon us a written claim or demand (and which should be received by us), on or before _____ before 12:00 hours (Indian standard time) where after it ceases to be in effect in all respects whether or not the original bank guarantee is returned to us.

This guarantee deed must be returned to us upon expiration of the period of guarantee.

Signature

Name

(In Block letters)

Designation

(Staff Code No.).....

Official address:

(Bank's Common Seal)

Attorney as per power of Attorney No.

Date:

WITNESS:

1..... (Signature with Name, Designation & Address)

2..... (Signature with Name, Designation & Address)

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71. Annexure- H (Compliance Certificate)

To
Dy. General Manager,
Union Bank of India,
Digital Banking Department,
Mercantile House, 708,
Magazine Street Marg.
Mumbai-400010.

Dear Sirs,

1. Having examined the tender document including all annexures, the receipt of which is hereby duly acknowledged, we the undersigned offer to supply, install, commission and maintain Cash Recyclers at Union Bank of India in conformity with the said tender document and in accordance with our proposal and the schedule of prices indicated in the price bid and made part of this tender.
2. If our bid is accepted, we undertake to complete the project within the scheduled time lines.
3. We confirm that this offer is valid for 180 days from the last date for submission of tender document to Union Bank of India.
4. This bid together with your written acceptance thereof and your notification of award, shall constitute a binding contract between us.
5. 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".
6. We agree that Union Bank of India is not bound to accept the lowest or any bid that Union Bank of India may receive.
7. We have never been barred/black-listed by any Bank or regulatory /statutory authority in India.

SIGNATURE
(Name & Designation, seal of the firm)

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72. Annexure- I (Queries on the Eligibility Criteria)

Queries on the Eligibility Criteria, Scope of work, Terms & Conditions etc provided (Word Document)

Bidders have to provide their queries on Eligibility Criteria, Scope of work, Terms & conditions etc. Bidders are requested to categorise queries under appropriate headings such as those pertaining to eligibility criteria, scope of work, terms & conditions etc. Bidders are also requested to provide a reference of the page number, state the clarification point and the queries/suggestion/deviation that they propose as shown below:

Sl no.	Page #	Point /Section #	Clarification point as stated in the tender document	Queries/Suggestion /Deviation
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

SIGNATURE

(Name & Designation, seal of the firm)

RFP for Supply, Installation and Maintenance of 750 CRMs

73. Annexure- J (MANUFACTURERS' AUTHORIZATION FORM)

No.

dated

To

Dy. General Manager,
Union Bank of India,
Digital Banking Department,
Mercantile House, 708,
Magazine Street Marg.
Mumbai-400010

Dear Sir

Ref: Your RFP for 750 Cash Recycler Machines under buyback

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 Proposal(RFP).

We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation. 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 authorise the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

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We hereby extend our full comprehensive guarantee and warranty as per Conditions of Contract for the goods and services offered for supply by the above firm against this RFP.

Yours faithfully

(Name)

(Name of manufacturers)

UNION BANK OF INDIA

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74. Annexure - K (Bidder Organization Details)

Bidder Organization Details

Sr. No.	Item	Details for CRM
1. General Details		
1.1	Name of Company	
1.2	Constitution	
1.3	Date of Incorporation	
1.4	Company Head Office Address	
1.5	Registered office address	
1.6	GST No.	
1.7	Whether MSE(quote registration no. and date of registration, copy to be attached)	
1.8	Bank Account Detail: Account Number, Account Name, IFSC, Bank Name	
1.9	Name, Designation, Tel. No, E-Mail of the authorized signatory submitting the RFP (Please enclose the copy of board resolution)	
1.10	Specimen Full signature	
1.11	Contact persons address, telephone number, mobile number, Fax Number, E-Mail ID. (give at least 2 contact persons details)	
1.12	Whether company has been blacklisted for service deficiency in last 5 years. If yes, details thereof	
1.13	Any pending or past litigation (within three years)? If yes please give details	Yes/No/Comments (if option is 'Yes')

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

SIGNATURE

(Name & Designation, seal of the firm)

75. Annexure - L (Solution for Visually Impaired Persons)

Solution for Visually Impaired Persons

The proposed solution must have the following capabilities/ facilities:-

1. **Use of Text-To-Speech (TTS) technology.** Use of pleasant TTS voices in Indian accent with lexicon adjustments if words are not announced correctly by TTS engine.
2. **Language Support:** Multilingual support. To start with two languages offered, English and Hindi both, with option for other regional languages to be provided for any future requirements without any cost to the bank.
3. **ATM Usage for both Sighted and Disabled.**
4. **No Special ATM Card requirement.**
5. **Own bank as well as other banks ATM card usage possible.**
6. Starting with **three key ATM operations** (Cash Withdrawal, Balance Inquiry and PIN Change) bank is aiming to make available all ATM functions in accessible talking mode in a **phase wise manner**.

Work flow for the proposed solution for Visually Challenged Persons

1. Customer plugs in the headphone into the ATM audio jack - talking mode is enabled.
2. Welcome audio message.
3. Languages choice.
4. Volume control adjustment through keypad (EPP).
5. Hide or display option for ATM screens.
6. Listen to orientation message or skip.
7. Repeat orientation message or continue.
8. Insert ATM card.
9. Enter your PIN.
10. ATM transactions
 - Cash Withdrawal
 - Balance Enquiry
 - PIN Change
11. For Cash Withdrawal press X.
For Balance Enquiry press X.
For PIN Change press X.
(Here use of X as keypad numbers mapping will depend on bank's FDK options.)

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Important feature required in the proposed solution:

1. A visually challenged person should be able to operate an ATM machine independently for Cash Withdrawal, Balance Enquiry and PIN change ATM operations.
2. Braille signage should be a part of ATM machine for locating ATM parts like card slot, ATM/Cash dispenser, receipt printer, etc.
3. Person with visual disability should be able to operate the ATM through insertion of a headphone in an audio jack of ATM machine and able to complete the transactions through keyboard. Orientation for the using this ATM facility should also be provided which can be skipped next time.
4. Keypad button orientation is to be provided so that a visually challenged person can easily find buttons like Cancel, Clear and Enter. Also these three function keys should have distinct raised symbols so that a visually challenged user can feel and press a correct key. Keypad number pressed should be supported by a beep sound.
5. Bilingual orientation of ATM machine is an important feature in talking ATM which is added to Union Bank of India's talking ATM so that a visually challenged person who is a first time user will get complete orientation of the ATM and can learn the function of different keys and slots on his own. Orientation feature also has skip ability so that in future an experienced visually challenged user can skip the orientation and can perform an ATM transaction directly.
6. At the very start of the ATM interaction a visually challenged user can choose preferred language, volume control, hide or display screen and orientation options before proceeding for transactions in the ATM machine.
7. Complete screen text and audio synchronization should to be provided.
8. ATM screens with white text on red background, bigger font size of text and menu selection options with white text on blue background are to be provided in accordance with the accessibility norms for low vision persons.

SIGNATURE

(Name & Designation, seal of the firm)

76. ANNEXURE-M: FORMAT OF INTEGRITY PACT

Tender Ref. No. :

INTEGRITY PACT

1. Whereas Union Bank of India having its registered office at Union Bank Bhavan, 239, Vidhan Bhavan Marg, Nariman Point, Mumbai, India -400 021 acting through its Department, represented by General Manager / Dy. General Manager hereinafter referred to as the Buyer and the first party, proposes to procure (Name or category of the Equipment, services, etc.) hereinafter referred to as Stores and / or Services.

And

M/s _____ represented by _____ Chief Executive Officer, (which term, unless expressly indicated by the contract, shall be deemed to include its successors and its assignee), hereinafter referred to as the bidder/seller and the second party, is willing to offer/has offered the Stores and / or Services.

2. Whereas the Bidder/Seller is a private company/public company/ /partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a Public Sector Undertaking and registered under Companies Act 1956. Buyer and Bidder/Seller shall hereinafter be individually referred to as "Party" or collectively as the "parties", as the context may require.

3. Preamble:

Buyer has called for tenders under laid down organizational procedures intending to enter into contract /s for supply / purchase / etc of _____ and the Bidder /Seller is one amongst several bidders /Proprietary Vendor /Customer Nominated Source/Licenser who has indicated a desire to bid/supply in such tendering process. The Buyer values and takes primary responsibility for values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder (s) and / or Seller(s).

In order to achieve these goals, the Buyer will appoint Independent External Monitor(s) (IEM) in consultation with Central Vigilance Commission, who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

4. Commitments of the Buyer:

4.1 The Buyer commits itself to take all measures necessary to prevent corruption and fraudulent practices and to observe the following principles:-

(i) No employee of the Buyer, personally or through family members, will in connection with the tender, or the execution of a contract demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

(ii) The Buyer will during the tender process treat all Bidder(s) /Seller(s) with equity and reason. The Buyer will in particular, before and during the tender process, provide to all Bidder (s) /Seller(s) the same information and will not provide to any Bidders(s) /Seller(s) confidential /additional information through which the Bidder(s) / Seller(s) could obtain an advantage in relation to the process or the contract execution.

(iii) The Buyer will exclude from the process all known prejudiced persons.

4.2 If the Buyer obtains information on the conduct of any of its employees which is a criminal offence under the Indian Legislation Prevention of Corruption Act 1988 as amended from time to time or if there be a substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer and in addition can initiate disciplinary action.

5. Commitments of the Bidder(s) /Seller(s):

5.1 The Bidder(s)/ Seller(s) commit itself to take necessary measures to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

(i) The Bidder(s) /Seller(s) will not directly or through any other persons or firm, offer promise or give to any of the Buyer's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he / she is not legally entitled to, in order to obtain in exchange any advantage during the tendering or qualification process or during the execution of the contract.

(ii) The Bidder(s) /Seller(s) will not enter with other Bidders / Sellers into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids

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or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

(iii) The bidder(s) /Seller(s) will not commit any offence under the Indian legislation, Prevention of Corruption Act, 1988 as amended from time to time. Further, the Bidder(s) /Seller(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Buyer as part of the business relationship, regarding plans, technical proposals and business details, including information constrained or transmitted electronically.

(iv) The Bidder(s) /Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s) / sub-contractor(s), if any, Further, the Bidder /Seller shall be held responsible for any violation/breach of the provisions by its sub-supplier(s) /Sub-contractor(s).

5.2 The Bidder(s) /Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s) / sub-contractor(s), if any, Further, the Bidder /Seller shall be held responsible for any violation /breach of the provisions by its sub-supplier(s) /sub-contractor(s).

5.3 The Bidder(s) /Seller(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

5.4 Agents / Agency Commission:

The Bidder /Seller confirms and declares to the Buyer that the bidder/Seller is the original manufacturer/authorized distributor / stockiest of original manufacturer or Govt. Sponsored /Designated Export Agencies (applicable in case of countries where domestic laws do not permit direct export by OEMs of the stores and /or Services referred to in this tender / Offer / contract / Purchase Order and has not engaged any individual or firm, whether Indian or Foreign whatsoever, to intercede, facilitate or in any way to recommend to Buyer or any of its functionaries, whether officially or unofficially, to the award of the tender / contract / Purchase order to the Seller/Bidder; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Seller / Bidder agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in anyway incorrect or if at a later stage it is discovered by the Buyer that the Seller incorrect or if at a later stage it is discovered by the Buyer that the Seller/Bidder has engaged any such individual /firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether

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before or after the signing of this contract /Purchase order, the Seller /Bidder will be liable to refund that amount to the Buyer. The Seller will also be

debarred from participating in any RFP / Tender for new projects / program with Buyer for a minimum period of five years. The Buyer will also have a right to consider cancellation of the Contract / Purchase order either wholly or in part, without any entitlement of compensation to the Seller /Bidder who shall in such event be liable to refund agents / agency commission payments to the buyer made by the Seller /Bidder along with interest at the rate of 2% per annum above LIBOR (London Inter Bank Offer Rate) (for foreign vendors) and Base Rate of SBI (State Bank of India) plus 2% (for Indian vendors). The Buyer will also have the right to recover any such amount from any contracts / Purchase order concluded earlier or later with Buyer.

6. Previous Transgression:

- 6.1 The Bidder /Seller declares that no previous transgressions have occurred in the last three years from the date of signing of this Integrity Pact with any other company in any country conforming to the anti corruption approach or with any other Public Sector Enterprise in India that could justify Bidder's /Seller's exclusion from the tender process.
- 6.2 If the Bidder /Seller makes incorrect statement on this subject, Bidder /Seller can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason without any liability whatsoever on the Buyer.

7. Company Code of Conduct:

Bidders /Sellers are also advised to have a company code of conduct (clearly rejecting the use of bribes and other unethical behavior) and a compliance program for the implementation of the code of conduct throughout the company.

8. Sanctions for Violation:

- 8.1 If the Bidder(s) /Seller(s), before award or during execution has committed a transgression through a violation of Clause 5, above or in any other form such as to put his reliability or credibility in question, the Buyer is entitled to disqualify the Bidder(s) /Seller (s) from the tender process or take action as per the procedure mentioned herein below:
 - (i) To disqualify the Bidder /Seller with the tender process and exclusion from future contracts.

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- (ii) To debar the Bidder /Seller from entering into any bid from Buyer for a period of two years.
- (iii) To immediately cancel the contract, if already signed /awarded without any liability on the Buyer to compensate the Bidder /Seller for damages, if any. Subject to Clause 5, any lawful payment due to the Bidder/Seller for supplies effected till date of termination would be made in normal course.
- (iv) To encash EMD /Advance Bank Guarantees / Performance Bonds / Warranty Bonds, etc. which may have been furnished by the Bidder /Seller to the extent of the undelivered Stores and / or Services.

8.2 If the Buyer obtains Knowledge of conduct of Bidder /Seller or of an employee or representative or an associate of Bidder /Seller which constitutes corruption, or if the Buyer has substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer.

9. Compensation for Damages:

9.1 If the Buyer has disqualified the Bidder(s) /Seller(s) from the tender process prior to the award according to Clause 8, the Buyer is entitled to demand and recover the damages equivalent to Earnest Money Deposit in case of open tendering.

9.2 If the Buyer has terminated the contract according to Clause 8, or if the Buyer is entitled to terminate the contract according to Clause 8, the Buyer shall be entitled to encash the advance bank guarantee and performance bond / warranty bond, if furnished by the Bidder / Seller, in order to recover the payments, already made by the Buyer for undelivered Stores and / or Services.

10. Price Fall Clause:

The Bidder undertakes that it has not supplied /is not supplying same or similar product/systems or subsystems 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 Coal India Ltd and its subsidiaries during the currency of the contract and if it is found at any stage that same or similar product /Systems or Subsystems was supplied by the Bidder to any other Ministry /Department of the Government of India or a PSU or any Public Sector Bank at a lower price during the currency of the contract, then that very price will be applicable to the present case and the

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difference in the cost would be refunded by the Bidder to the Buyer, if the contract has already been concluded”.

11. Independent External Monitor(s):

- 11.1 The Buyer has appointed independent External Monitors for this Integrity Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors to be given in RFP).
- 11.2 As soon as the integrity Pact is signed, the Buyer shall provide a copy thereof, along with a brief background of the case to the independent External Monitors.
- 11.3 The Bidder(s)/ Seller(s) if they deem it necessary, May furnish any information as relevant to their bid to the Independent External Monitors.
- 11.4 If any complaint with regard to violation of the IP is received by the buyer in a procurement case, the buyer shall refer the complaint to the Independent External Monitors for their comments / enquiry.
- 11.5 If the Independent External Monitors need to peruse the records of the buyer in connection with the complaint sent to them by the buyer, the buyer shall make arrangement for such perusal of records by the independent External Monitors.
- 11.6 The report of enquiry, if any, made by the Independent External Monitors shall be submitted to MD & CEO, Union Bank of India, Union Bank Bhavan, Vidhan Bhavan Marg, Nariman Point, Mumbai -21 within 2 weeks, for a final and appropriate decision in the matter keeping in view the provision of this Integrity Pact.

12. Law and Place of Jurisdiction:

This Integrity Pact is subject to Indian Laws, and exclusive Jurisdiction of Courts at Mumbai, India.

13. 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 provision of the extant law in force relating to any civil or criminal proceedings.

14. Integrity Pact Duration:

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14.1 This Integrity Pact begins when both parties have legally signed it. It expires for the successful Bidder / Seller 10 months after the last payment under the contract, and for all other Bidders / Sellers within 6 months from date of placement of order / finalization of contract.

14.2 If any claim is made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by MD & CEO, Union Bank of India.

14.3 Should one or several provisions of this Integrity Pact turn out to be invalid, the reminder of this Integrity Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

15 Other Provisions:

15.1 Changes and supplements need to be made in writing. Side agreements have not been made.

15.2 The Bidders (s)/ Sellers (s) signing this IP shall not initiate any Legal action or approach any court of law during the examination of any allegations/complaint by IEM and until the IEM delivers its report.

15.3 In view of nature of this Integrity Pact, this Integrity Pact shall not be terminated by any party and will subsist throughout its stated period.

15.4 Nothing contained in this Integrity Pact shall be deemed to assure the bidder / Seller of any success or otherwise in the tendering process.

16. This Integrity Pact is signed with Union Bank of India exclusively and hence shall not be treated as precedence for signing of IP with MoD or any other Organization.

17. The Parties here by sign this Integrity Pact at _____ on _____
(Seller/Bidder) and _____ on _____ (Buyer).

BUYER
Signature:
General Manager/Dy G M,
Union Bank of India,
.....Division

Date:
Stamp:
Witness

1. _____

2. _____

BIDDER * /SELLER*
Signature:
Authorized Signatory (*)

Date:
Stamp:
Witness

1. _____

2. _____

(*) Authorized signatory of the company who has also signed and submitted the main bid.

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77. Annexure N - Service Centre Location Mapping

Sr no	Region	Location from which Service will be Provided to this Region	Address & Contact Details of Service Centres Covering this Region
1	Agra		1. 2. 3.
2	Ahmedabad		1. 2. 3.
3	Ahmednagar		
4	Amravati		
5	Amritsar		
6	ANAND		
7	Anantapur		
8	Azamgarh		
9	Balasore		
10	Bareilly		
11	Baroda		
12	Bathinda		
13	Belagavi		
14	Bengaluru east		
15	Bengaluru north		
16	Bengaluru south		
17	Berhampur		
18	Bhagalpur		
19	Bhimavaram		
20	Bhopal Central		
21	Bhopal South		
22	Bhubaneswar		
23	Bilaspur		
24	Chandigarh		
25	Chennai North		
26	Chennai South		
27	Chennai West		
28	Coimbatore		
29	Cuttack		
30	Dehradun		
31	Delhi Central		
32	Delhi NCR		
33	Delhi north		
34	Delhi South		
35	Dhanbad		

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36	Durgapur		
37	Eluru		
38	Ernakulam		
39	Ernakulam rural		
40	Faizabad		
41	Gandhinagar		
42	Ghaziabad		
43	Ghazipur		
44	Goa		
45	Gorakhpur		
46	Greater Kolkata		
47	Guntur		
48	Guwahati		
49	Gwalior		
50	Haldwani		
51	Hissar		
52	Howrah		
53	Hubballi		
54	Hyderabad-Koti		
55	Hyderabad-Punjagutta		
56	Hyderabad-Saifabad		
57	Indore		
58	Jabalpur		
59	Jaipur		
60	Jalandhar		
61	Jaunpur		
62	Jodhpur		
63	Junagadh		
64	Kadapa		
65	Kakinada		
66	Kalaburagi		
67	67-Kanpur		
68	68-Karimnagar		
69	69-Karnal		
70	Khammam		
71	Kolhapur		
72	Kolkata Metro		
73	Kollam		
74	Kottayam		
75	Kozhikode		
76	Kurnool		
77	Lucknow		
78	Ludhiana		
79	Machilipatnam		
80	Madurai		

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81	Mahabubnagar		
82	Mangaluru		
83	Mau		
84	Meerut		
85	Mehsana		
86	Mumbai South		
87	Mumbai-Andheri		
88	Mumbai-Borivali		
89	Mumbai-Thane		
90	Mumbai-Vashi		
91	Mysuru		
92	Nagpur		
93	Nasik		
94	Nellore		
95	Nizamabad		
96	Ongole		
97	Patna		
98	Prayagraj		
99	Pune East		
100	Pune West		
101	Raipur		
102	Rajahmundry		
103	Rajkot		
104	Ranchi		
105	Rayagada		
106	Rewa		
107	Salem		
108	Samastipur		
109	Sambalpur		
110	Secunderabad		
111	Shimla		
112	Shivamogga		
113	Siliguri		
114	Srikakulam		
115	Surat		
116	Thiruvananthapuram		
117	Tiruchirapally		
118	Tirupathi		
119	Tiruppur		
120	Udaipur		
121	Udupi		
122	Varanasi		
123	Vijayawada		
124	Visakhapatnam		
125	Warangal		

78. Annexure O - Business Rules for Reverse Auction

RFP for Bank's "Request for Proposal for Supply, Installation, Implementation, Commissioning and Maintenance of IP Telephony System, Dealing Board/Turrets, Voice Recording System and other related hardware/software at Treasury branch and Far & Near BCP Sites at Hyderabad and Vashi Mumbai along with Facility Management Support.

Reverse Auction through E-Procurement

The detailed procedure for Reverse Auction to be followed in the Request for Proposal For "Supply, Installation, Implementation, Commissioning and Maintenance of IP Telephony, Dealing Board/Turrets, Voice Recording System, Multifunctional Keyboard & Remoting Solution for Advanced Dealing Room Systems.

" Project is given below:

The response to the present tender will be submitted by way of submitting the Technical offer & Indicative Commercial offers through online. The technical details with the relevant information /documents/acceptance of all terms and conditions strictly as described in this tender document will have to be submitted by the Bidders. The Indicative commercial bids submitted by the Bidders who are short listed in the technical bid evaluation process will be opened and those Bidders will be invited to participate in the online Reverse Auction to be conducted by the company selected by the Bank. Bidders who are short listed from Technical evaluation will be trained by the Reverse Auction Company for this purpose, and they will have to abide by the E-business rules framed by the Bank in consultation with Reverse Auction Service provider. The e-business rules are furnished hereunder in this document.

Further, please note that the Bidder(s) who do not qualify in the technical bid processes will not be considered for participation in Reverse Auction. For participating in reverse auction digital signature is a pre-requisite.

Business Rules for Reverse Auction

1. APPLICABILITY

- 1.1. Reverse Auctions are carried out under the framework of rules that are called Business Rules.
- 1.2. All bidders participating in Reverse Auction shall understand/accept and give an undertaking for compliance with the same to the Bank in the prescribed format Exhibit-A.

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- 1.3. Any bidder not willing to submit such an undertaking shall be disqualified for further participation respecting the procurement in question.

2. ELIGIBILITY:

Only bidders who have submitted Integrity pact (IP) signed by authorized signatory, technically qualified and who submit the prescribed undertaking to the Bank alone can participate in Reverse Auction relevant to the procurement for which RFP is floated.

3. COMPLIANCE/CONFIRMATION FROM BIDDERS:

The bidders participating in Reverse Auction shall submit the following duly signed by the same Competent Authority who signs the offer documents in response to the RFP:

- 3.1.1. Acceptance of Business Rules for Reverse Auction and undertaking as per format in Exhibit-A.
- 3.1.2. Agreement between service provider and bidder. (This format will be given by the service provider prior to announcement of Reverse Auction.)
- 3.1.3. Letter of authority authorizing the name/s of official/s to take part in Reverse Auction as per format in Exhibit-B.
- 3.1.4. **Undertaking of Process Compliance Statement for RA as per Exhibit C**

4. TRAINING:

- 4.1. The Bank will facilitate training for participation in Reverse Auction either on its own or through the service provider for the Reverse Auction.
- 4.2. Where necessary, the Bank/service provider may also conduct a 'mock reverse auction' to familiarize the bidders with Reverse Auction process.
- 4.3. Any bidder/bidder not participating in training and/or 'mock reverse auction' shall do so at his own risk and it shall not be open for him to make any complaint/grievance later.

5. TOTAL COST OF OWNERSHIP (TCO):

- 5.1. TCO refers to the aggregate amount payable by the Bank for transfer of ownership.
- 5.2. TCO shall encompass but not be limited to the following:
 - 5.2.1 Cost of services.
 - 5.2.2 Installation and commissioning charges, if any.

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5.2.3 The prices should include the comprehensive onsite warranty maintenance, services, and visits to the concerned offices as specified in the RFP.

5.2.4 Training costs for the product/service/equipment if and as defined in RFP.

5.3. TCO, however, shall not include variables of GST. These shall be paid as per actual and on production of receipts. However, no penalties respecting GST shall be paid by the Bank and the bidder shall bear such expenses.

6. DATE/TIME FOR TRAINING:

6.1. The Venue, Date, Time etc. for training in Reverse Auction shall be advised at the appropriate time.

6.2. The Bank shall Endeavour to fix such Date/Time at mutual convenience to the bidder/s, service provider and the Bank.

6.3. No request for postponement/fixing of Training Date/Time shall be entertained which in the sole view and discretion of the Bank might result in any avoidable delay to either the Reverse Auction or the whole process of selection of bidder.

7. DATE/TIME OF REVERSE AUCTION:

7.1. The Date and Time of commencement of Reverse Auction as also Duration of 'Reverse Auction Time' shall be communicated at least 3 working Days prior to such auction Date.

7.2. Any force majeure or other condition leading to postponement of auction shall entitle the Bank to postponement of auction even after communication, but, the Bank shall be obliged to communicate to all participating bidders the 'postponement' prior to commencement of such 'Reverse Auction'.

8. CONDUCT OF REVERSE AUCTION:

8.1. The Reverse Auction shall be conducted on a specific web portal meant for this purpose.

8.2. The Reverse Auction may be conducted by the Bank itself or through a service provider specifically identified/appointed/empanelled by the Bank.

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9. SERVICE PROVIDER'S ROLE & RESPONSIBILITIES:

- 9.1. In all Reverse Auctions conducted by the Bank through a Service Provider, the Bank shall enter into a separate agreement clearly detailing the role and responsibilities of the service provider hosting the web portal for the Reverse Auction.
- 9.2. For creating necessary obligations and rights, the service provider will also enter into an agreement with each bidder as per a format designed by him for this purpose. The Bank shall resolve any points/issues concerning such agreement of bidder and service provider.
- 9.3. While a Service Level Agreement (SLA) by the bank with the service provider is an arrangement for smooth and fair conduct of the Reverse Auction, the Bank shall be directly responsible to bidders for fair and transparent conduct of Reverse Auction.
- 9.4. The service provider at the end of each Reverse Auction shall provide the bank with all details of the bids and reports of reverse auction.
- 9.5. The service provider shall also archive the data pertaining to the Reverse Auction for a minimum period of 3 years.

10. TRAINING AND AUCTION:

- 10.1. Service provider / auctioneer are responsible for conduct of adequate training to all technically qualified bidders representing the reverse auction and bidding process.
- 10.2. Each bidder / bidder shall participate in the training at his / their own cost.
- 10.3. Wherever it is considered necessary and asked by the bidders or as decided by the auctioneer or by Bank a mock auction may also be conducted for the benefit of all concerned.
- 10.4. Authorized representatives of the bidders named in the authorization letter given by the bidder (Exhibit-B) shall be given unique user name, password by the service provider / auctioneer.
- 10.5. Each bidder shall change the password and edit the information in the registration page after receipt of initial password.

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- 10.6. All the bids made from the login ID given to bidder shall ipso-facto be considered bid made by the bidder / bidder to whom login ID and password were assigned by the service provider / auctioneer.
- 10.7. Any bid once made through registered login ID / password by the bidder / bidder cannot be cancelled. The bidder, in other words, is bound to sell the “Offering” as per the RFP at the bid price of TCO.
- 10.8. Every successive bid by the bidder / bidder being decremented bidding shall replace the earlier bid automatically and the final bid as per the time and log-in ID shall prevail over the earlier bids.
- 10.9. The Bank shall conduct the reverse auction as per the Standard English reverse auction, that is, no two bids can have identical price from two different bidders. In other words, there shall never be a “Tie” in bids.
11. PROXY BID:
 - 11.1. A proxy bid is one where bidder can submit the lowest bid amount by him in strict confidence to the system directly. This obviates the need for him participating in the bidding process until the proxy bid amount is decrementally reached by other bidders.
 - 11.2. When proxy bid amount is reached, the bidder has an option to revise the proxy bid amount or he can prefer to start participating in bidding process.
 - 11.3. Since it is an English auction with no ties, two bidders submitting identical proxy bid amount and succeeding in auction simultaneously does not arise.
 - 11.4. During training, the issue of proxy bidding will be clarified in detail by the service provider.
12. TRANSPARENCY IN BIDS:
 - 12.1. All bidders will be able to view during the auction time the current lowest price in portal. Bidder shall be able to view not only the lowest bid but also the last bid made by him at any point of time during the auction time.
13. MASKING OF NAMES
 - 13.1. Names of bidders/ bidders shall be anonymously masked in the Reverse Auction process and bidders will be given suitable dummy names.

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13.2. After completion of Reverse Auction, the service provider / auctioneer shall submit a report to the Bank with all details of bid and the original names of the bidders as also the L1 bidder with his / their original names.

14. START PRICE:

14.1. Bank shall determine the start price either on its own or through asking for information of price band on TCO from each bidder at appropriate time during or at the conclusion of technical evaluation. Based on the price band so informed by bidders, Bank would determine the start price for reverse auction.

15. DECREMENTAL BID VALUE:

15.1. The bidders shall be able to bid only at a specified decrement value and not at any other fractions. The Bid decrement value shall be Rs. 7500/- or 0.25% of the Start price of the Reverse Auction, whichever is higher.

15.2. The bid decrement value shall be rounded off to the nearest thousands of rupees.

15.3. For the sake of convenience of bidders, the web portal shall display the next possible decremented value of bid. It is not, however, obligatory on the part of bidders to bid at the next immediate lower level only. (That is, bids can be even at 2 or 3 lower levels than the immediate lower level. and should not exceed 2% of the bid value).

16. COPY OF BUSINESS RULES:

16.1. The Bank shall supply copy of the Business rules to any bidders / bidders, wishing to participate in the reverse auction. Such request shall be made in writing to the Bank by an authorized representative of the bidder.

16.2. The Bank shall also handover a copy of the Business Rules with a covering letter duly signed by an authorized signatory of the Bank.

16.3. For any dispute concerning the Business Rules, the hard copy of Business Rules supplied by the Bank for the reference of reverse auction process will alone be considered final and binding.

17. SPLITTING OF ORDERS:

17.1. If any RFP specifically authorizes splitting of orders for the sake of reducing dependency on single source of supply or provision of service, Bank is entitled to split the order in the order and as provided in RFP.

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- 17.2. While splitting the order, Bank shall specify the maximum quantum for L1, L2 etc. in RFP.
- 17.3. In case L2 bidder is not willing to supply at L1 price, Bank shall call L3, L4 etc. in order to arrive at the split quantum to be awarded.
- 17.4. The Bank shall also be entitled to award the contract to L2, L3 or L4 etc. bidders in the event of L1 bidder backing out to honor the commitment, or for that matter not in a position to supply the offering as per RFP.
18. REVERSE AUCTION PROCESS:
 - 18.1. In order to reduce the time involved in the procurement process, Bank shall be entitled to complete the entire procurement process through a single Reverse Auction. For this purpose, Bank shall do all it can to award the contract to L1 bidder or in the circumstances where awarding of contract may have to be done to the L2, L3 bidder as provided for in the RFP.
 - 18.2. The Bank shall however, be entitled to cancel the procurement of Reverse Auction , if in its view procurement or reverse auction process cannot be conducted in a fair manner and / or in the interest of the Bank.
 - 18.3. The successful bidder shall be obliged to provide a Bill of Material at the last bid price at the close of auction.
19. EXPENDITURE ON REVERSE AUCTION:
 - 19.1. All expenses of reverse auction shall be borne by the Bank.
 - 19.2. Bidders, however, shall attend the training or mock auction at their own cost.
20. CHANGES IN BUSINESS RULES:
 - 20.1. Any change in Business Rules as may become emergent and based on the experience gained shall be made only by a Committee of senior / top executives of the Bank.
 - 20.2. Any / all changes made in Business Rules shall be uploaded in the Website immediately.
 - 20.3. If any reverse auction process has commenced and a change is made in Business Rules, it shall be informed immediately to each bidder/ bidder and his concurrence to / acceptance of the change shall be obtained in writing by the Bank.

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21. DON'TS APPLICABLE TO THE BIDDER/BIDDER

- 21.1. No bidder shall involve himself / itself or any of his / its representatives in any price manipulation directly or indirectly with other bidders. If any such practice comes to the notice, Bank shall disqualify the bidder / bidders concerned from the reverse auction process.
- 21.2. Bidder shall not disclose details of his bids or any other details concerning Reverse Auction process of the Bank to any other third party without specific permission in writing from the Bank.
- 21.3. Neither Bank nor service provider / auctioneer can be held responsible for consequential damages such as no power supply, system problem, inability to use the system, loss of electronic information, power interruptions, UPS failure, etc. (Bank shall, however, entertain any such issues of interruptions, problems with open mind and fair degree of transparency in the process before deciding to stop or extend the auction.)

22. GRIEVANCES REDRESSAL:

- 22.1. Any aggrieved bidder / bidder through Reverse Auction process can make complaint in writing within 48 hours of the Reverse Auction to the Chief Compliance Officer of the Bank.
- 22.2. The Chief Compliance Officer along with the Chief Law Officer of the bank and Chief of Audit Dept. shall give personal hearing to the aggrieved bidder / bidder and decide upon the complaint / grievance.
- 22.3. Decision of the Grievance Redressal Committee shall be binding on the Bank as well as on all bidders participating in the Reverse Auction.
- 22.4. Any bidder can also make complain in writing to our IEMs within 48 hours of the reverse auction.

23. ERRORS AND OMISSIONS:

On any issue or area of material concern respecting Reverse Auction not specifically dealt with in these Business Rules, the decision of the bank shall be final and binding on all concerned.

Place:

Date:

Signature:

Name & Designation:

Business Address:

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ANNEXURE O (EXHIBIT A) - COMPLIANCE STATEMENT

(To be submitted by all the vendors participating in Reverse Auction)

To:

**Dy. General Manager,
Union Bank of India,
Digital Banking Department,
Mercantile House, 708,
Magazine Street Marg.
Mumbai-400010**

DECLARATION

- 1 We _____ (name of the company) hereby confirm having submitted our bid for participating in Bank's RFP dated _____ for procurement of _____.
- 2 We also confirm having read the terms of RFP as well as the Business Rules relating to the Reverse Auction for this RFP process.
- 3 We hereby undertake and agree to abide by all the terms and conditions stipulated by Union Bank of India in the RFP document including all annexure and the Business Rules for Reverse Auction.
- 4 We shall participate in the on-line auction conducted by _____ Ltd. (Auction Company) and submit our commercial bid. We shall also abide by the procedures prescribed for online auction by the auction company.
- 5 We, hereby confirm that we will honor the Bids placed by us during the auction process, failing which we shall forfeit the EMD/liable to be suspended from participation in any future tenders of the Bank for 2 years. We also understand that the bank may debar us from participating in future tenders.
- 6 We confirm having nominated Mr. _____, designated as _____ of our company to participate in the Reverse Auction on behalf of the company. We undertake that the company shall be bound by the bids made by him I Reverse Auction.
- 7 We undertake to submit the confirmation of last bid price by us to the auction company/Bank within 48 working hours of the completion of event. We also undertake to submit the Bill of Materials for the TCO (Total Cost of Ownership) in terms of RFP.

Signature with company seal

Name:

Company / Organization:

Designation within Company / Organization:

Address of Company / Organization:

Date:

Name of Authorized Representative: _____

Signature of Authorized Representative: _____

Verified above signature

Competent Authority Signature: _____

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Date: _____

ANNEXURE O (EXHIBIT B) - LETTER OF AUTHORITY FOR PARTICIPATION IN REVERSE AUCTION

To:

**Dy. General Manager,
Union Bank of India,
Digital Banking Department,
Mercantile House, 708,
Magazine Street Marg.
Mumbai-400010**

- 1 We _____ (name of the company) have submitted our bid for participating in Bank's RFP dated _____ for procurement of _____.
- 2 We also confirm having read and understood the terms of RFP as well as the Business Rules relating to the Reverse Auction for this RFP process.
- 3 As per the terms of RFP and Business rules, we nominate Mr. _____, designated as _____ of our company to participate in the Reverse Auction.
- 4 We accordingly authorize Bank and / or the Auction Company to issue user ID and password to the above named official of the company.
- 5 Both Bank and the auction company shall contact the above named official for any and all matters relating to the Reverse Auction.
- 6 We, hereby confirm that we will honor the Bids placed by Mr. _____ on behalf Of the company in the auction process, failing which we will forfeit the EMD/ liable to be suspended from participation in any future tenders of the Bank for 2 years. We agree and understand that the bank may debar us from participating in future tenders for any such failure on our part.

Signature with company seal

Name - _____

Company/ Organization _____

Designation within Company / Organization _____

Address of Company / Organization _____

Date: _____

Name of Authorized Representative: _____

Signature of Authorized Representative: _____

Verified above signature

Signature of Competent Authority: _____

Date: _____

79. Annexure P - Know Your Employee (KYE)

(To be submitted by all bidders on their letter head)

To

Dy. General Manager,
Union Bank of India,
Digital Banking Department,
Mercantile House, 708,
Magazine Street Marg,
Mumbai-400010

UNDERTAKING

1. We _____ (name of the company) hereby confirm that all the resource (both on-site and off-site) deployed/to be deployed on Bank's project for _____ (Name of the RFP) have undergone KYE (Know Your Employee) process and requisite checks have been performed prior to employment of said employees as per our policy.
2. We further undertake and agree to save defend and keep harmless and indemnified the Bank against all loss, cost, damages, claim penalties expenses, legal liability because of non-compliance of KYE and of misconduct of the employee deployed by us to the Bank.
3. We further agree to submit the required supporting documents (Process of screening, Background verification report, police verification report, character certificate, ID card copy, Educational document, Credit history, etc.) to Bank before deploying officials in Bank premises for _____ (Name of the RFP).

Signature of Competent Authority with company seal

Name of Competent Authority _____
Company / Organization _____
Designation within Company / Organization _____
Date _____
Name of Authorized Representative _____
Designation of Authorized Representative _____
Signature of Authorized Representative _____
Verified above signature
Signature of Competent Authority _____
Date _____
Place:
Date:
Signature:
Name & Designation:
Business Address:

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80. Annexure Q - Undertaking of Information Security

(This letter should be on the letterhead of the bidder as well as the OEM/ Manufacturer duly signed by an authorized signatory on Information security as per regulatory requirement)

Place:

Date:

To:

Dy. General Manager,
Union Bank of India,
Digital Banking Department,
Mercantile House, 708,
Magazine Street Marg.
Mumbai-400010

Sir,

Subject: Request for Proposal (RFP) For Supply, Installation and Maintenance of 750 Cash Recycler Machines (CRMs) under Buyback

We hereby undertake that the proposed solution/software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done).

Yours faithfully,

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #

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81. Annexure R - Letter for Refund of EMD

(To be submitted by the unsuccessful bidders)

Date :

To,
**Dy. General Manager,
Union Bank of India,
Digital Banking Department,
Mercantile House, 708,
Magazine Street Marg.
Mumbai-400010**

We _____(Company Name) had participated in the RFP for Development & Implementation of RPA Solution and we are an unsuccessful bidder.

Kindly refund the EMD submitted for participation. Details of EMD submitted are as follows

Sr. No	Bidder Name	Cheque / DD Number / BG Details	Drawn on (Bank Name)	Amount(Rs)

Bank details to which the money needs to be credited via NEFT are as follows:

1. Name of the Bank with Branch
2. Account Type
3. Account Title
4. Account Number
5. IFSC Code

Sign

Name of the signatory

Designation

Company Seal

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82. Annexure S (NDA) - Confidentiality / Non-Disclosure agreement

This CONFIDENTIALITY AGREEMENT (the “Agreement”) entered into on this _ day of 2022, and shall be deemed to have become in full force and effect from (the “Effective Date”).

BY and between M/s. _____ a company incorporated under the provisions of the Companies Act, _____ in force in India, having its registered office at _____ (hereinafter referred to as “-----” or “Vendor” which expression shall, unless it be repugnant or contrary to the context or meaning thereof, mean and include its, successors and permitted assigns) of the ONE PART

AND

Union Bank of India, a corresponding new bank constituted under section 3 of Banking Companies (Acquisition & Transfer of Undertakings) Act 1970 having its Head office at Union Bank Bhavan, Vidhan Bhavan Marg, Nariman Point, Mumbai - 400021 (hereinafter referred to as “Union Bank” or “Bank” which expression shall, unless it be repugnant to the context or meaning thereof, mean and include its successors and permitted assigns), of the OTHER PART:

----- and the Bank shall hereinafter jointly be referred to as “Parties” and individually as a “Party”.

In this Agreement, “**Affiliate**” means any entity which from time to time Controls, is Controlled by or is under common Control with the relevant party or entity, where “Control” means having the ability (including, without limitation, by means of a majority of voting rights or the right to appoint or remove a majority of the board of directors) to control the management and policies of an entity.

WHEREAS:-

- i. Vendor inter-alia is engaged in the business of providing IT related solutions & services to various business entities in India & abroad.
- ii. Union Bank of India has agreed to disclose, transmit, receive, and/or exchange certain “confidential information” to cover the business transaction between parties for the provision of services related to _____, (“the Purpose”) as more particularly described in Purchase Order no _____, issued by Union Bank of India in favor of M/s. -----.

NOW THIS AGREEMENT WITNESS:

1. Interpretation:

In this Agreement “**Confidential Information**” means all information belonging to a Party that is or has been disclosed to one Party (the “Receiving Party”) by the other Party (the “Disclosing Party”) in connection with the business transacted/ to be transacted between the Parties. Confidential information shall also include any copy, abstract, extract, sample, note or module thereof. The Receiving Party may use the Confidential Information solely for and in connection with the business transacted/ to be transacted between the Parties.

Notwithstanding the foregoing, “Confidential Information” shall not include any information which the Receiving Party can show: (a) is now or subsequently becomes or is in possession of the Receiving Party, legally and publicly available without breach of this Agreement by the Receiving Party, (b) was rightfully in the possession of the Receiving Party without any obligation of confidentiality prior to receiving it from the Disclosing Party, (c) was rightfully obtained by the Receiving Party from a source other than the Disclosing Party without any obligation of confidentiality, (d) was developed by or for the Receiving Party independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence, or (e) is disclosed pursuant to an order of a court or governmental agency as so required by such order, provided that the Receiving Party shall, unless prohibited by law or regulation, promptly notify the Disclosing Party of such order and afford the Disclosing Party the opportunity to seek appropriate protective order relating to such disclosure.

2. Confidentiality:

2.1 Except to the extent as agreed herein, the Receiving Party agrees to regard, preserve and keep as secret and confidential all Confidential Information of the Disclosing Party or its clients or any member of their group disclosed under this Agreement. In maintaining confidentiality hereunder the Receiving Party agrees and accepts that it shall not, either on its own account or jointly with or for any other person, firm, company or any other entity, without obtaining the written consent of the disclosing party.

- I. disclose, transmit, reproduce or make available any such Confidential Information to any person firm, company or any other entity other than its directors, partners, advisers, agents or employees, who need to know the same for the purpose of evaluating, preparing, considering, negotiating, advising in relation to or in furtherance of the purpose aforesaid; or

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- II. use the Confidential Information for any purpose other than evaluating, preparing, considering, negotiating, advising in relation to or in furtherance of the purpose for which it is disclosed; or
- III. disclose, announce or otherwise publicize the existence of its association with the Disclosing Party or the existence of the project with the Disclosing Party or any other arrangement (existing or possible) between the disclosing party, its clients or itself in connection with any project/assignment; or
- IV. use any such Confidential Information for its own benefit or the benefit of others or do anything prejudicial to the interests of the Disclosing Party or its clients or any member of their group or their projects.

2.2 The Receiving Party also agrees and accepts that it may endeavor:

- I. use at least the same degree of care in safeguarding such Confidential Information as it uses for its own Confidential information of like importance and such degree of care shall be at least that which is reasonably calculated to prevent such inadvertent disclosure;
- II. keep the Confidential Information and any copies thereof secure and in such a way so as to prevent unauthorized access by any third party;
- III. limit access to such Confidential Information to those of its (including its Affiliates") directors, partners, advisers, agents or employees who are directly involved in the consideration/evaluation of the Confidential Information and bind each of its directors, partners, advisers, agents or employees so involved to protect the Confidential Information in the manner prescribed in this Agreement; and
- IV. upon discovery of any disclosure or suspected disclosure of Confidential Information, to take reasonable effort to as per the circumstances, to inform the Disclosing Party of such disclosure in writing and immediately return to the Disclosing Party all such Information, in whatsoever form, including any and all copies thereof.

3. Return or destruction:

The Receiving Party may, upon completion of the purpose mentioned aforesaid or at any time on receipt of a written demand from the disclosing party: i) immediately return all written Confidential Information and all copies thereof provided to, or produced by, it or its advisers, as the case may be, which is in such party's possession or under its custody and control; ii) to the extent practicable, but without prejudice to the obligations of confidentiality herein, immediately destroy all analyses, compilations, notes, studies, memoranda or other documents prepared by it or its advisers to the extent that the same contain, reflect or derive from Confidential Information relating to the other party; iii) so far as it is practicable to do so (but, in any event, without prejudice to the obligations of confidentiality contained in this Agreement), immediately expunge any Confidential Information relating to the Disclosing Party or its clients or any

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member of their group or their projects from any computer, word processor or other device in its possession or under its custody and control.

4. Permitted disclosure:

The provisions of paragraph 2 shall not restrict any disclosure required by law or by any court of competent jurisdiction, the rules and regulations of any recognized stock exchange or any enquiry or investigation by any governmental, official or regulatory body which is lawfully entitled to require any such disclosure provided that, so far as it is lawful and practical to do so prior to such disclosure, the Receiving Party shall promptly notify the other party of such requirement with a view to providing the opportunity for the Provider to contest such disclosure or otherwise to agree the timing and content of such disclosure.

5. Ownership of Information:

Except to the extent as agreed herein, the Confidential Information and copies thereof, in whatsoever form shall at all times remain the property of the Disclosing Party or its clients and its disclosure shall not confer on the Receiving Party any rights (including any intellectual property rights) over the Confidential Information whatsoever beyond those contained in this Agreement.

6. No Representation:

Neither the disclosure, transmission receipt or exchange of Confidential Information nor anything else in this Agreement will constitute an offer by or on behalf of the Disclosing Party or be construed as soliciting any business or organization changes or any assurance of any business commitment or an inducement to incur / undertake any obligations not specified herein and neither party will be under any obligation to accept any offer or proposal which may be made by the other or on behalf of such other party.

7. Remedies and Relief:

The parties hereto acknowledge that remedies at law may be inadequate to protect the Disclosing Party or its clients against any actual breach of this Agreement by the Receiving Party, and, without prejudice to any other right and remedies otherwise available to the Disclosing Party or its clients, the Receiving Party agrees that Disclosing Party has a right to seek injunctive relief in its favor upon proof of actual damage and upon establishment of the fact that such actual damage has taken place due to reasons directly attributable upon the Receiving Party. Such injunctive relief shall be in addition to any other remedies available hereunder, whether at law or equity. Disclosing Party shall be entitled to recover its cost and fees, including Advocate's fees, incurred in obtaining any such relief.

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Further, in the event of litigation relating to this Agreement, the prevailing party shall be entitled to recover its cost and expenses including Advocate's fees.

8. No Assignment:

This Agreement shall not be assigned by the successful bidder, by operation of law or otherwise, without the prior written consent of Bank. This Agreement shall inure to the benefit of and will be binding upon the parties' respective successors and permitted assigns.

9. Severability:

In the event that any of the provisions contained in this Agreement is found to be invalid, illegal or unenforceable in any respect by a Court of competent jurisdiction, the validity, legality, or enforceability of the remaining provisions contained in this agreement will not be in any way affected or impaired by such a finding.

10. Delay or Waiver:

No delay or failure of either Party in exercising any right hereunder and no partial or single exercise thereof shall be deemed of itself to constitute a waiver or an expectation of non-enforcement of such right or any other rights hereunder. No waiver of any provision of this Agreement shall be valid unless the same is in writing and signed by the party against whom such waiver is sought to be enforced. A waiver or consent given by either party on any one occasion is effective only in that instance and will not be construed as a bar to or waiver of any right on any other occasion.

11. Notices:

Notices as required by this Agreement shall be sent to the Parties at the addresses mentioned first herein above or such other addresses as the Parties may designate from time to time, and shall be sent by certified or registered mail with acknowledgement due on receipt.

12. Term :

This Agreement shall commence from the Effective Date of this Agreement and shall be valid for 2 years beyond contract period. Confidentiality obligations under this Agreement shall continue to be binding and applicable without limit in point in time except and until such information enters the public domain, without breach of the agreement. Either Party may terminate this Agreement for breach, if the defaulting Party fails to rectify the breach within the one month notice period issued by the non-defaulting Party. Upon expiration or termination as

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contemplated herein the Receiving Party shall immediately cease any and all disclosures or uses of Confidential Information; and at the request of Disclosing Party, the Receiving Party shall promptly return or destroy all written, graphic or other tangible forms of the Confidential Information and all copies, abstracts, extracts, samples, notes or modules thereof.

13. Governing Law and Jurisdiction:

The provisions of this Agreement shall be governed by the laws of India and shall be subject to the exclusive jurisdiction of courts in Mumbai.

14. Indemnity:

The Receiving Party agree to indemnify and hold harmless the Disclosures against all costs, liability, losses and claims incurred by the Disclosing Party as a result of a breach of this Agreement.

15. Modification:

Modification to any of the provisions of this Agreement shall be void unless it is writing and duly executed by Parties.

16. Headings:

The headings given herein above are for ease of reference only and shall not attach or have any effect/ meaning whatsoever contrary to what is stated in the agreement.

17. Review of Contract and performance:

Bank shall have the right of periodical /yearly review of the performance of the successful bidder with regard to upgradation of processors, memory and storage space and maintenance support under the contract which would be basis of continuation or termination of the same. Bank shall also have the right to review, either itself or through another agency as it may deem fit, the financial and operating performance of the bidder in order to assess the ability of the bidder to continue to meet its outsourcing/contractual obligations.

18. Proprietary Rights:

The entire work product mentioned in this RFP shall be the sole and exclusive property of the Bank. The successful bidder hereby-irrevocably grants, assigns, transfers to the Bank all rights, title and interest of any kind, in and to the work product produced under RFP contract. All information processed, stored, or transmitted by successful Bidder belongs to the Bank. The Bidder does not acquire

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implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately. Any information considered sensitive by the bank must be protected by the successful Bidder from unauthorized disclosure, modification or access. The bank's decision will be final.

The successful bidder will ensure strict compliance of all labour laws, insurance, minimum wages to the staff employed /deployed /engaged for the work assigned and the Bank will not be liable for any such persons/personnel of successful bidder and shall not be liable for any levies / penalties etc. that may be imposed by the authorities concerned for their action/inaction. There shall be no employer employee relationship whatsoever between the bank and the successful bidder /their employees and the bidder or his employees, staff, agents will not be entitled to any employment with Bank. In the event of any demand/fines/penalty made by any of the authorities on bank in respect of the conduct/actions taken by the bidder/their employees/labourers, the Bank will be entitled to recover the said amounts from the bills / amount payable or from the performance guarantee and also take appropriate action against said persons of bidder/bidder for their misconduct, if any.

19. Counterparts:

This Agreement has been signed in duplicate, each of which shall be deemed to be an original. The exchange of a fully executed Agreement (in counterparts or otherwise) by fax shall be sufficient to bind the parties to the terms and conditions of this Agreement.

IN WITNESS WHEREOF THE PARTIES HERETO HAVE CAUSED THIS AGREEMENT TO BE EXECUTED BY THEIR AUTHORIZED REPRESENTATIVES ON THIS _____ DAY OF _____ 2022

Signed and delivered by

M/s _____

Signed by:

Name

Title

in the presence of

.....

Signed and delivered by

Union Bank of India

Signed by:

Name

Title

in the presence of

.....

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83. Annexure T- (Information Security Certificate)

Information Security Certificate

(This certificate is to be rendered on Letterhead of the bidder)

(To be included in Technical Bid)

This is to certify that-

1. Hardware and the software being offered do not contain any kind of malicious code such as Viruses, Trojan, Spyware etc. that would:-
 - (a) Obstruct the desired and the designed function of hardware/ software.
 - (b) Cause physical damage to the user or their equipment during the usage of the equipment.
 - (c) Tap the information regarding network, users and information stored on the network of the Bank or in its CBS Platform or otherwise.
 - (d) Culminate into software attack, theft of intellectual property rights, identity theft, theft of equipment or information, sabotage & information extortion;
2. There are no Trojans, viruses, worms, spywares or any malicious software of such kind on the system and in the software developed and supplied.
3. We undertake to be liable in case of any loss that may be caused to the Purchaser due to the breach of any of the aforesaid assurances & representations and also for any physical damage, loss of information and those relating to copyright and Intellectual Property Rights (IPRs), caused due to activation of any such malicious code in the hardware / software supplied.

Yours faithfully,

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #

RFP for Supply, Installation and Maintenance of 750 CRMs

84. Annexure U-Undertaking of Authenticity Hardware and Software

Date:

Place:

To

**Dy. General Manager,
Union Bank of India,
Digital Banking Department,
Mercantile House, 708,
Magazine Street Marg.
Mumbai-400010**

Sub: RFP for Supply, installation and maintenance of CRMs under buyback

Dear Sir,

With reference to the subject matter, we hereby undertake that all the components/parts/assembly/software used in the Supply, installation and maintenance of CRMs and related hardware and software shall be original and new components / products only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / Parts / Assembly / Software are being used or shall be used.

We also undertake that in respect of licensed operating system/other required software, if any, the same shall be supplied along with the authorized license certificate (e.g. Product Keys, if any on Certification of Authenticity) and also that it shall be sourced from the authorized source (e.g. Authorized Microsoft Channel in case of Microsoft Operating System).

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

In case of default and we are unable to comply with above at the time of delivery or during installation, we agree to take back CRMs and related hardware and software and other related hardware, software without demur, if already supplied and return the money if any paid to us by you in this regard.

We (system OEM name) also take full responsibility of both Parts & Service SLA as per the content even if there is any defect by our authorized Service Centre / Reseller / SI etc.

Authorized Signatory

Name:

Designation:

Place:

Date:

RFP for Supply, Installation and Maintenance of 750 CRMs

85. Annexure V- UN-PRICE COMMERCIAL BID

Sr. No	Description	Qty. (A)	Unit Price (B)	Total Price C = A*B	Submitted (Yes/No)
1. CRMs					
1.1	Cash Recycler (Capacity for accepting/dispensing minimum 200 notes at once) with front loading with DVSS, TSS, TLS, and all control measures as per RBI guidelines 3 years warranty (a)	750	XXXX	XXXX	
1.2	AMC for Cash Recycler with DVSS, TSS, TLS, and all control measures as per RBI guidelines for 4th & 5 th Year (cost per year x 2) (b)	750	XXXX	XXXX	
1.3	One Set of additional Cassettes with capabilities to use one time seal / lock & key (c)	750	XXXX	XXXX	
1.4	Cost of one On-site FM (Facility Management) supportresource @per month for OTC for 5 years. (d)	60	XXXX	XXXX	
	Sub Total (A) = (a)+(b)+(c)+(d)		XXXX	XXXX	
2. Spare Parts					
2.1	15" LCD or LED Monitor	25	XXXX	XXXX	
2.2	Receipt Printer	25	XXXX	XXXX	
2.3	Printer Head	25	XXXX	XXXX	
2.4	Fascia	25	XXXX	XXXX	
2.5	PC Core SMPS	25	XXXX	XXXX	
2.6	Intel® Core™ i5 Processor minimum 2.9 GHz and 4 MB cache	25	XXXX	XXXX	
2.7	1 TB HDD	25	XXXX	XXXX	
2.8	Digital Video Surveillance Systems (3 years warranty) with carpentry, electrical work and other installation activities	25	XXXX	XXXX	
2.9	AMC for One Digital Video Surveillance Systems for 2 years (cost per year x 2) (6 to 8 %)	25	XXXX	XXXX	
2.10	Shutter Assembly	25	XXXX	XXXX	
2.11	DIP Smart Card Reader	25	XXXX	XXXX	
2.12	Harness	25	XXXX	XXXX	

RFP for Supply, Installation and Maintenance of 750 CRMs

2.13	Touch Screen	25	XXXX	XXXX	
2.14	MAS Hamilton Lock	25	XXXX	XXXX	
2.15	EPP 4.0	25	XXXX	XXXX	
2.16	PC Core Motherboard	25	XXXX	XXXX	
2.17	Chest door	25	XXXX	XXXX	
2.18	Escrow and Reservoir	25	XXXX	XXXX	
2.19	Upper Transport (Removable Reject Bin)	25	XXXX	XXXX	
2.20	BV Entry Transport	25	XXXX	XXXX	
2.21	BV Module Line Magnetic Sensor	25	XXXX	XXXX	
2.22	BV Module Line Magnetic W/SER	25	XXXX	XXXX	
2.23	Lower Transport BRU4	25	XXXX	XXXX	
2.24	Main Upper PCB	25	XXXX	XXXX	
2.25	Separator PCB (WAS Pre-accept)	25	XXXX	XXXX	
2.26	Lower PCB (GBVE)	25	XXXX	XXXX	
2.27	Reed Switch PCB	25	XXXX	XXXX	
2.28	Assembly Deposit Motor	25	XXXX	XXXX	
2.29	Fan	25	XXXX	XXXX	
2.30	Power supply unit	25	XXXX	XXXX	
2.31	Pre-acceptor(178mm) F/A	25	XXXX	XXXX	
2.32	Separator	25	XXXX	XXXX	
2.33	Currency Cassette (Deposit)	25	XXXX	XXXX	
2.34	Reject Bin Removable	25	XXXX	XXXX	
2.35	Cassette Connector Harness	25	XXXX	XXXX	
2.36	Push Latch	25	XXXX	XXXX	
2.37	Stacker new	25	XXXX	XXXX	
2.38	Presenter	25	XXXX	XXXX	
2.39	Horizontal Transporter	25	XXXX	XXXX	
2.40	Four high pick module without cassette	25	XXXX	XXXX	
2.41	Slim Line SMPS	25	XXXX	XXXX	
2.42	Purge Bin	25	XXXX	XXXX	
2.43	CMO Controller	25	XXXX	XXXX	
2.44	MSSPCI Card	25	XXXX	XXXX	
2.45	Keyboard	25	XXXX	XXXX	
2.46	Mouse	25	XXXX	XXXX	
2.47	Hood door lock & key	25	XXXX	XXXX	
2.48	4 GBDDR3RAM	25	XXXX	XXXX	
2.49	Terminal security solution	25	XXXX	XXXX	
2.50	Buyback cost of old ATM/CRM/BNA/SNA	25	XXXX	XXXX	
	Total (B)				
3.Labour Charges					
3.1	Visit charges of Engineer (per visit)	100	XXXX	XXXX	
3.2	Grouting charges (per site)	25	XXXX	XXXX	
3.3	Chest door cutting charges	25	XXXX	XXXX	
3.4	Shifting of machine within same premises with de-installation & re-installation	25	XXXX	XXXX	

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3.5	Shifting of machine within same city with de-installation & re-installation	25	XXXX	XXXX	
3.6	Shifting of machine from one city to another city with de-installation & re-installation	25	XXXX	XXXX	
	Total (C)				
	Total Cost Of Ownership (D) = A+B+C		XXXX		

Buy Back value of old ATM/CD under replacement order (irrespective of make, model & age)

Description	Unit Price	Price (in Figures) (Rs.)
Cash Dispenser (CD)/ Automated Teller Machines (ATM) / CRM		

Rates should be inclusive of installation charges, but exclusive of GST.

Total Price in words:

6. The rates as mentioned above will be applicable for all the Cash Recyclers for the period of seven years from the date of letter of intent or last Cash Recycler installed, whichever is later.
7. The AMC/ATS charges per annum should be maximum 20% of the cost of ATM/CRM.
8. In case of discrepancy in TCO, unit prices multiplied by quantity will be considered for competition of TCO.
9. List of spare parts and terminal security solution are only indicative. Bank reserves right to indent the quantity of spare parts and terminal security solution based on the requirement during Warranty and AMC period and vendors will meet the Bank's need as and when required and bank will place order based on the requirement and vendor has to execute on the finalized rate through reverse auction process.
10. The TCO amount will be finalized through reverse auction process and all the rates quoted above will be reduced in the same proportion of TCO reduced through reverse auction.

SIGNATURE

(Name & Designation, seal of the firm)

RFP for Supply, Installation and Maintenance of 750 CRMs

(The bidder should also quote names and prices of specific spare parts exclusively used for their make of machines in addition to the illustrative list appended above, if not enclosed, and then the cost of spare would be considered as free of cost to bank.)

Note: All PC parts (Processor, motherboard, RAM, monitor, Hard Disk etc.) should be covered under warranty and AMC. However, in case of physical damage of PC parts, bank will place the PO for these items as per the discovered rate

UNION BANK OF INDIA

RFP for Supply, Installation and Maintenance of 750 CRMs

86. ANNEXURE-W: Bid Security Declaration

**Dy. General Manager,
Union Bank of India,
Digital Banking Department,
Mercantile House, 708,
Magazine Street Marg.
Mumbai-400010**

Dear Sir,

Subject: Request for Proposal (RFP) for Supply, installation and maintenance of 750 CRMs

We _____ (bidder name), hereby undertake that we are liable to be suspended from participation in any future tenders of the Bank for 2 years from the date of submission of Bid in case of any of the following:

1. If the bid submitted by us is withdrawn/modified during the period of bid validity.
2. If any statement or any form enclosed by us as part of this Bid turns out to be false / incorrect at any time during the period of prior to signing of Contract.
3. In case of we becoming successful bidder and if:
 - a) we fail to execute Contract within the stipulated time.
 - b) we fail to furnish Performance Bank Guarantee within the timelines stipulated in this RFP document.

Yours faithfully,

Date:

For _____

Signature _____

Name _____

Authorized Signatories
(Name & Designation, seal of the company)

RFP for Supply, Installation and Maintenance of 750 CRMs

87. Annexure X - Restriction on Procurement due to National Security

(This Certificate should be submitted on the letterhead of the bidder as well as the OEM / Manufacturer duly signed by an authorized signatory)

Date:

To,
Dy. General Manager,
Union Bank of India,
Digital Banking Department,
Mercantile House, 708,
Magazine Street Marg.
Mumbai-400010

Dear Sir,

Ref.: RFP No.: _____ Dated: _____

1. I have read the clause regarding restrictions on procurement from a bidder/OEM of a country which shares a land border with India; / certify that this bidder is not from such a country or, if from such a country, have been registered with the Competent Authority. I hereby certify that this bidder/OEM fulfills all requirements in this regard and is eligible to be considered. (Where applicable, evidence of valid registration by the Competent Authority shall be attached.)
2. I have read the clause regarding restrictions on procurement from a bidder/OEM of a country which shares a land border with India and on subcontracting to contractors from such countries; I certify that this bidder/OEM is not from such a country or, if from such a country, have been registered with the Competent Authority and will not subcontract any work to a contractor from such countries unless such contractor is registered with competent authority. I hereby certify that this bidder/OEM fulfills all requirement in this regard and is eligible to be considered. (Where applicable, evidence of valid registration by competent authority shall be attached).

Yours faithfully,

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Address

88. Annexure Y - Undertaking by Bidder

Place:

Date:

To:

Dy. General Manager,
Union Bank of India,
Digital Banking Department,
Mercantile House, 708,
Magazine Street Marg,
Mumbai-400010.

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

We _____ (bidder name), hereby undertake that-

- As on date of submission of 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.
- We also undertake that, we are neither the member nor the immediate family member of board of the directors of the Bank.

Yours faithfully,

Authorized Signatories

(Name, Designation and Seal of the Company)

Date:

RFP for Supply, Installation and Maintenance of 750 CRMs

89. Annexure Z - Certificate of Waiver for MSE Firms

(in Letter head of Chartered Accountant)

Date:

TO WHOMSOEVER IT MAY CONCERN

This is to certify that M/s. _____, having registered office at _____ has made an investment of Rs. _____/- in _____, as per Audited Balance Sheet as on 31.03.2021. Further we certify that the Company is classified under Micro and Small Enterprise (MSE) as per MSME Act 2006 and subsequent government notifications.

We have checked the books of the accounts of the company and certify that the above information is true and correct.

Chartered Accountant Firm Name

Signature
Name
Reg. No

VID No.

Seal

RFP for Supply, Installation and Maintenance of 750 CRMs

90. Annexure AA - Certificate of Local Content

(Self-Certificate by bidder and OEM, giving the percentage of local content on letter head with stamp and seal should be submitted. They shall also give details of the location(s) at which the local value addition is made)

Date:

To,
Dy. General Manager,
Union Bank of India,
Digital Banking Department
Mercantile House, 708,
Magazine Street Marg.
Mumbai-400010.

Dear Sir,

Ref.: RFP No.: _____ Dated: _____

1. This is to certify that proposed _____ <product details> is having the local content of _____ % as defined in the above-mentioned RFP.
2. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 - Revision vide Order No. P-45021/2/2017-PP (BE-II) dated June04, 2020.
3. _____ (Details of Locations where value additions are made)

Signature with company seal

Name:

Company / Organization:

Designation within Company / Organization:

Address of Company / Organization:

Date:

Name of Authorized Representative: _____

Signature of Authorized Representative: _____

RFP for Supply, Installation and Maintenance of 750 CRMs

91. Annexure AB- Bank Guarantee for EMD

To

Dy. General Manager,
Union Bank of India,
Digital Banking Department
Mercantile House, 708,
Magazine Street Marg.
Mumbai-400010

Dear Sir,

M/s _____ having their registered office at _____ (hereinafter called the 'Bidder') wish to respond to the Request for Proposal (RFP) for **Supply, installation and maintenance of 750 CRMs under buyback** self and other associated Bidders and submit the proposal for the same as listed in the RFP document.

Whereas the 'Bidder' has submitted the proposal in response to RFP, we, the _____ Bank having our head office _____ hereby irrevocably guarantee an amount of Rs.1,26,00,000/- (Rupees one Crore twenty six lacs only) as bid security as required to be submitted by the 'Bidder' as a condition for participation in the said process of RFP.

The Bid security for which this guarantee is given is liable to be enforced/ invoked:

1. Withdraws its bid during bid validity period
2. Refuses to honor commercial bid. Bank reserves the right to place order onto Bidder based on prices quoted by them.
3. Refuses to accept purchase order or having accepted the purchase order, fails to carry out his obligations mentioned therein

We undertake to pay immediately on demand, to Union Bank of India, the said amount of Rs.1,26,00,000/- (Rupees one Crore twenty six lacs only) without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by Union Bank of India which shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.

Notwithstanding anything contained herein:

- 1) Our liability under this Bank guarantee shall not exceed Rs.1,26,00,000/- (Rupees one Crore twenty six lacs only).

RFP for Supply, Installation and Maintenance of 750 CRMs

- 2) This Bank guarantee will be valid up to _____; with a claim period of 45 days thereafter and
- 3) We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before _____.

In witness whereof the Bank, through the authorized officer has sets its hand and stamp on this _____ day of _____ at _____.

Signature

Name

(In Block letters)

Designation

(Staff Code No.)

Official address:

(Bank's Common Seal)

Attorney as per power of Attorney No.

Date:

WITNESS:

1..... (Signature with Name, Designation & Address)

2..... (Signature with Name, Designation & Address)

RFP for Supply, Installation and Maintenance of 750 CRMs

92. Annexure AC- Turnover Certificate

TURN OVER CERTIFICATE

Reg.: Request for Proposal (RFP) for Supply, installation and maintenance of 750 CRMs under buyback

To be provided by Statutory Auditor/Chartered Accountant

This is to certify that M/s _____, a company incorporated under the companies act, 1956 with its headquarters at _____ has the following Turnover, Net Profit/Loss and Net worth from its Indian Operations. This information is based on the Audited Financial Statements for 2018-19, 2019-20 and 2020-21.

Financial Year	Turnover (Rs. In Lacs) Profit	Before Tax & Depreciation (Rs. In Lacs)	Net Profit/Loss (Rs. In Lacs)	Tangible Net Worth (Rs. In Lacs)
2018-19				
2019-20				
2019-20				

Please also submit the final balance sheet/Profit & Loss statement in support of the above list if available.

Date: _____ Place: _____

Signature of CA/Statutory Auditor

Name of CA/Statutory Auditor:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company