

बिहार राज्य सहकारी बैंक लि०
The Bihar State Co-operative Bank Ltd.

ASHOK RAJPATH, PATNA-800 004



Request for Proposal

For ATMs and Site preparation

TENDER NOTICE NUMBER BSCB/ATM/2015-16/01

DATED : 17.06.2016

Price Rs.2,000/-

SUPPLY, INSTALLATION, CONFIGURATION, COMMISSIONING, INTEGRATION WITH BSCB'S EFT SWITCH & MAINTENANCE OF ATMS and ATM SITE AND UPS

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This document is a Request for Proposal (RFP) from the Bidders to participate in the Bihar State Co-operative Bank (BSCB) evaluation exercise. The Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the RFP document. The failure to furnish all information required by the RFP document or to submit a bid not substantially responsive to the RFP document in every respect will be at the Bidder's risk and may result in the rejection of its bid. The Terms and Conditions for submission of offer are for Supply, Installation, Configuration, Commissioning, Integration and MPLS Connectivity with BSCB's EFT Switch and Maintenance of the ATMs/CDs, ATM Site and UPS.

PART 1: REQUEST FOR PROPOSAL

Sealed tenders are invited from eligible bidders for Schedule A, Schedule B, Schedule C and Schedule D items according to the requirement of the BSCB for

- Supply, Installation, Configuration, Commissioning, Integration and MPLS Connectivity with BSCB's EFT Switch on ASP Model (M/s Sarvatra Technologies Private Limited) and Maintenance of the ATMs/CDs and Machine and
- Supply, Installation, Preparation, Testing, Commissioning and Maintenance of ATM Site and Online UPS at respective locations of BSCB.

Schedule – A: Supply, Installation, Configuration, Commissioning, Integration with BSCB's EFT Switch on ASP Model (M/s Sarvatra Technologies Private Limited) and Maintenance of the ATMs/CDs with On-site One Years Comprehensive Warranty.

Schedule – B: Supply, Installation, Configuration, Commissioning, Integration with BSCB's EFT Switch on ASP Model (M/s Sarvatra Technologies Private Limited) and Maintenance of the Kisok with On-site One Years Comprehensive Warranty.

Schedule – C: Supply, Installation, Preparation, Testing, Commissioning, Integration and Maintenance of MPLS Connectivity for ATMs/CDs and Machine.

Schedule – D: Supply, Installation, Preparation, Testing, Commissioning and Maintenance of ATM Site and Online UPS with four hours Battery (SMF Batteries) backup (Hot Standby Mode) with One Year comprehensive onsite Warranty on UPS and two years warranty on Battery.

Schedule –E :- Company Should have their authorized service centre facility in Patna, chapra, Darbhanga and Bihat (Begusarai)

The interested bidders have to bid for Schedule A, Schedule B, Schedule C and Schedule D. The intending companies may collect the tender document in person from BSCB HO, Patna by way of non refundable bid amount of Rs. 2,000/- (Rupees Two Thousand Only) to be paid by means of a Demand Draft / Pay Order favouring **"The Bihar State Co-operative Bank Limited"** payable at **Patna** being cost of Bid document. The amount will not be refunded to any prospective bidder under any circumstances including cancellation of RFP or procurement process at any stage. If bid is downloaded from website, the cost of the bid may be paid in a separate envelope while submitting the Bid. Bids shall be rejected if the Bid Amount Demand Draft / Pay Order are not received. The Bidder shall bear all costs associated with the preparation and submission of its Bid and the BSCB will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the Bidding process.

1.1 Schedule of Bid Submission / Address for Communication

Date and Time of Commencement of Sale of Bid Document	17.06.2016
Last Date and Time for Receipt of Bids	27.06.2016 at 5.00 P.M.
Date & Time of opening of Technical Bids	Published in the bank website
Technical Presentations/Discussion on	Will be intimated (if required)
Date, Time & Place of opening of	The date will be communicated to the

Commercial Bids for Technically Qualified Bidders	shortlisted bidder
Kind Attention	The Managing Director
Address	The Bihar State Co-operative Bank Ltd., Head Office: Ashok Rajpath, Patna – 800004 BIHAR
Contact Person	
Telephone & Fax Numbers	0612 - 3298351, 3298350, 3298024 EPBX, 2300364, 2300324 Fax: 2300262, 2300662 Telegram: "APEXCOBANK" PATNA
Email ID for Queries / Clarifications	Email: scbbihar@gmail.com
Website	http://biharbank.bih.nic.in

The prospective Bidder requiring any clarification of the RFP document may notify the BSCB in writing or by fax or by email at the address indicated above: For queries and clarifications regarding the tender document, please feel free to contact us at the above Address/ E-Mail ID/ Telephone/ Fax Numbers during working days between 11 AM – 5 PM. The queries and clarifications will be entertained of those bidders only, who will purchase the RFP document.

1.2 Background of Bihar State Co-op Bank

The Bihar State Co-operative Bank Ltd. was established in Patna way back in 1914 and was registered under Co-operative Society Act 11 of 1912 with the following objectives.

- To serve as the apex bank in the state of Bihar for societies.
- To guide and promote co-operative activities in the State.
- To organise the provision of credit for Co-operative societies.
- To serve as a balancing centre in the Co-operative Credit Structure of the State.
- To function as a financing bank in terms of the Act and the Rules and to carry on general business.

The Bank was registered in the name of Bihar and Orissa Provincial Co-operative Bank on 16.03.1914 under Cooperative Societies Act II of 1912. Its registration No.: 267/1913-14. Initially the area of operation of the Bank was Bihar and Orissa both. After separation of Orissa in the year 1936-37 its area of operation was confined to Bihar and its name was changed as Bihar State Co-operative Bank Ltd. in December 1950. After application of Banking Regulation Act 1949 to Co-operative Bank on Dated 1st March 1966 this Bank was included in the second schedule of Reserve Bank of India in the month of July 1966. Earlier, the bank was doing trading business also, but this business was transferred to Bihar State Co-operative Marketing Union after its establishment in the month of June 1958.

The Founder Members of the Bank were as follows:

- Maharaja Bahadur Guru Mahadev Sharan Prasad Shahi (Hathua)
 - Raja Bahadur Kritya Nand Sinha, (Banaili)
 - Rai Bahadur Harihar Prasad Narayan Singh (Dumraon)
 - Raja P.C. Lal (Purnea)
- The Bank was established with an initial fund of about three lacs as detailed below:

- The Bank is presently doing its business through its 11 branches and 22 DCCBs affiliated to it.
- The Bank was earlier doing the lending business under Agriculture sector only. But after issuance of guidelines from NABARD regarding non-agriculture finance, the Bank started business under non-agriculture sector in the year 1990. Thus the Bank is presently doing the lending business in Agriculture as well as Non agriculture sector both.
- Bank has implemented 100% CBS by implementing Finacle from M/s Wipro Limited as its Core Banking Solution.
- Bank has implemented RTGS/NEFT facility to customer through sub membership of YES Bank.

Present Setup

- The Bihar State Co-operative Bank (BSCB), and 22 others District Central Co-Operative (DCCBs) had deployed Core Banking Solution (CBS) of M/s Wipro Limited on ASP Model.
- All the 11 branches of the Bihar State Cooperative Bank are under CBS system.
- The BSCB had selected the M/s Sarvatra Technologies Private Limited as ASP for Switching Services and Card Issuance and Management.
- The existing setup of the bank is ready for the installation of more number of ATMs.

1.2 Confidentiality

The BSCB expects the Bidder to strictly adhere to the instructions given in this document and maintain the confidentiality of this RFP. All the information contained in this document is confidential and is provided with the purpose of enabling the Bidders to understand the requirements of the BSCB. The BSCB will not be liable and will hold the Bidder responsible for any misuse of this document.

- 1.3** The BSCB reserves the right to change the dates, timings mentioned above or elsewhere mentioned in the RFP, which will be communicated by placing the same as corrigendum under Tender Section on BSCB's web-site.

PART 2: DISCLAIMER

- 2.1 The information contained in this RFP document or any information provided subsequently to Bidder(s) whether verbally or in documentary form by or on behalf of the BSCB, 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.
- 2.2 This RFP is neither an agreement nor an offer and is only an invitation by the BSCB 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. The BSCB 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. The BSCB may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- 2.3 This is not an offer by the BSCB but only an invitation to bid in the selection process initiated by the BSCB. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is executed by the duly authorised signatory of the BSCB and the Bidder.

PART 3: MINIMUM ELIGIBILITY CRITERIA

This RFP is open to all firms / Companies both from within India and outside India, who are eligible to do business in India under relevant Indian laws as in force at the time of bidding should fulfil the minimum eligibility conditions subject to the following requirements:

S.N	Criteria for Schedule - A	Documents to be submitted**	Acceptable Yes/No
3.1	The Bidder / OEM should have national presence and should be engaged in ATM business in India at least from last 6 years.	At least Copy of the one Purchase Order/Referral Letter Six years prior from the date of bid submission	
3.2	Bidder Partner should be the Original Equipment Manufacturer (OEM) or their Authorized Sub Dealer/ Dealer / Channel Partner/ Sole Distributor in India.	Manufacturer Authorization Certificate from OEM in Case of Channel Partner/Distributor /Dealer and Authorization Certificate from Channel Partner/ Sole Distributer in Case of Sub Dealer as per the Format 8.3	
3.3	Original Equipment Manufacturer (OEM) should have ISO certified Manufacturing facility.	A copy of ISO certification of OEM with currant validity	
3.4	Bidder/ Original Equipment Manufacturer (OEM) should be engaged in ATM business in India for a period of at least Six years till the date of bid submission.	Copy of the Purchase Orders etc. to prove bidder's ATM business in India for at least Six years from the date of bid submission	
3.5	The Bidder/OEM should have supplied at least 10,000 ATMs in India till the date of bid submission.	Copies Purchase Orders or Certificates from banks mentioning quantities to prove bidder's eligibility from the date of bid submission along with this RFP Document	
3.6	The Bidder / OEM should have supplied ATMs/CDs to 10 Public Sector Banks/ Private Sector Banks in India.	Copies of Purchase Orders or Reference Letters from the respective Public Sector Banks/ Private Sector Banks.	
3.7	Bidder/ Original Equipment Manufacturer (OEM) should have exclusive support infrastructure for maintenance of the ATM supplied by them and be able to provide & maintain equipments with their competent support engineers in Bihar State.	Detailed information regarding Service and Support Centre in Bihar State	
3.8	Bidder/OEM must submit a Certificate that the Make and Model of ATM/CD and quoted by Bidder are compliant and Integration to the BSCB's EFT Switch of Sarvatra Technologies	Copy of Valid certification from respective ASP of Switch Service Provider	

	Private Limited on ASP Model.		
3.9	The Bidder/OEM should have prepared at least 3000 ATM Sites in India till the date of bid submission.	Copies of Purchase Orders or Referral Letters from banks mentioning quantities to prove bidder's eligibility as on the date of bid	
3.10	The Bidder/ OEM/ Sole Distributor should have 3 years aggregated turnover of at least Rs.100 Crore each year of last three financial years 2012-13 (Audited), 2013-14 (Audited), 2015-16 (Audited/Unaudited).	Copies of the Audited Balance sheets and Profit and Loss account for last 3 Financial years	
3.11	Bidder/ OEM should not have been blacklisted/ debarred by the Govt. of India or their undertakings, any State Governments or their undertakings previously. In such cases the bid will be summarily rejected and no correspondence in this matter shall be replied by the BSCB.	An undertaking to this effect	

**** If Bidders does not annexed requisite documents in above mentioned annexures it will not be responsibility of bank to search the entire bid document, rather bank will assume that bidder has not enclosed such documents and bid will be considered incomplete.**

PART 4: TERMS AND CONDITIONS OF CONTRACT

4.1 Selection of Sites

The ATMs/CDs, s, MPLS Connectivity and ATM Site along with Online UPS are to be rolled out at Urban, Semi-Urban and Rural locations of the State of Bihar or elsewhere as per the requirements of BSCB.

4.2 Period of Contract

The Bidder should commit to provide Supply, Installation, Configuration, Commissioning and Integration of ATMs/CDs and Machine and MPLS Connectivity with BSCB's EFT Switch on ASP Model for Schedule A, Schedule B, Schedule C and Schedule D for a minimum period of two years and maintenance of the services of as per this RFP document.

4.3 Bid Document Availability

The Bidding Document may be obtained from the BSCB Head Office as under or downloaded from BSCB's Website www.biharbank.bih.nic.in and the bid should be submitted on or before the due date and time brought out in the bidding document at the address given below:

Dy. General Manager

The Bihar State Co-operative Bank Ltd.,
Head Office: Ashok Rajpath, Patna – 800004
BIHAR

Bidders should note that all the information required by the BSCB in RFP needs to be provided. Incomplete information may lead to rejection.

4.4 Format and Signing of Bid

4.4.1 Each bid shall be submitted in 2 parts (one for Technical Proposal and one for Commercial Bid):

- a. Part I - Technical Proposal
- b. Part II - Commercial Bid

The two parts should be in two separate covers, each superscribed with the name of the Project as well as "**Technical Proposal**" and "**Commercial Bid**" as the case may be.

4.4.2 The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall initial all pages of the Bids, except for un-amended printed literature.

4.4.3 Any inter-lineation, erasures or overwriting shall be valid only if they are initialled by the person signing the Bids. The BSCB reserves the right to reject bids not conforming to above.

4.5 Documents Comprising the Bid

4.5.1 Envelope comprising the Technical Proposal should contain following:

- a. Original Technical Bid Document Signed and Sealed
- b. Vendor Organization Details as per Format 8.2.
- c. Conformity to compliance of Minimum Eligibility Criteria mentioned in Part 3
- d. Conformity to compliance of Technical and Functional Specifications (TFS) mentioned in Part 6.
- e. Offer Letter as per Format 8.1 and duly signed by the Bidder.
- f. Earnest Money Deposit (EMD) of ₹1,00,000/- (Rupees One Lacs Only).
- h. Manufacturer's Authorization form as per Format 8.3 wherever applicable
- i. A full description of the Technical Solution and its Compliance which should provide an acceptable as described in PART 6 Technical & Functional Specifications in the form of Literature, Drawing and Data.

The Original Technical Bid shall be signed along with proper seal by the authorized representative of the Bidder. The person or persons signing the Bids shall initial all pages of the Bids. A certificate from the company authorizing the authorized signatory to sign the bids must be submitted. Any change/ up-dation /modification/deletion, in the original bid by the bidder may result in the rejection of the bid.

While submitting the Technical Bid, literature on the software / hardware if any, should be and kept together in one section / lot. The other papers like Earnest Money Deposit (EMD), Forms as mentioned above etc., should form the main section and should be submitted in one lot, separate from the section containing literature and annual accounts. Any Technical Proposal not containing the above will be rejected. The Technical Proposal should not contain any price information, such proposal will be rejected.

4.5.2 Documents comprising Commercial Bid Envelope should be prepared as per the Format in Part 7 as furnished in the Bidding documents duly signed by the Bidder and completed. Commercial Bids containing any deviations or similar clauses will be summarily rejected.

4.5.3 Bid Submission: The Bidder shall submit both (Technical Proposal and Commercial Bid) in separate Envelopes simultaneously to the BSCB at the address given above in Clause.

4.5.4 Bids containing only Technical Proposal or only Commercial Bid is treated as incomplete and shall be rejected.

4.5.5 In case bid is downloaded from website, please note to submit the non refundable bid amount of Rs.2,000/- (Rupees Two Thousand Only) by means of a demand draft/pay order in a separate envelope while submitting the Bid. Bids shall be rejected if the same is not received.

4.6 Content of Bidding Document

4.6.1 The products required, Bidding procedures, and contract terms are prescribed in the Bidding Documents. The Bidding Documents include:

- Part 1 - Request for Proposal (RFP) document
- Part 2 - Disclaimer
- Part 3 – Minimum Eligibility Criteria
- Part 4 - Terms and Conditions of Contract (TCC)

Part 5 - Scope of Work for ATMs
Part 6 - Technical & Functional Specifications (TFS)
Part 7 - Commercial Bid
Part 8 - Other Forms and Annexure

4.6.2 The bidder is expected to examine all instructions, forms, terms and specifications in the RFP. Failure to furnish all information required or to submit a Bid not substantially responsive to the in every respect will be at the Bidder's risk and may result in the rejection of the Bid.

4.7 Clarification of Bidding Document

Bidder requiring any clarification of the Bidding Document may seek the same from the BSCB in writing at the address mentioned in or by e-mail indicated by the date and time indicated in Part – 1 on page 3 and 4 of this RFP.

4.8 Amendment of Bidding Document

4.8.1 At any time prior to the deadline for submission of Bids, the BSCB, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Document, by amendment.

4.8.2 Notification of amendments will be put up on the BSCB's website and will be binding on all Bidders.

4.8.3 In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, the BSCB, at its discretion, may extend the deadline for a reasonable period as decided by the BSCB for the submission of Bids.

4.9 Bid Prices

4.9.1 The prices indicated in the Price Schedule shall be entered in the following manner:

- a) The Commercial Bid must include the
 - i. Schedule A: ATMs/CDs Model and Make.
 - ii. Schedule B: s Machine Model and Make.
 - iii. Schedule C: MPLS Connectivity.
 - iv. Schedule D: ATM Site and Online UPS.
- b) The total price quoted should be exclusive of all Taxes, Duties, Levies, etc. However Octroi shall be paid extra by BSCB on submission of original documents.
- c) Price quoted in the Price Schedule as per the Format in Part 7 shall be valid for a minimum period of Contract Period (i.e. 2 year) from the date of Submission of Bid.

4.9.2. Prices quoted by the Bidder shall be fixed during the period of the Contract and shall not be subject to variation on any account. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected. However, any reduction in the prices will be passed on to the bank.

4.10 Bid Currency

Bids are to be quoted in Indian Rupees (₹) only.

4.11 Earnest Money Deposit (EMD)

4.11.1 The Earnest Money Deposit (EMD) amount is of ₹1,00,000/- (Rs. One Lacs Only) to be submitted in favour of **“The Bihar State Co-operative Bank Limited”** payable at **Patna**.

4.11.2 The Earnest Money Deposit (EMD) is required to protect the BSCB against the risk of Bidder’s conduct, which would warrant the EMD forfeiture. No interest will be paid on the EMD.

4.11.3 Any Bid without EMD, as above, will be rejected by the BSCB, as non-responsive.

4.11.4 Unsuccessful bidders’ Earnest Money Deposit (EMD) will be returned to the bidder.

4.11.5 The successful Bidder(s) Earnest Money Deposit (EMD) will be discharged upon the completion of the work as per the RFP document.

4.11.6 The Earnest Money Deposit (EMD) may be forfeited in following cases:

- a) No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the bidder on the bid form. Withdrawal of a bid during this interval for whatsoever reason it may be, shall result in forfeiture of the EMD of the bidder.
- b) If a Bidder makes any statement or encloses any form which turns out to be false/ incorrect at any time its EMD shall be forfeited.
- c) In the case of a successful Bidder, if the Bidder fails, to sign the Contract.
- d) If successful bidder fails to supply and adheres to terms & conditions of the tender documents or purchase order placed by BSCB.

4.12 Period of Validity of Bids

4.12.1 Bids shall remain valid for 180 days from the date of opening of the Bid. A Bid valid for a shorter period may be rejected by the BSCB as non-responsive.

4.12.2 In exceptional circumstances, the BSCB may seek the Bidders’ consent for extension of the period of validity. The request and the responses thereto shall be made in writing. The Earnest Money Deposit (EMD) provided shall also be suitably extended.

4.13 Sealing and Marking of Bids

4.13.1 The Bidders’ shall seal one envelope of **“Technical Proposal ”** and one envelope of **“Commercial Bid”** and the two envelopes shall be enclosed and sealed in one outer envelope. The Bidder may submit soft copies of the Technical Bid documents & Specifications in the form of CD separately. The inner and outer envelopes shall bear the Project Name as under:

For Technical Bid: **"RFP for Supply, Installation, Configuration, Commissioning, Integration and MPLS Connectivity with BSCB's EFT Switch and Maintenance of ATMs/CDs, s, ATM Site and UPS"**

The Technical Bid should contain following:

- a. Original Technical Bid Document Signed and Sealed
- b. Offer Letter as per Format 8.1
- c. Demand Draft/ Pay Order for cost of Bid for amount of Rs.2,000/- (Rupees Two Thousand Only) if bid is downloaded from Website.
- d. Earnest Money Deposit (EMD) for amount of ₹1,00,000/- (Rupees One Lacs Only).
- e. Bidder Organisation details as per Format 8.2 along with enclosures for the information requested therein.
- f. Technical Specification of the Schedule A, Schedule B, Schedule C and Schedule D items as per Part- 6 of this RFP.
- g. Manufacturer's Authorisation (Form 8.3)
- h. Any other document for the information required as per the terms of RFP.

For Commercial Bid: **"RFP for Supply, Installation, Configuration, Commissioning, Integration and MPLS Connectivity with BSCB's EFT Switch and Maintenance of ATMs/CDs, s, ATM Site and UPS"**

The Commercial Bid should be as per Part – 7. All envelopes should indicate on the cover the Name and Address, Contact Person name, Telephone, Mobile, E-Mail of the Bidder.

4.13.2 If the outer envelope is not sealed and marked, the BSCB will assume no responsibility for the Bid's misplacement or premature opening.

4.14 Deadline for Submission of Bids

4.14.1 Bids should be received by the BSCB at the address specified, no later than the date and time specified in the Invitation to Bid. Any Bid received after the deadline for submission of Bids prescribed, will be rejected and returned unopened to the Bidder.

4.14.2 The BSCB may, at its discretion, extend this deadline for the submission of Bids by amending the Bid Documents, in which case, all rights and obligations of the BSCB and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

4.15 Opening of Technical Bid by the BSCB

Technical Bids will be opened in front of the present authorized representatives of the bidders.

4.16 Preliminary Examination

4.16.1 The BSCB will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, and the Bids are generally in order.

- 4.16.2 The BSCB may, at its discretion, waive any minor infirmity, non-conformity, or irregularity in a Bid, which does not constitute a material deviation.
- 4.16.3 The BSCB will first examine whether the Bid and the Bidder is eligible in terms of Part 3 – Minimum Eligibility Criteria.
- 4.16.4 Prior to technical evaluation, the BSCB will determine the responsiveness of each Bid to the Bidding Document. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document without material deviations. Deviations from, or objections or reservations to critical provisions, such as those concerning Earnest Money Deposit (EMD), Applicable Law, Minimum Eligibility Criteria, AMC and Force Majeure will be deemed to be a material deviation.
- 4.16.5 The BSCB's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.
- 4.16.6 If a Bid is not responsive, it will be rejected by the BSCB and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

4.17 Technical Evaluation

- 4.17.1 Bids of only those Bidders who have been found to be in conformity of the minimum eligibility terms and conditions during the preliminary evaluation would be taken up by the BSCB for further detailed evaluation. The Bidders who do not meet the minimum eligibility criteria and all terms during preliminary examination will not be taken up for further evaluation.
- 4.17.2 The BSCB reserves the right to evaluate the bids on technical & functional parameters including visit to inspect live site/s of the bidder and witness demos of the system and verify functionalities, response times, etc. The technical bids will be evaluated inter alia on the basis of the following key criteria:
- a. Bidder submitting an undertaking from OEM that the Make and Model of ATM quoted by Bidder is certified and compliant to the BSCB's EFT Switch (M/s Sarvatra Technologies Private Limited).
 - b. Ability of the proposed ATMs/CDs, Machine and MPLS Connectivity to meet functional requirements outlined in this document.
 - c) Compliance with technical specifications laid down in the RFP.
 - d) Bidder/ OEM's Service and Support facilities.
 - e) Project Management capabilities of bidder, OEMs, Partners of the Bidder based on information provided in the Minimum Eligibility Criteria.
 - f) Bidder and his OEM's experience / expertise with respect to the scope of work laid down in the RFP.
- 4.17.3 Bidders who fulfil all qualifications mentioned in Part 3 of Minimum Eligibility Criteria of this RFP are eligible to participate in this tender process.
- 4.17.4 BSCB will evaluate the technical and functional specification of all the equipments quoted by the Bidder.

4.17.5 BSCB reserves the right to waive any of the Technical and Functional Specification during technical evaluation if in the BSCB's Opinion it is found to be minor/deviation or acceptable deviation.

4.17.6 During evaluation of the Bids, the BSCB at its discretion may ask a bidder for clarification of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered or permitted.

4.18 Opening of Commercial Bids

4.18.1 Commercial Bids submitted by only those Bidders whose bids are evaluated by the BSCB as technically responsive will be opened.

4.18.2 The Bidders shortlisted / evaluated for opening of the Commercial Bids will be informed of the date / time / Venue of opening of Commercial Bids.

4.18.3 The L1 will be decided on the basis of the price quoted as per Part: 7 – **“Commercial Bid”** of this RFP. The bidder should quote rates for financial transactions only. Failure to do so will lead to disqualification of the bidder.

4.19 Contacting the BSCB

4.19.1 No Bidder shall contact the BSCB on any matter relating to its Bid, from the time of opening of Commercial Bid to the time the Contract is awarded.

4.19.2 Any effort by a Bidder to influence the BSCB in its decisions on Bid evaluation, Bid comparison or contract award may result in the rejection of the Bidder's Bid, including forfeiture of the Earnest Money Deposit (EMD).

4.20 Award of Contract Criteria

4.20.1 The BSCB will award the Contract to the successful Bidder who has been determined to qualify to perform the Contract satisfactorily, and whose Bid has been determined to be responsive, and is the lowest evaluated Bid.

4.20.2 All the Commercial Bids would be arranged in ascending order and the L1 Bidder would be identified as one whose bid has been evaluated to be the lowest.

4.21 BSCB's right to accept Any Bid and to reject any or All Bids

4.21.1 The BSCB reserves the right to accept or reject any Bid /offer received in part or in full, and to cancel the Bidding process and reject all Bids at any time prior to contract of award, without thereby incurring any liability to the affected or Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the BSCB's action.

4.21.2 BSCB reserves the right to cancel the entire Bidding/procurement process at any stage without assigning any reason whatsoever.

4.22 Notification of Award

- 4.22.1 BSCB will notify the successful Bidder/s in writing or by e-mail, that its Bid has been accepted.
- 4.22.2 The notification of award will constitute the formation of the Contract.
- 4.22.3 Upon notification of award to the L1 Bidder, the BSCB will promptly notify each unsuccessful Bidder and will discharge its Earnest Money Deposit (EMD).
- 4.22.4 After identification of L1 Bidder BSCB will follow its internal procedure for necessary approvals and thereafter proceed with notification of award to L1 Bidders as the case may be.

4.23 Purchase Order

Evaluation criteria proposed to be adopted will be lowest Cost Based System subject to fulfillment of Minimum Eligibility & Technical Bid criteria. However bank does not bind itself to accept the lowest or any tender and reserves the right to accept or reject any or all of the tenders, either in whole or in part without assigning any reasons for doing so. The order will be placed exclusively with the L1 bidder subject to the fulfillment of the minimum eligibility criteria and technical shortlisting.

4.24 Signing of Contract

At the same time as the BSCB notifies the successful ATM Bidder that its' Bid has been accepted, the BSCB will send the ATM Bidder the Contract Form.

4.25 Warranty and Annual Maintenance Contract (AMC) for ATMs / UPSs

Schedule – A, Schedule – B, Schedule – C and Schedule – D: All ATMs/CDs, Machines, MPLS Connectivity Hardware and ATM Site must be under a comprehensive onsite warranty for one year. The warranty shall start from date of signing of Installation Reports and UAT of Equipments such as ATMs/CDs/ etc. The bidder should mention the Cost of Comprehensive AMC after warranty clearly in the Commercial Bid. The AMC would cover all components without any exception except ATMs consumables (Such as printer ribbon, stationery, print head, Cassettes).

Schedule – D: All UPSs must have a comprehensive onsite warranty of 12 months with 24 months warranty on batteries (SMF batteries). The warranty shall start from date of signing of Installation Reports and UAT of UPSs. The successful bidder should mention the Cost of AMC after warranty clearly in the Commercial Bid. The AMC would cover all components of UPS without any exception.

4.26 Publicity

Any publicity by the Vendor in which the name of the BSCB is to be used will be done only with the explicit written permission of the BSCB.

4.27 Service Level Agreement

The selected Vendor shall enter into Service Level Agreement, containing all the Terms and Conditions of this tender with the BSCB.

4.28 Use of Contract Documents and Information

- 4.29.1 The Vendor shall not, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the BSCB in connection therewith, to any person other than a person employed by the Vendor in the performance of the 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.
- 4.29.2 The Vendor shall not, without the BSCB's prior written consent, make use of any document or information for purposes of performing the Contract.
- 4.29.3 Any document, other than the Contract itself, shall remain the property of the BSCB and shall be returned (in all copies) to the BSCB on completion of the Vendor's performance under the Contract, if so required by the BSCB.

4.30 Patent Rights

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc., arising from the use of the Goods or any part thereof in India, the Vendor shall act expeditiously to extinguish such claim. If the Vendor fails to comply and the BSCB is required to pay compensation to a third party resulting from such infringement, the Vendor shall be responsible for the compensation to claimant including all expenses, court costs and lawyer fees. The BSCB will give notice to the Vendor of such claim, if it is made, without delay. The Vendor shall indemnify the BSCB against all third party claims.

4.31 Inspection

- 4.31.1 The BSCB reserves the right to carry out inspection by a team of BSCB 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.
- 4.31.2 Nothing stated hereinabove shall in any way release the Vendor any obligations under this contract.

4.32 Delivery and Installation

Schedule – A, Schedule – B and Schedule – C: The Vendor shall be responsible for Delivery, Installation and Operationalizing all the ATMs/CDs, Machines and MPLS Connectivity Hardware stipulated under this RFP within 6 months from the date of purchase order. The BSCB may be operationalize the ATMs in a phased manner in consultation with the Vendor.

Schedule D: The Vendor shall be responsible For Delivery, Installation, Preparation and Operationalising all the ATM Site and UPSs stipulated under this RFP within 6 Months the

date of purchase order. The BSCB may be operationalise the UPSs in a phased manner in consultation with the Vendor.

4.32 Quantity of Purchase:

S.No	Items	Quantity
1.	ATMs/CDs as per the Specification given in Schedule A of Part 6 of this RFP Document.	3
2.	Machines as per the Specification given in Schedule B of Part 6 of this RFP Document.	2
3.	MPLS Connectivity as per the Specification given in Schedule C of Part 6 of this RFP Document.	3
4.	ATM Site Prepetition as per the Specification given in Schedule D of Part 6 of this RFP Document.	3
5.	Online UPS as per the Specification given in Schedule D of Part 6 of this RFP Document.	3

BSCB will be free to increase or decrease the quantity of ATMs/CDs, Machine, MPLS Connectivity, ATM Site and UPS as per its requirement or may also decide not to procure any items/services, without giving any reason what so ever.

4.33 Termination of Contract

4.33.1 BSCB reserves the right to cancel the entire / unexecuted part of Purchase Order at any time by without assigning appropriate reasons in the event of one or more of the following conditions:

- a) Non-satisfactory performance of the Vendor during implementation and operation.
- b) Failure to integrate / implement the project as per the requirements of the BSCB.
- c) Serious discrepancies noted in the implementation of the project
- d) Breaches in the terms and conditions of the Order.
- e) The vendor or his contractors are found to be indulging in unfair practices/committing frauds.
- f) The general maintenance of the ATM is poor and there is no improvement despite bringing it to the notice of the vendor.
- g) The BSCB suffers a reputation loss on account of any activity of the vendor.

4.34 FORCE MAJEURE

4.34.1 The Vendor or the BSCB shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the Vendor or the BSCB, i.e. Force Majeure. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the parties, due to or as a result of or caused by act of God, wars, insurrections, riots, earth quake and fire, revolutions, floods, epidemics, quarantine restrictions, trade embargos, declared general strikes in relevant industries, satellite failure, act of Govt. of India, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation. In the event of any such intervening Force Majeure, either party shall notify the other in writing of such circumstances or the cause thereof immediately within five calendar days. Unless otherwise

directed by the BSCB, the Vendor shall continue to perform/render/discharge other obligations as far as they can reasonably be attended/fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

4.34.2 In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of 180 days month, the BSCB and the Vendor shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the Vendor.

4.35 Jurisdiction

All disputes would be subject to Indian laws and jurisdiction, and settled at courts in Patna (Bihar) only.

4.36 Indemnity

4.36.1 The Vendor shall indemnify, protect and save the BSCB against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from any actions of the employees or sub-contractors, agents of the Vendor.

4.36.2 The Vendor shall indemnify, protect and save the BSCB against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of all hardware and software used by them.

4.37 Payment Terms

Schedule – A, Schedule B Schedule C and Schedule D:

- 70% of the ATMs/CDs, Machines, MPLS Connectivity and UPS Cost will be paid on advance along with the Purchase Order.
- 20% of the ATMs/CDs, Machines, MPLS Connectivity and UPS Cost will be paid on the Delivery of the Equipment.
- 10% of the ATMs/CDs, Machines, MPLS Connectivity and UPS Cost will be paid on the successful Installation of the Equipments.

Schedule D:

- 80% of the ATM Site will be paid UPSs cost will be paid will be paid on advance along with the Purchase Order.
- 20% of the ATM Site will be paid on the successful preparation of Site along with Installation of the AC and UPS like equipments.

4.38 Training:

The successful bidder shall provide complete training on the complete usage and operationalization of ATMs/CDs (Cash Loading, Lock setting etc.), Machine, MPLS Connectivity and UPS all other Components etc., to the bank's officers and staff.

PART 5: SCOPE OF WORK

5.1 SCOPE OF WORK

- a. **Supply:** Supply of ATMs/ CDs and Machines and UPS including peripherals, completely described in the Part 6 of this RFP Document, at locations provided by the BSCB.
- b. **Installation:**
 - Networking of ATMs/ CDs and Machines i.e. connecting the ATMs/ CDs and Machines through MPLS Connectivity to the BSCB EFT Switch Network as per the Technical Specifications mentioned Part 6 of this RFP document.
 - Integration of ATMs/ CDs and Machines with BSCB's EFT Switch as per the Technical Specifications mentioned Part 6 of this RFP document.
- c. **Reliability:** The equipment offered should be robust and reliable.
- d. **Maintenance:** Bidder/OEM shall be solely responsible for maintenance ATMs/ CDs and Machines, Connectivity Hardware, ATM Sites and UPS its allied items supplied by the bidder.

5.2 Site Preparation for ATMs

The BSCB will provide the following infrastructure for all the On-site and offsite ATMs:

- a) Site space will be provided by the BSCB i.e. Room.
- b) The power supply for ATMs Room as per requirements.
- c) Any other Expenses for On-site ATM relocation (if desired by the BSCB).

5.3 Central Help Desk for ATMs/CDs, Machines, ATM Site and UPS fault reporting and queries

- a) Bidder should provide a help desk that provides single point of contact manned by expert personnel for the Maintenance of the ATMs/CDs, Machines, ATM Site and UPS during Warranty and AMC Period for resolving ATMs/CDs, Machines, ATM Site and UPS related problems.
- e) In addition the successful bidder would be expected to have a Service Centre in Patna along required spare parts.
- f) The Vendor should maintain complete confidentiality in the matters related to ATMs as they deal with the financial / customer data pertaining to the BSCB.

PART 6: TECHNICAL & FUNCTIONAL SPECIFICATIONS (TFS)

Schedule – A: Auto Teller Machines/ Cash Dispenser

The vendor is required to supply the ATMs/CDs with the specifications detailed below.

S.No	Technical Specifications	Response (Yes/No)
1.	Front Access Lobby	
2.	Processor of the CD	
	a. Pentium Dual Core 2.2 GHz or above	
	b. 2 GB Memory of above or above	
	c. 2 X 160 GB Hard Disk or above	
	d. DVD Read and Write or above	
	e. 2 or More USB Ports or above	
	f. Plug and Play Flash BIOS	
	g. PCI expansion slot	
	h. Battery back-up for BIOS.	
	i. MPEG full motion video with voice guidance support to play both MPEG and WAV sound files. Internal Speakers required	
	j. The ATM should have Triple DES Encryption which is RuPay / VISA / MASTER CARD / AMEX compliant. It should have remote key download, TRIPLE DES chip with encryption and validation software. Should support AES without any additional hardware.	
3.	Keyboards	
	a. Rugged spill proof Triple DES enabled with stainless steel 16 key alpha/numeric (EPP PIN pads) Keys.	
	b. All ATMs/ CDs should have PIN pad shields covering all three sides to avoid shoulder surfing or capture by the external camera.	
4.	Currency Chest	
	a. The safe must conform to the UL-291 Level 1 Certified Secure Chest standards or higher latest standards steel body cabinet (certificate to be attached).	
	b. Alarm sensors for temperature status, vibration status and chest open status while sending signal/messages to Switch/Management Centre	
5.	Dispenser	
	a. Vacuum / Friction Pick technology of International standards.	
	b. The dispenser should be capable of handling soiled but issuable and mixed currencies as well as retract and purge capability with cash retraction disabled currently.	
	c. The dispenser should have four active currency cassettes with 4 pickup or 4 high modules to handle different denominations.	
	d. All currency cassettes should be capable of dispensing 50/-, 100/-, 500/- and 1000/- denomination. It should be possible to program the denominations. The dispenser should have Additional Divert Cassette for rejected notes.	
	e. The currency cassette must lock itself, preferably automatically, when removed from the ATM.	
	f. Currency dispensing capacity for dispensing 40 or above notes at a	

		time. Vendor to mention dispensing capacity for each dispense. Presenter type is required.	
	g.	Currency dispensing speed for dispensing 5 notes per second or above	
	h.	Currency holding capacity should not be less than 2000 notes per cassette.	
	i.	The ATM must be able to give a Media low indication for the dispenser cassette.	
	j.	The dispenser should have the mechanism to take back the currency and transport it to the divert cassette if the customer does not collect it but be disabled for time being.	
6.	Interface for Bank ATM Switch Connectivity		
	a.	NDC / D 912 Emulation Software required for connecting to Bank ATM Switch	
	b.	The ATM must support TCP/IP protocols on leased line, ISDN, CDMA, EWP and VSAT Network.	
	c.	Should have network interface card 10/100/1000 Mbps Speed.	
7.	Card Reader		
	a.	The card reader should be capable of reading tracks one, two and three as per ISO standard or RuPay/ Master/ Visa Card format.	
	b.	Card Reader (DIP Type) must be Hybrid Card Reader. Latest EMV 4.0 or above compliant. Capable of reading Smart card, Chip card/HYCO card as well as card with magnetic encoding. Conforming to RuPay, VISA, Amex and MasterCard standards.	
8.	Customer Interface on ATM		
	a.	Display Unit of the ATM: 15 inches or above LCD Color Touch Screen monitor with minimum 8 Braille function keys, Vandal Screen with Privacy Filter, Triangular screen support. Facility to display graphics.	
9.	Capabilities of ATM Software		
	a.	The ATM application software should enable the ATM to function when hooked to a network and should support all the features that are ATM related switch functionality.	
	b.	The application should have powerful real time features based on customer initiated transaction and logging for audit trail.	
	c.	The application software should support the facility to change PIN at the ATM by the customers after verifying the existing PIN.	
	d.	Whenever the Chest door is opened, message has to be sent to the Switch for records.	
10.	Alarm Sensor		
	a.	Basic alarm sensor with combination lock to monitor the following and sending signals/ messages to switch / messaging center. Chest door status Thermal status Vibration status	
11.	Receipt Printer on The ATM		
	a.	40 columns Graphics Thermal receipt printer. Form width 80 mm	
	b.	The printer must be able to cut the paper and push the receipt out of a slot provided on the ATM fascia.	

	c.	Should be able to print various information pertaining to the transactions executed by the customer	
	d.	Low media warning for all items viz. bills, consumer printer roll etc.	
12.	Journal Printer on The ATM		
	a.	40 columns Dot Matrix/Thermal for trouble free journal printing and capable of auto paper loading. Form width 80 mm.	
	b.	If journal printer runs out of paper or gets jammed or becomes non-functional, ATM should not function.	
	c.	Provision to store transaction details in the hard disk; retrieve data from the hard disk in the format required at any point of time.	
	d.	ATM must be enabled for electronic journal with low warning feature.	
	e.	There should be low media warning for items viz bills, journal rolls, consumer receipts etc.	
13.	Digital Surveillance System		
	a.	The camera should be pilfering proof.	
	b.	Should Captures Color digital images of customers approaching the ATM and performing transactions. This capture should be only triggered either by motion sensing or by the swipe of a card in the ATM.	
	c.	Captures the transaction information along with the images and is superimposed with the images.	
	d.	Support watermarking for Image / Video authentication.	
14.	Operating System Windows 7		
15.	EJ Pulling		
	a.	ATM should support industry standard 3rd Party Software Agent loaded for the purpose of EJ Pulling from a central site.	
	b.	Electronic journal to be also written on ATM hard disks.	
16.	Power Management		
	a.	In-built cut off circuit/ isolator to protect ATM SMPS and other critical parts viz. mother board, hard disk etc. from sudden spikes in current/ voltage from UPS/ Raw power supply.	
	b.	In-built SMPS to work on 230 V 50 MHZ power supply. Support input voltage of 230 V AC / 50MHz with + - 5% variation.	
	c.	Support input voltage of 230V AC /50 Hz with +/-10% variation.	
17.	Others		
	a.	All ATMs should have rear mirrors covering majority area of the ATM site.	
	b.	ATM should offer multilingual display capability on the customer interface terminal besides English. Minimum requirement is English, Hindi and regional language where the ATM is installed.	
18.	Biometric Kit		
	a.	The Biometric Kit with UIDAI certified finger print scanner with thumb/ finger print scanner software for Aadhaar enabled Payment System in the fascia.	
	b.	The CD should have functionality required for illiterate person. Trilingual screen support and capable of Voice Guidance. Vendor should provide necessary audio/video /Screen files however bank will provide the content/matter/switch support.	

	c.	The Biometric CD shall be integrated with the PURCHASERs proposed biometric solution.	
	d.	Complete Biometric Kit including scanner, Audio Jack should be as per STQC standards.	

Schedule – B: Machine

The vendor is required to supply the Machine with the specifications detailed below.

S.No	Basic Configuration	Compliance. (Yes/No)
1.	Core I3 Processor	
2.	17" LCD with touch	
3.	4GB RAM, >160GB Hard drive	
4.	Operating Sys. Win 7	
5.	Receipt Printer: 80mm thermal printer with paper low detection and auto-cutter	
6.	Dip MSR card reader	
7.	PCI certified pin pad	
8.	Provision for cheque truncation module as per RBI guideline with secure lockbox for collecting cheques.	
9.	Provision for A4 size Statement Printer	
10.	Metal Industrial Keyboard with rugged trackball	
11.	Functionality:	
	<ul style="list-style-type: none"> ▪ Cheque Deposit in Offline Mode with Image of the Cheque and Receipt Printing 	
	<ul style="list-style-type: none"> ▪ Statement Printing A4 Size 	
	<ul style="list-style-type: none"> ▪ Bill Payment – Debit Card 	

Schedule – C: Connectivity Specification for ATMs/CDs Connectivity

S.No	Technical Specifications	Compliance. (Yes/No)
1.	The connectivity can be wired or wireless and connectivity should not be through public network.	
2.	Minimum assured Bandwidth of 16 kbps.	
3.	The Latency should be less than 1000ms.	
4.	It has to support static IP.	
5.	In case of wireless connectivity Security and Authentication should be implemented.	

Schedule – D: Preparation of ATM Site and Installation of UPS

Preparation of ATM Site

S.N	Mandatory Elements	Particulars	Qty	Unit	Compliance (Yes/No)
1	Granite	Providing & fixing 20 mm thick polished granite for Sides of steps, Risers, & for	30	Psft	

		external areas. The color should be black.			
2	Paving Tiles	Providing & fixing cement tiles for exterior paving including curing, cleaning etc complete	64	Psft	
3	Skirting On Wall	Providing and fixing 7mm thick plain vitrified tiles for skirting of 4 inches ht. ceramics of approved shade.	15	Rft	
4	Floor Filling	To elevate internal floor level, to match exterior floor level, wherever required by sand, brick and stone blast (per cubic feet).	1	Cft	
5	PCC	Providing and laying Plain cement concrete of 3" thickness as 1:3:6 including compacting, water leveling, curing to raise the floor level. After approval of PM/Sourcing Dept/RM.	1	Cft	
6	Brick Work	Providing & constructing 9" th. Solid block masonry in CM 1:5 including racking the joints plastered of 12mm average th. On both sides with sponge finish/ lime rendering including necessary scaffolding curing etc complete (UPS room)	1	Sft	
7	False Ceiling	Providing & fixing gypsum board false ceiling with GI frame work all as per drawings & instructions of the Architect / Bank.	40	Sft	
8	Cut Outs	Providing Cutouts for light fixtures	6	Each	
9	Main Door	Providing and fixing Aluminium door comprising of approximate 83.5mm vertical members, approximate 85-90 mm top & bottom, approximate 83.5 mm middle member, Black powder coated. Thickness of section not less than 1.5 mm. Godrej/ Insta/ Everite/ Hyper Floor spring (for 100 kg weight and rated for min 0.3 million cycles) and Pivot on top. 6 mm modifloat clear glass with antishutter Garvare film to be provided with rubber bidding and proper clip. Wool pile/ Weather strip on one vertical member. Providing and fixing Door handle to be 'D handle type of SS 304 grade brushed steel finish (1 inch dia & 12 inch height) "Magnum or equivalent make to fit on Aluminium section. The door size is 3'6" X 7' max.	21	Sft	

10	Fix Glazing	Providing and fixing Aluminum panel openable comprising of approximate 83.5mm vertical members, appropriate top & bottom and middle members, Black powder coated. Thickness of section not less than 1.5 mm. 6 mm clear glass to be used. Depending on the width of the façade, one or two panels may be made.	28	Sft	
11	Notice Board	Providing & fixing soft board with 9mm th. Ply back & fabric not less than 180 per mtr. With tw molding. Aluminum frame also accepted.	1	No.	
12	Visual Merchandising	Providing Visual Merchandising set – with customized branded information panel, Writing ledge, Cheque deposit box and Poster frames of standard sizes for CD room of 10'x10' approx. room size., preferably with Grey color and Bank reserves the right to opt for other colours also depending on the logo colours	1	Set	
13	Signage	Providing & fixing Glow sign board of reputed make made out of high quality flex cloth & translucent Vinyl, including necessary light fittings inside the board (tube lights of Philips or equivalent make) Board should be strictly as per Bank's specification with 5 years warranty from the Principal . However, the bidder is responsible for enforcing the warranty when required. The warranty certificate/s available from the principal shall be made available to the Bank.	21	Sft	
14	Demolition Of Wall	Demolishing the existing brick / solid block / hollow block masonry with plastering including removing the debris from the site & transporting to contractors own dumping yard for Bricks in Cubic Feet	1	Cft	
15	Demolition Of Floor	Demolishing the existing flooring / solid block / hollow block masonry with plastering including removing the debris from the site & transporting to contractors own dumping yard - for tiles and flooring in Sq ft.	1	Sft	
16	Rolling Shutter	MS rolling shutter (without box) Providing & fixing MS rolling grills with box or enclosures, with necessary locking arrangement both when closed or opened, including painting with 2 coats of	1	Sft	

		synthetic enamel paint over a coat of primer etc complete all as per drawings & instructions of the Architect /Bank (Asian/ J&N / Berger or equivalent) (Sq. Ft.)			
17	Shutter Boxing & Cladding	Wooden boxing for the above shutter with 19 mm BWR grade Ply to be covered with grey laminate. Plywood to be boiling water proof (Sq. Ft.)	65	Sft	
18	MS Stand For AC	Providing & fixing MS Stands for A.C exterior unit fixed to walls, painted with enamel paint	2	Nos	
19	Storage Cabinet	Providing & fixing Wooden Storage Cabinet made of ply, on all four sides, 4 shelves inside with wire manager slots, finished with enamel paint in interior and 1.0 mm laminate finish on exterior, appropriate slots to be made for air circulation on either sides, approximate size 3' x 3' x 8' and should accommodate UPS, Batteries, NIU and belongings of Security Guard as per the drawings and instructions of the Architect/Bank. Double door with blue lamination. Louvers to be used instead of slots (No.)	1	Nos	
20	Access Lock Pillar	6" x 6"x 7' box (14 sq ft) to be done with 19 mm ply finished with blue laminate Sq. Ft.)	1	Nos	
21	POP On Floor	Providing & laying POP over floor with plastic sheet below	64	Psft	
22	POP Punning In Lobby	Providing POP punning to attain level and plumb surface for interior surfaces of walls	150	Sft	
23	Plastic Paint	Providing painting with Plastic emulsion Paint of approved make and shade, with necessary putty over a coat of wall primer (base preparation) (Asian/J and N/ Berger or equivalent for existing wall/new wall painting)	150	Sft	
24	Rcc Lintel	P/F RCC lintel beam, including plastering 8" X 8" with necessary steel reinforcement	1	Rft	
25	Cement Plaster	Providing plastering to exterior / interior surfaces of walls in CM mortar 1:4, 12 mm th. with necessary scaffolding ,curing etc complete	1	Sft	
26	Enamel Paint	Providing & painting to walls with 2 or more coats of Enamel paint for existing rolling shutter over a coat of primer of	1	Sft	

		approved make & shade (Asian /J & N / Berger or equivalent)			
27	Cement Paint	Providing & painting to walls with 2 or more coats of cement based paint over a coat of primer of approved make & shade (Asian /J & N / Berger or equivalent)	1	Sft	
28	Cage For AC Outdoor Unit	Providing and fixing caging to the external AC units as applicable	2	Nos	
29	Flush Door	Flush Door (As per the requirement) for back room (ISI marked commercial ply as per thickness of partition along with hinges embedded lock and handle on the inside.	1	No	
30	Wooden Panelling For Enterance	Providing and fixing wooden paneling with 1.5 feet frame work with 1mm laminate	60	Sft	
31	Partition For Back Room	Providing and fixing wooden partition with one side laminate and paint on the other side for approxi sizes of 9' height and 10' length .	64	Sft	
32	Wooden Shelf	"Providing and Fixing of 1 no of Wooden storage shelf 3 ft x 1.5 ft comprising of 18mm arine plywood finished with plastic paint on all sides, supported on wooden frames, provision for wiring, front and back opened".	1	Nos	
33	Ac	Providing & fixing 1T High Wall Split ACs of reputed make with 100% standby unit; timer unit to be provided for alternate operation of the two A.C units thus provided. Copper, drain pipe length not exceeding to 5.0 Mtr. including internal/external 1/2/3 KVA Voltage stabilizer as per the requirements Copper Piping standard is 5 meters. Copper cabling > 5 Mtrs is on chargeable basis for AC installation at mutually agreed rates..	2	unit	
34	Fire Extinguisher	Fire Extinguisher – Hand held 2 Kg portable Co2 Fire Extinguisher	1	unit	

35	Electric Distribution Board	Providing and fixing a modular Distribution box comprising of Enclosure of approximate dimensions 600x665x100 mm comprising of 4 pole ELCB 300 MA – 1 no 7 nos. Single Pole MCBs to control Ø 8 nos. UPS power socketsØ light through backup power (4nos)Ø UPS power to CDØ 2 nos. Raw power socketsØ digital timerØ 2 nos. General Lighting and Ø stabilizer outputDouble pole MCB – 2 Nos. for input to UPS DB and input for stabilizer. Triple pole MCB –01 no. for input to Power DB Provision to be made for 2 nos. timer switches (1 no for AC and 1 no or signage) Aircon timer will be charged extra under the item as applicable Providing and installing Digital timer for signage Three way connector- 5 nos. (2 no for general lighting, 1no for emergency light 1 no for signage and 1 no for UPS power to CD) Power points – 10 nos. (2nos for CD, 2 nos. for NIU, 1 no each for monitor, camera, text interface, card access, and 2 nos. spare power points). Smoke detection system with hooter. Supplying & fixing 20 A industrial plug & socket with 25 A MCB in metal box enclosures. Supplying & fixing 30 A industrial plug & socket with 32 A DP MCB with necessary connections	1	Set	
36	Power Cabling	Supplying & fixing sub mains using 4 nos. of 6 sq mm & 1 run of 4 sq mm copper wires in 2 mm th pvc pipe / casing & capping	1	No	
37	Ups Cabling	Supplying & fixing UPS input circuit using 2 runs of 6 sq mm & one run of 4 sq mm copper circuit in pvc casing & capping / 2 mm th pvc pipe	1	No	
38	Ac Cabling	Supplying & fixing AC power circuit using 2 runs of 4 sq mm & one run of 2.5 sq mm copper circuit in pvc casing & capping / 2 mm th pvc pipe	1	No	
39	5/15 A Switch Socket	Supplying & fixing 5/15 A Universal socket switch modular type with back box	2	No	
40	Light Point Wiring	Providing light point wiring controlled by 6 A modular switch controlled by 6A modular switch using 3 runs of 1.5 sq mm copper wires in pvc casing & capping / 2 mm th pvc pipe	1	No	

41	General Wiring	Supplying & wiring 2 runs of 2.5 sq mm & one run of 1.5 sq mm copper wires in pvc casing & capping / 2 mm th pvc pipe	1	No	
42	Earthing	Providing Earthing pit size 3 'x 3' x 7' deep .Earthing plate to be 60 cm x 60cmx3mm Copper with central hole connected with 10 SGW wire with brass nut and bolt to meter, pit to be filled with charcoal layer, further with 6" to 8" soil, followed by second / third layer subsequently till the top. Open pipe 1.5" diameter to be inserted in to the pit up to the earthing plate filled with water when dry, pipe should be above ground level with a funnel For UPS , CD and Lightening arrester to be located as per site location	1	No	
43	Conduiting For Earthing	Providing & wiring with 8 SWG Copper wire in pvc conduit	1	Rft	
44	Mirror Optics	Providing & fixing Philips / wipro or equivalent 2' 0" x 2' 0" mirror optic fixtures with white diffusers	2	No	
45	Spot Light For Shutter Boxing And Lobby	Philips or equivalent swivel semi-recessed ceiling mounted spotlight (white round) wipro, Philips or equivalent	6	No	
46	Tube Light	Providing & fixing 2" Patti tube light fitting with tube light in back room	1	No	
47	Ups Light	Providing & fixing 1 x 11 w CFL mirror optic fixture on UPS power supply	1	No	
48	I/O Box	D-Link IO Box for RJ 45	1	No	
49	Ups	2 KVA with 4 hrs backup	1	No	
50	Isolation Transformer	3 KVA isolation transformers. ISI make or from an ISO company.	1	No	
51	Mains Cable	Main cabling from Meter to ATM site 10mm square per meter	1	Rft	

Online UPS Specifications

S.N	Technical Specification	Compliance Yes/ No
1	2 KVA+2 KVA Single Phase Input , Single Phase Output	
2	High Performance IGBT/PWM based True-On-Line	
3	Double Conversion Microprocessor Controlled UPS system.	
4	Sealed Maintenance Free batteries to provide 4 hours backup Battery: (42 AH*12V*16 Nos) *2 Batteries:- Exide/Panasonic/Quanta	
5	Each 2KVA UPS system consisting of: <ul style="list-style-type: none"> ▪ Micro Controller Design ▪ PWM Technology with IGBT's 	

	<ul style="list-style-type: none">▪ Wide Input Voltage Range▪ Active Power Factor Corrective▪ Input Power factor>0.99,▪ High Efficiency▪ Cold Start facility▪ With galvanic isolation▪ SNMP Interface▪ Web enabled monitoring▪ Versatile communication Options▪ Compact Design	
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PART 7: COMMERCIAL BID

Bidders should quote prices in the following format:

S.No	Particulars	Unit	Qty	Basic Price	Applicable Taxes Rates	Total Price
Schedule A						
1.	Rate for the Supply, installation, configuration, commissioning, integration of ATMs/CDs with BSCB's EFT Switch and Maintenance of ATMs as per the technical specification mentioned in Part 6 Model: Make:	Per Item	3			
2.	AMC - Rate of the Support Service per ATMs/CDs	Per Year	3			
Schedule B						
1.	Rate for the Supply, Installation, Configuration, Commissioning, Integration of with BSCB's EFT Switch and Maintenance of s as per the Technical Specification mentioned in Part 6 Model: Make:	Per Unit	02			
2.	AMC - Rate of the Support Service per	Per Year	02			
Schedule C						
1	Cost of Device and Installation Charges with 12 months Warranty	Per Unit	3			
2	AMC cost after 12 months Warranty	Per Year	3			
3	Connectivity Charges (Minimum 64 Kbps Bandwidth)	Per Site Per Year	3			
Schedule D						
1	Granite	Psft	30			
2	Paving Tiles	Psft	64			
3	Skirting On Wall	Rft	15			
4	Floor Filling	Cft	1			
5	PCC	Cft	1			
6	Brick Work	Sft	1			
7	False Ceiling	Sft	40			
8	Cut Outs	Each	6			
9	Main Door	Sft	21			

10	Fix Glazing	Sft	28			
11	Notice Board	No.	1			
12	Visual Merchandising	Set	1			
13	Signage	Sft	21			
14	Demolition Of Wall	Cft	1			
15	Demolition Of Floor	Sft	1			
16	Rolling Shutter	Sft	1			
17	Shutter Boxing & Cladding	Sft	65			
18	MS Stand For AC	Nos	2			
19	Storage Cabinet	Nos	1			
20	Access Lock Pillar	Nos	1			
21	POP On Floor	Psft	64			
22	POP Punning In Lobby	Sft	150			
23	Plastic Paint	Sft	150			
24	Rcc Lintel	Rft	1			
25	Cement Plaster	Sft	1			
26	Enamel Paint	Sft	1			
27	Cement Paint	Sft	1			
28	Cage For AC Outdoor Unit	Nos	2			
29	Flush Door	No	1			
30	Wooden Panelling For Enterance	Sft	60			
31	Partition For Back Room	Sft	64			
32	Wooden Shelf	Nos	1			
33	Ac	unit	2			
34	Fire Extinguisher	unit	1			
35	Electric Distribution Board	Set	1			
36	Power Cabling	Nos	1			
37	Ups Cabling	Nos	1			
38	Ac Cabling	Nos	1			
39	5/15 A Switch Socket	Nos	2			
40	Light Point Wiring	Nos	1			
41	General Wiring	Nos	1			
42	Earthing	Nos	1			
43	Conduiting For Earthing	Rft	1			
44	Mirror Optics	Nos	2			
45	Spot Light For Shutter Boxing And Lobby	Nos	6			
46	Tube Light	Nos	1			
47	Ups Light	Nos	1			
48	I/O Box	Nos	1			
49	Ups	Nos	1			
50	Isolation Transformer	Nos	1			
51	Mains Cable	Rft	1			
	Grand Total for ATM Site Preparation					
52.	Rate for the Supply and Installation of UPS as per the Technical Specification mentioned in Part 6 Model: Make:	Per Unit	3			

2.	AMC - Rate of the Support Service per ATM Site	Per Year	3			
3.	AMC - Rate of the Support Service per UPS	Per Year	3			

Note:

- a) The Commercial Bid must mention the Model and Make etc.
- b) The total price quoted should be exclusive of all Taxes, Duties, Levies, Entry Tax, and Octroi etc. However Entry Tax and Octroi shall be paid extra by the bank on submission of original documents.
- c) Bids submitted with counter-conditions/assumptions will be rejected.
- d) Any Commercial Bid not in conformity with the above format or incomplete in any respect will be rejected / disqualified by the bank.

PART 8 - FORMS AND ANNEXURES

Format 8.1

OFFER LETTER

(To be included in Technical Bid Envelope)

Ref. No.

Date:

To

**The Managing Director
The Bihar State Co-operative Bank Limited
Head Office: Ashok Rajpath, Patna – 800004
BIHAR**

Subject: **RFP No..... Dtd..... for the Supply, Installation, Configuration, Commissioning, Integration with MPLS Connectivity and BSCB's EFT Switch and Maintenance of ATMs/CDs, ATM Site and UPS.**

Dear Sir,

Having examined the captioned tender document Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the Schedule A, Schedule B, Schedule C and Schedule D equipment(s) in conformity with the captioned RFP and at the prices offered as per the Commercial Bid and is made part of the bid / this offer.

While submitting this bid, we certify that:

- The Prices in its bid have been arrived without agreement with any other bidder of this RFP for the purpose of restricting competition.
- The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.
- We have not induced nor attempted to induce any other bidder to submit or not submit a bid for restricting competition.

We undertake, if our Bid is accepted, to comply with RFP conditions for Schedule A, Schedule B, Schedule C and Schedule D in accordance with the scope, specifications and delivery schedule specified in the RFP document.

We agree to abide by the Bid and the rates quoted therein for the contract / order awarded by the BSCB which shall remain binding upon us.

We agree that the rates will remain valid for a period of 2 years from the date of signing of the Agreement during which BSCB may issue additional requirement by exchange of letter if their rollout is completed within the aforesaid validity period. Until a formal contract is prepared and executed, this RFP, together with your written acceptance thereof and your notification, shall constitute a binding contract between us. We undertake that, in competing for (and, if the award is made to us,

in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988". We understand that BSCB is not bound to accept the lowest or any Bid that may be received. We also certify that we have not been blacklisted

by the Government of India or their undertakings, any State Governments or their undertakings in past.

Dated this day of 2016

(Signature)

(Name)

(In the capacity of)

Duly authorised to sign Bid for and on behalf of

Format 8.2**BIDDER ORGANIZATION DETAILS**

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.

S.No	Item	Details
1.	General Details	
1.1	Name of Company	
1.2	Postal Address	
1.3	Telephone, mobile, Website address and Fax numbers	
1.4	Constitution of the Company	
1.5	Nature of activity	
1.6	Details of ownership	
1.7	Holding company or parent company	
1.8	Key persons with contact details	
1.9	Name and designation of the person authorized to make commitments to the Bank	
1.10	Email Address	
1.11	Date of Incorporation in India, commencement of Business & Years in the line of Business	Enclose Copy of Certificate of Incorporation
1.12	Sales Tax/VAT Number	Enclose Sales Tax / VAT registration copy
1.13	Income Tax Number	Enclose Company's PAN Card copy and the latest Income-tax Clearance letter
1.14	No. of Engineer on roll who are familiar with Maintenance of ATMs Services	
1.15	Brief description of facilities of the organization for undertaking the services	
2.	Operational Details	
2.1	Number of Service Centres (including the Resident Engineers within the State of Bihar	
2.2	Whether the company is blacklisted in the past and if so, the name of the organization, reason and year:	
2.3	Place of Call Centre/Help Desk for the Maintenance of the ATM.	
2.4	Whether a Certificate that the Make and Model of ATM/CD and quoted by Bidder are compliant and Integration to the BSCB's EFT Switch on ASP Model of Sarvatra Technologies Private Limited.	Enclose copy of the certificate
2.5	A certificate from the company authorizing the authorized signatory to sign the bids must be submitted.	

MANUFACTURERS' AUTHORIZATION FORM

Ref. No.

Date:

To
The Managing Director
The Bihar State Co-operative Bank Limited
Head Office: Ashok Rajpath, Patna – 800004
BIHAR

Subject: **RFP No..... Dtd..... for the Supply, Installation, Configuration, Commissioning, Integration with MPLS Connectivity and BSCB's EFT Switch and Maintenance of ATMs/CDs, , ATM Site and UPS.**

Dear Sir,

We..... who are established and reputed manufacturers / Developers ofhaving factory / Development Centre at and do hereby authorize M/s [Name and address of vendor] to submit a bid and sign the contract with you for the goods manufactured / Products developed by us against the above RFP No.....datedWe hereby extend our full guarantee and warranty as per the clauses of contract based on the terms and conditions of the RFP for the goods and services offered for supply by the above organization in response to your RFP.

Yours faithfully

Name of the manufacturer / Developer

Authorized Signatory

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its bid.

UNDERTAKING FOR SCOPE OF WORK

Ref. No.

Date:

To
The Managing Director
The Bihar State Co-operative Bank Limited
Head Office: Ashok Rajpath, Patna – 800004
BIHAR

Subject: RFP No..... Dtd..... for the Supply, Installation, Configuration, Commissioning, Integration with MPLS Connectivity and BSCB’s EFT Switch and Maintenance of ATMs/CDs, ATM Site and UPS.

Dear Sir,

1. We certify that we have carefully examined the Scope of Work stipulated in Part 5 of the captioned RFP floated by you.

2. We commit to provide the

Schedule – A: Supply, Installation, Configuration, Commissioning, Integration with MPLS Connectivity and BSCB’s EFT Switch and Maintenance of the ATMs/CDs.

Schedule – B: Supply, Installation, Configuration, Commissioning, Integration with MPLS Connectivity and BSCB’s EFT Switch and Maintenance of the .

Schedule – C: Supply, Installation, Configuration, Commissioning, Integration with MPLS Connectivity between ATMs/CDs & and BSCB’s EFT Switch.

Schedule – D: Supply, Installation, Configuration, Commissioning, and Maintenance of the ATM Site Preparation and UPS.

3. We hereby undertake to deliver material and maintenance services in its entirety as per the Scope stipulated inter-alia under the Part 6 of above mention RFP Document.

Dated this day of 2016

(Signature)

(Name)

(In the capacity of)

Duly authorised to sign Bid for and on behalf of

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