



RFP for Site preparation, Supply and Installation/commissioning of 900 Cash Dispensers (Offsite and Onsite CDs will be in the ratio of 50:50 approximately) including buyback of CDs and related assets and 300 Cash Recyclers under CAPEX Model

Tender #: CO: ATM:RFP:2017-18:640

Document Control Sheet

Name of the Company	Central Bank of India
Bid Ref No	Central Bank of India, Tender No. CO: ATM: 2017-18:640 dated 14.09.2017
Date of commencement of issue of tender document	14.09.2017
Cost of the tender document	Rs.25,000/- (Rs Twenty Five Thousand only)
EMD (Earnest Money deposit) Amount	Rs. 225.00 Lakh (Rs. Two Hundred and Twenty Five lakhs only)
Pre-Bid queries to be mailed by	20 th September 2017 3.00 p.m
Pre-bid meeting with Bidder on queries raised	22 nd September 2017 3.00 p.m
Last Date and Time for receipt of Bids (Commercial & Technical)	6 th October 2017 3.00 p.m
Date and Time of opening of technical Bids.	6 th October 2017 4.00 p.m
Place of Opening of bids /pre-bid Meeting	Central Bank of India, ATM Dept., 6 th Floor, Central Bank Building, 55, M.G Road, Fort, Mumbai – 400 023
Address for Communication	Deputy General Manager-ATM, Central Bank of India, ATM Dept., 6 th Floor, Central Bank Building, 55, M.G Road, Fort, Mumbai – 400 023 (agmatmco@centralbank.co.in, 022- 49197309 dgm atm@centralbank.co.in 022- 49197303)

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List of abbreviations

AMC	Annual Maintenance Contract
ATS	Annual Technical Support
BOM	Bill of Material
CBS	Core Banking Solution
CO	Central Office
DC	Data Centre
DR	Disaster Recovery
DRC	Disaster Recovery Centre
EMD	Earnest Money Deposit
OEM	Original Equipment Manufacturer
PBG	Performance Bank Guarantee
RFP	Request for Proposal
RO	Regional Office
SLA	Service Level Agreement
ZO	Zonal Office
PO	Purchase Order
Vendor	Successful bidder
OEM	Original Equipment Manufacturer
CGST	Central Goods AND Services Tax
SGST	State Goods and Services Tax
IGST	Interstate Goods and Services Tax
ITR	Input Tax Credit
GST	Goods AND Services Tax
GSTR	Goods AND Services Tax Return

SECTION – I

NOTICE INVITING REQUEST FOR PROPOSAL (RFP)

1. Central Bank of India, a body Corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Central Office at Chandermukhi, Nariman point, Mumbai 400021, (hereinafter referred to as 'the Bank'), invites bids from qualified bidders for site preparation, supply and installation/commissioning and maintenance of 900 CDs & 300 Cash Recyclers anywhere in India including buyback of approximately 950 ATMs/CDs alongwith other assets such as UPS and Air-Conditioners
2. Bidder is required to pay Rs. 225 lakhs (Rs. Two Hundred and Twenty Five Lakhs only) as refundable Earnest Money Deposit in the form of crossed Demand Draft from a scheduled commercial Bank in favour of 'Central Bank of India, Tender No' Payable at Mumbai at the time of submission of bid. Cheque will not be accepted. No interest shall be paid on Earnest Money Deposit. Bids without Earnest Money deposit and tender document cost shall be rejected forthwith. EMD may also be paid in the form of Bank Guarantee (Annexure 1) from a scheduled commercial Bank for a minimum period of 12 months as per Bank's format.
3. **TENDER DOCUMENT COST:**
Bidder is required to pay a cost of Rs. 25000/= (Rupees Twenty Five Thousand only) towards the tender document cost which shall not be refunded under any circumstances. Tender document may be downloaded from Bank official website www.centralbankofindia.co.in and cost for the same must be paid by crossed demand draft favoring 'Central Bank of India, Tender No. CO: ATM: 2017-18:640' payable at Mumbai along with submission of technical bid. The sale of tender document shall commence from 14th September 2017.
4. **EARNEST MONEY DEPOSIT (EMD)**
 - 4.1. EMD will be refunded to the unsuccessful bidders after the completion of bidding process. The EMD of successful bidder/s shall remain with Bank till completion of the project. Failure to perform, (partial or full) after award of the contract will lead to forfeiture of Earnest Money Deposit.
5. **SECURITY DEPOSIT AND PERFORMANCE GUARANTEE:**
Successful bidder has to maintain refundable Security deposit of 2% of the total order value in the form of fixed deposit with the Bank for the entire period of contract. EMD money of the successful Bidder will be converted into the Security deposit and the balance amount has to be furnished as Security deposit. Lien in favour of the Bank will be noted. Bank will have the right to adjust the security deposit and recover any damages charges/ penalty imposed on the Bidder in case of non-performance by the Bidder. Successful bidder also has to furnish Performance Bank Guarantee in Bank's format (Annexure 14) of amount equivalent of 10% of the order value issued by any Scheduled Commercial Bank in India, in favour of the Bank. Performance guarantee should remain valid during the currency of the contract. The guarantee should also contain a claim period of three months from the last date of validity period.
6. **PRE-BID MEETING:**
A pre-bid meeting with the Bidders who have paid for the tender document will be held on 22nd September 2017 at 3.00 PM at Central Bank of India, ATM Dept., 6th Floor, Central Bank Building, 55, M.G. Road, Fort, Mumbai-23. The Bidders shall submit their queries in writing 2 days prior to

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the pre-bid meeting. The Bidders may send their queries to our e-mail address cmatmmonitoring@centralbank.co.in & agmatmco@centralbank.co.in. Only those Bidders who have paid the cost of tender document shall attend the Pre Bid Meeting. However bidders who choose not to attend pre-bid meeting can submit their offer by paying the cost of the tender at the time of tender submission.

7. LAST DATE OF SUBMISSION OF RESPONSE TO RFP:

The Last date of submitting the response to this RFP is 6th October 2017. Proposals submitted after the deadline will not be accepted. Bids are to be addressed and dropped at the address given below:

Deputy General Manager-ATM
Central Bank of India, ATM Dept.,
6th Floor, Central Bank Building,
55, M.G. Road, Fort, Mumbai-400023.

8. OPENING OF TECHNICAL BIDS:

The Tender opening committee will open the Technical Bids envelopes on 6th October 2017 at 4:00 PM Hrs. The bidders or their representatives are invited to participate in Bid opening process.

9. Integrity Pact- Each Participating bidder/s shall submit Integrity Pact as per attached Annexure-13 on duly stamped of Rs 500. Integrity pact should be submitted by all participating bidder at the time of submission of Bid documents or as per satisfaction of the Bank. The Non submission of Integrity Pact as per time scheduled prescribed by Bank may be relevant ground of disqualification to participating in Bid process.

SECTION –II

EXISTING INFRASTRUCTURE IN THE BANK.

1. **Central Bank of India** is one of the leading nationalized Banks of the country and has a national presence through a widespread network of more than 4700 branches and offices spread across the length and breadth of the country. All the bank branches are under Centralized banking Solution. It also has a wide network of more than 5200 ATM/CD(s) spread across the country. Bank has completed 106 years of its service to the Nation and its millions of satisfied customers with technology oriented bouquet of user friendly services and in the field of IT we are known for providing new innovative and customer friendly services.
2. The Bank also has specialized branches for catering to the specific needs of Retail customers, Industrial units, corporate clients, Forex dealers, Exporters and Importers, Small Scale Industries and Agricultural sector. The Bank has sponsorship in 3 Regional Rural Banks (RRB).
3. Bank has implemented Core banking Solution B@ns24 in all its 4700 plus branches, from Tata Consultancy Services Limited. In addition to this, various other systems/platforms are available for applications like Payment Systems, Treasury Operations, SDR, Financial Inclusion, HRMS etc.
4. **DEBIT CARD INFRASTRUCTURE**
The Bank has its own Electra 7.3 CD SWITCH installed at Data Center (DC) with a Disaster Recovery (DR) set up. It has over 5200 ATMs functional (around 3500 onsite and 1700 Offsite) ATM/CDs. The Bank is in the process of replacing its switch with Tango switch and the selected vendor for the same is M/s FSS. The Bank is a member of MasterCard, VISA RGCS, Maestro, Cirrus and NFS.. All CBS Branches have been configured for issuance of debit cards. The existing ATM/CDs are spread all over India in all states including union territories:
The Bank has a current card base of approximately 260 lakhs including pre-generated cards.

SECTION III

SCOPE OF WORK

1. This RFP invites Bids from the Bidders for Site preparation, Supply and Installation/commissioning of 900 CDs (Offsite and Onsite CDs will be in the ratio of 50:50 approx, though this is not binding and is subject to change as per requirement) and 300 CRs under CAPEX Model including buyback of approximately 950 ATM/CD and/or other related assets. Bank has the option to change the proportions, considering the space availability for CD installations. Installation means up the stage of cash live. Installation to be completed within 6 months from the date of acceptance of purchase order.

Managed Services of the CDs & CRs should also be done by the Bidder. The details of Managed services are given in the Annexure – 16.

The scope of the work will include:

- 1.1. Conducting site feasibility survey, Site erection, (including civil, interior, electrical, UPS, connectivity and air conditioning to be done by bidder). Supply, installation, commissioning and maintenance of CDs & CRs with technical specifications as per Annexure 7 & 7a respectively. Scope of Work and Installation includes:

- Supply of CDs, CRs and other peripherals at Bidder's cost to the location for which Purchase Orders are placed
- Successful bidder has to provide one TEST CD & TEST CR (with support & maintenance) for UAT purpose of the Bank, without any cost to the Bank
- CD / CR Site preparation at the identified sites. The locations can be pan India and include Onsite, Offsite, Lobby, Metropolitan, Rural, Semi urban and Urban locations/areas.
- Physical installation of CDs & CRs at the sites with grouting. (Bidders to quote rate of grouting of the CD/CR for the site where CD/CR site preparation is not being undertaken by the Bidder/or any of the existing site where grouting is not available, and Bank desires that grouting also be done along with installation of CD/CR.)
- Networking of CDs/CRs i.e. connecting the CDs/CRs to the network provided by the bank for ONSITE CDs/CRs. The networking should terminate up to the network points in the CD/CR room/nearest point to the CD/CR. For OFFSITE CDs/CRs Bidder is required to provide suitable network connectivity up to Banks CD/CR Switch with adequate Bandwidth (minimum 4 kbps) with dedicated network. The network connectivity so provided should be from a single Network service provider for any particular mode of connectivity (Detailed network scope as per Annexure 15).
- In case the bank desires lobby CD/CR to be installed and as and when regular site is available, the lobby CD/CR is to be shifted within the premises by the bidder and the bidder will quote the minimum cost for shifting and reinstallation. If the site for relocation is outside the premises bank will bear the transportation cost and the bidder should complete installation at the identified alternate location.
- Interface with the Bank's CD/CR Switch.
- Commissioning of CD/CRs including installation of all its functionalities, loading of screens etc and making CD/CRs ready for all type of transactions

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- CD/CRs should be equipped with Biometric functionality and capable of integrating with Biometric Solution of the Bank
- CD/CRs should support API 2.00 and be registered devices
- The Cash Dispensers and cash Recyclers should accept EMV chip based cards and any hardware or software required for the same is part of scope and no additional cost for the same will be paid by the bank. EMV certification to be done at no extra cost to the Bank and all costs for such certification are to be borne by the vendor(s) including professional/consultancy charges or any other charges for any service provided for carrying out the EMV certification.
- All regulatory/Statutory guidelines issued by RBI/NPCI/Cert-in or any other such agency/organisation as regards to ATM infrastructure to be complied with.
- Comprehensive Testing of CD/CR including all functionalities and operations
- Loading of screens, EJ pulling agents, TM Keys, configuration with IP addresses
- Provide Ramps to facilitate Physically Challenged persons to access CD/CR
- Providing training to the branch staff / custodians
- Bidder should complete branding of CDs/CRs as per specification of our bank
- The transaction slip should be printed in bilingual as well CD/CR screen slides should be in bilingual.
- CCTV to be provided by bidder. The footage should be provided to the Bank as when required, within three working days from the date of demand in case of entire loss incurred by the Bank, if any will be recovered from the bill for managed services without giving any notice.
- CD/CR site audit has to be carried out by the bidder in the presence of IT officer of the Bank this is to be done once in a quarter. This is apart from the regular health maintenance of the CD/CR and all assets by the bidder.
- Bidder/CRA should ensure that all cash must be properly loaded in the bins and no cash under any circumstances should be kept in the CD/CR chest
- Bank reserves the right to carry out 100% site verification by outside agency within three months of CD/CR made cash live to verify the quality of work.
- Vendor should ensure to install and regularly update a robust antivirus
- Operating System patches must be regularly updated and a confirmation to the effect given to the bank
- Bank may re-examine the quality of the work at various ATM/CD/CR sites on random basis and initiate its claim for the deviation in specification and poor workmanship.

(The above list is only illustrative and not exhaustive)

- 1.2. Ensuring compliance of CDs/CRs to statutory, RBI/VISA/MASTERCARD/NPCI/GoI and all other requirements, from time to time, at no extra cost for new CDs/CRs.
- 1.3. All CDs/CRs must be enabled for usage by the Biometric cardholders and Visually Impaired cardholders having requisite hardware, software, voice files and Braille enabled keypad and other components which would enable usage by the biometric and visually impaired cardholder.
- 1.4. All CDs/CRs should also be fully EMV (Europay Master Visa) certified and enabled including having requisite latest hardware and pre-installed EMV software
- 1.5. No additional cost will be payable by the bank for the features and functionalities as per 1.3 and 1.4 above and these features/functionalities have to be fully operational and functional
- 1.6. The successful Bidder shall have to enable the voice facility (Text to Speech) as per IBA transaction flow guidelines to help the visually challenged persons in all CD/CRs. The facility

should be initially for English and Hindi languages. Based on further RBI/IBA guidelines the other languages should be enabled without any cost to the Bank. There should not be any separate charges for implementing the said activity other than quoted in the price bid.

- 1.7. The Cash dispensers and Cash Recyclers should function in a minimum of 3 languages English, Hindi and local language. Customer should have the option of selecting the language and all screens, receipts, voice guidance and any other customer interface should be as per selection made
- 1.8. The successful bidder will handle the AMC arrangements of the proposed new 900 Cash Dispensers (CD), 300 Cash Recyclers (CR) and AC, UPS, Batteries (inclusive of component / part replacement). The Bidder will provide one year free warranty and the AMC shall be applicable for four years after the warranty period is over. The Bank reserves the right to extend the contract for further period not exceeding two years after the expiry of five years, (i.e. one year warranty and four years AMC, as per TCO) at the same rates and the selected vendor will be bound to provide the required services as defined in this RFP at the same rates.

1.9. PROJECT COMPLETION

The entire activity viz. CD/CR site preparation and delivery, installation & commissioning of CD/CRs (where purchase orders for CD/CR and CD/CR site preparation are together placed) is to be completed within 35 days for Metro/Urban, 40 days for Semi Urban and 45 days for Rural locations from the date of confirmation of site by bidder or from the date of complete handing over of the site by the Bank whichever is earlier.

In case of CD/CR installation only (i.e. without site preparation), the entire activity including delivery and complete installation of CD/CR is to be completed within 30 days from the date of acceptance of order irrespective of location, or from the date of complete handing over of the site by the Bank whichever is later. In the states where Form 32 (Entry Permit) is required, the above period of completion is extended by another 5 days in all categories.

- 1.10. The offered CD & CR model should be absolutely tamper proof and in no circumstances the machine should allow any unauthorized dispensing of note/s or an opportunity for taking out note/s from the cash chest/cash dispenser or any other component of the machine in any way either during the course of a transaction or while performing dispense test/any other test in the supervisory mode or in any other manner whatsoever. The cash presenter, cash presenter mouth and all similar components should be tamper proof. Bank reserves the right to claim damages from the Bidder on account of any loss suffered by it on account of such incidence as also to recover the quantum of loss suffered.
- 1.11. Bank may at its discretion depending upon requirement place order/indent for lesser number than what is defined in this RFP and the selected vendor(s) shall have no recourse in the matter
- 1.12. Bank also reserves the right to place additional order for upto 25% of the quantity specified in this RFP and the selected vendor(s) will be bound to supply the same including required services at the same rates
- 1.13. Order will be placed with L1 bidder after reverse auction process. However Bank may at its discretion distribute the order amongst 2 or 3 vendors provided L2 & L3 bidders match the price offered by L1 bidder. The ratio of such distribution will be 60:40 in case of 2 vendors/bidders L1, L2 and in the ratio of 50:30:20 in the case of three 3 vendors/bidders L1, L2, L3. Any such allotment shall be the exclusive discretion of the Bank.

- 1.14. Necessary certification and integration with Switch will be the responsibility of the selected vendor(s) and there will no additional cost to the bank for any such certification and integration. Any certification requirement with any regulatory/statutory agency will also be the responsibility of the selected vendor(s) at no additional cost to the bank.
- 1.15. The selected vendor(s) will be bound by the clauses of this RFP and subsequent SLA and penalties for deficiency of service will be payable as decided by the bank and the selected vendor(s) will have no recourse in the matter.
- 1.16. Any loss suffered by the bank due to any malware attack or any other fraudulent method at the ATM (CD/CR) level will be recoverable by the bank from the selected vendor(s). As such the selected vendor(s) will have to ensure that the ATMs (CD/CR) provided meet all security requirements and have robust systems in place to prevent such incidents. The Vendor should supply equipment and related software which is free from embedded malware/Virus.
- 1.17. Replacement of other assets will (ACs, UPS & Batteries etc) and site preparation requirements will as per requirement/discretion of the bank on case to case basis and the vendor will have to accept and abide by the bank requirement in the matter.
- 1.18. The quantities mentioned in this RFP are only illustrative and for the purpose of computing TCO for vendor selection. Bank will vary quantities of the individual line items as per requirement and the selected vendor(s) shall be bound to accept the same without recourse.
- 1.19. In case the selected vendor(s) fail to initiate/execute the project as per defined timelines the bank may cancel the order to such selected vendor(s) and place the order with the next bidder who participated in the process at it's discretion provide the price quoted by L1 bidder are matched. In such circumstances bank will be within its rights to claim liquidated damages from the defaulting vendor(s)
- 1.20. Any penalty/fine or any other such claim by any statutory/regulatory/government authority for not complying with law of the land or guidelines by any such authority or agency imposed on the bank will be recoverable from the selected vendor(s) and the selected vendor(s) shall have no recourse in the matter.
- 1.21. The selected vendor(s) will have to execute Integrity Pact, Non disclosure agreement or any other agreement as specified by the bank
- 1.22. For onsite locations bank internal network connectivity to be used
- 1.23. For off site locations the selected vendor(s) will have to provide VSAT connectivity of minimum 4kbps and applicable charges will be on monthly basis as per format in the commercial offer. All equipment required for providing such connectivity will have to be provided by the selected vendor(s) at no additional cost to the bank.
- 1.24. Bank will be installing e-surveillance systems at all these locations. The selected vendor(s) must co-operate and co-ordinate with the bank e-surveillance vendor for installation and maintenance of e-surveillance systems
- 1.25. The bank may at its discretion identify locations for cash replenishment by bank own staff. The selected vendor(s) will have to provide training and support to bank staff for this activity as and when required. In such case the exercise of cash forecasting and indent will continue to be done by the selected vendor(s).
- 1.26. Bidder has to submit the list of parts of both CD & CR, which require replacement generally, alongwith the cost of each such part. The price quoted therein shall remain unchanged during the entire period of contract. Also, the said list shall mention the warranty period for each such part. The prices for parts so submitted will be subject to finalization.

1.27 RBI advisory on ATM Security has to be complied with as below:

- Ensuring that BIOS password is enabled at all the ATMs and that Autorun facility of “exe files” from a network or a USB port is disabled
- Deploying full hard disk encryption (FHDE) and encryption and authentication solutions to protect internal communications between the genuine ATM PC core and ATM modules, including the dispenser.
- Whitelisting of application in ATMs
- Different hood keys for all machines
- Ensuring that cash is not dispensed for power off cases
- Some system of dynamic password/token generation for the service personnel

SECTION IV

QUALIFICATION CRITERION

1. The qualification for selecting a bidder will primarily depend upon the level of expertise and experience, capacity and capability of the Bidder to undertake a successful installation, integration and commissioning of CD/CR delivery channel for the customers of the Bank. The qualification criteria for eligibility of the bidder to participate in the tendering process shall be as under:

2. Eligibility Criteria:

- 2.1. Constitution:

The bidder or the parent company should be a registered company/firm in India as per company Act 2013 or under any other Indian law and should have been in similar activity operation for a period of at least 3 year as on date of RFP.

3. Financial:

- 3.1. A Profit making company since last 3 years.

- 3.2. A minimum turnover of Rs.50 Crores per annum in last 3 years.

In case the bidder is new venture promoted by well-established/ industrial house in India with expertise in similar activities (such as IT related support /service activities viz., Managed Services, Network Operating Center etc), the promoter company's /firm's past performance in terms of income & net profit shall be evaluated based on the eligibility criteria stipulated above in their field of business.

The bidder should have received at least one order from a scheduled commercial Bank, in India for similar services as stipulated in this RFP under scope of work and proof of their performance/track record to be submitted should be signed by not less than General Manager-IT/Head IT of the Bank Further, bidder's commitment, ability to provide similar infrastructure / facilities /services sought for in Bidder's qualification criteria and their ability to meet the technical specification as provided in the scope of work shall be reckoned for evaluation. Such companies should provide proof of their financial ability to execute the project.

4. Support Center :

- 4.1. The bidder should have their own support offices / resident engineers in a minimum of 100 major Centers, (which should include all the Cities/Centers where Bank's Regional Offices are situated and be able to provide & maintain equipments including all components/Add-On items in sufficient quantities with their operational support engineers in all these cities (List of Regional/Zonal Offices is placed at Annexure 11). List of support offices/resident engineers with complete address and contact details be provided to bank within 7 days from date of executing SLA.

- 4.2 In case any part of the work / process is required to be out-sourced by the successful bidder, the bidder shall seek prior approval of the Bank.

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4.3 The successful bidder must ensure and confirm due diligence / KYC / Physical verification of its own as well as the employees, its service providers / sub-contractors and must be able to provide documentary evidence for the same if required.

4.4 The bidder and OEM should not be currently black-listed by any Public Sector Bank, RBI or IBA or any other Government agencies. Bidder must certify to that effect.

4.5 Functional: Original Equipment Manufacturers (OEM) of CDs & CRs/BNAs or their authorized distributors/ agents in India with at least 1000 installations in India of the proposed brand of CDs & CRs/BNAs (BNAs capable of functioning as CRs) in the last 3 years. OEM or their authorized business partner must have an experience of supply, installation and maintenance of at least 3000 CDs & 300 CRs/BNAs (BNAs capable of functioning as CRs) in India during last 3 years. Must integrate with the switch vendor of the bank and such integration will be at no additional cost to the bank.

4.6 The bidder should be an ISO 27001 or above certified company with valid certificate

4.7 If Bidder (Authorised Partner) is not able to fulfill its obligation during the contract period, OEM will have to ensure support as per contract. An undertaking from the OEM to this effect must be submitted.

4.8 Bids should be for latest models and should not include models, which are marked to be withdrawn (End of Life) during the next 12 months and End of Support for next 60 Months.

4.9 The bidder shall be the owner / certified or authorized agent / reseller / Channel partner of the CD/CR Hardware offered.

5. Bidder to provide following additional certificates:

1. UL (Underwriters Laboratory Inc. USA) 291 Level 1 Certification for CD/CR Currency Chest or CEN 1 certificate
2. EMV (Europay, MasterCard and Visa) Certificate for the card reader
3. ISO Certificate for manufacturing process
4. Certificate of having successfully installed and operationalized CD & CR with complete functionality under Electra Switch
5. Certificate of PCI (DSS) Compliance of the EPP.
6. Certificate of compliance to all government guidelines regarding outsourcing of work if any, compliance to the Minimum Wages Act in terms of employees, service providers, sub-contractors etc.

SECTION V

INSTRUCTIONS TO THE BIDDERS

1. Two Bid System Tender

1.1. The Bids shall be submitted in two separate sealed envelopes, super-scribed as Technical bid and commercial bid, as the case may be.

1.2. Both of Technical & Commercial Bids must be submitted at the same time, in separate sealed envelopes super subscribing the full particulars as mentioned below at the Bank's given address.

1.3 Order will be placed with L1 bidder after reverse auction process. However Bank may at its discretion distribute the order amongst 2 or 3 vendors provided L2 & L3 bidders match the price offered by L1 bidder. The ration of such distribution will be 60:40 in case of 2 vendors/bidders L1, L2 and in the ration of 50:30:20 in the case of three 3 vendors/bidders L1, L2, L3.

L2 & L3 bidders will have to give confirmation of matching the price to what has been quoted by L1 bidder within 3 days of the bank asking for the same else it will be assumed that they are not willing to match the price and bank may place order with L1 bidder.

2. All the envelopes must be super-scribed with the following information:

2.1. Type of Bid (Technical or Commercial)

2.2. Bid Reference Number Central Bank of India, Tender No.

2.3. Due Date

2.4. Name of Bidder

3. The Bank will not be responsible for payment to sub-Bidders.

4. Both the Technical and Commercial Bids should cover all activities involved in complete implementation and integration of the proposed solution.

5. These two envelopes containing the Technical and Commercial Bid should be separately submitted. Please note that if any envelope is found to contain both Technical and commercial bid, then that bid will be rejected summarily. All documents submitted with the bids must be properly bound and indexed. No loose papers should be submitted in the bids.

6. Bids received after due date and time will not be entertained; However, Bank's decision in this regard shall be final looking into the factual circumstance.

7. OPENING OF QUOTES:

7.1. STAGE –I:

Only the Technical Bids will be opened and evaluated. Those bidders satisfying the technical requirements of the solution as determined by the Bank and the eligibility criteria and accepting the Terms and conditions of this document shall be short-listed. If the bank is not satisfied with the technical specifications and/or the feasibility of the technical offers or the eligibility criteria, the offers will be technically disqualified. Such technically disqualified offers will not be taken for further processing and no correspondence shall be entertained in this regard. The technical offer must not contain any commercial offer. The technical offers found to be containing any commercial offer, shall be summarily rejected.

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7.2. STAGE II:

In this stage, the Commercial Bids from only those bidders, which are technically qualified, will be opened.

8. BID LANGUAGE

The bid submitted by the Bidders with all enclosures and other supporting documents should be in English language with font size 12.

9. FORMAT AND SIGNING OF BID

An accompanying letter is required with the bid, which should be signed by an authorized signatory of the bidder.

10. AUTHORITY TO SUBMIT BID

Each tender will be submitted in the legal name of the Bidder and shall be signed and duly stamped by the Bidder or a person duly authorized to sign on behalf of the Bidder.

11. ELIGIBILITY CRITERIA

Only Bidders, who fulfill all the qualifications mentioned in 'eligibility criteria' of the tender are eligible to participate in the tender. The Bank reserves the right to relax or enhance the eligibility criteria depending on the merits and may accept/reject any or all of the offers without assigning any reason whatsoever.

12. TERMS AND CONDITIONS

Terms and conditions for the Bidders who participate in the tender are specified in the section called "Terms and Conditions". These terms and conditions will be binding on all the Bidders. These terms and conditions will also form a part of the purchase order, to be issued to the successful Bidder on the outcome of the tender process.

13. NON-TRANSFERABLE TENDER

This tender document is not transferable. Only the party, which has purchased this tender, is entitled to quote.

14. OFFER VALIDITY PERIOD

The offer should hold good for a period of 1 year from the date of the submission of the bid.

15. ADDRESS FOR COMMUNICATION

Offers should be addressed to the following officer at the address given below:

Deputy General Manager
Central bank of India
ATM department, 6th floor
Central Bank of India Building
55 M G Road, Fort, Mumbai.

16. MODIFICATION AND WITHDRAWAL OF OFFERS.

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

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17. OPENING OF OFFERS BY CENTRAL BANK OF INDIA

17.1. Technical bid will be opened by tender opening committee in the presence of Bidder's representatives who choose to attend the opening of the tender on the specified date and time as mentioned earlier in the tender document.

17.2. The Bidder's representatives present shall sign a register of attendance.

18. PRELIMINARY SCRUTINY

18.1. The Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule.

18.2. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer. This shall be binding on all Bidders and The Bank reserves the right for such waivers.

19. CLARIFICATION OF OFFERS

To assist in the scrutiny, evaluation and comparison of offers, The Bank may, at its discretion, ask some or all Bidders for clarification of their offer. The request for such clarifications and the response will necessarily be in writing.

20. NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. The Bank reserves the right to make any changes in the terms and conditions of purchase. The Bank will not be obliged to meet and have discussions with any bidder, and or to listen to any representations.

21. DOCUMENTATION

21.1. The following information should be furnished along with the technical offer by means of printed technical brochures as per checklist provided.

21.2. Make and model numbers of all the items quoted `

21.3. Specifications of all items asked along with technical specifications table.

21.4. Version number in case of software packages. It is required to indicate if the software requires any particular version of the operating system for compatibility.

21.5. Software(s), which will be supplied free, and the ones that will be charged for, should be clearly indicated. Restrictions on software usage, if any, should also be mentioned.

22. CREDENTIALS:

The technical offer must contain credentials of the Bidder, which shall clearly indicate that the Bidder is eligible by all means in tendering process. The responsibilities to prove the eligibility of the Bidder to participate in the tendering process is on Bidder himself.

23. SUBMISSION OF TECHNICAL DETAILS

It is mandatory to provide the technical details in the exact format of Technical Details column given in the technical specifications. The Bank may not evaluate the offer in case of non-adherence to the format or partial submission of technical details as per the format given in the tender. The Bank will not allow/permit changes in the technical specifications once it is submitted. The relevant product information brand and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the offer. Failure to submit this information along with the offer could result in disqualification. (Please refer Annexure 7 & 7a)

24. MAKE AND MODELS OF THE EQUIPMENT

It is mandatory to provide make, model and part number of all equipment and their subcomponents as asked in the technical specification. The offer may not be evaluated and/or will be liable for rejection in case of non-submission or partial submission of make, model and part numbers of the items offered. Please note that substituting this information by just brand name is not enough.

25. FORMAT FOR TECHNICAL OFFER:

The technical offer must be made in an organized, structured and neat manner. Brochures , leaflets etc should be submitted as a bound document and not in loose form. The suggested format for submission of technical bid is as below:

- Index.
- Compliance Certificate (This should be as per Annexure 2)
- Bidder Profile as per Annexure 3
- Details of Track record as per Annexure 4
- Details of Service Centers as per Annexure 5
- Compliance checklist for qualification criterion as per Annexure 6 and 6A
- Technical Offers with specification as given in Annexure 7 & 7a completed with all columns filled
- Manufacturer's authorization form as per Annexure 9.
- Terms and conditions compliance table in the following format. This table must cover all the terms and conditions specified in the tender document.

Term No.	Short description of term	Complied Yes/No	Detailed explanation, about deviation, if not complied.
1			

- Warranty and AMC details (for all relevant schedules.) This should not contain any price information.
- Delivery and implementation as per project implementation schedule as specified in this document.
- Technical document (Product Brochures, leaflets, manuals etc) an index of technical documentation submitted with the offer must be enclosed.
- Systems software details.
- Valid Bank Draft as Earnest Money Deposit.
- Bidder's financial details (Audited Balance sheet etc and other supporting documents as asked in the tender document).
- A statement that the Bidder complies with Payment schedule given in the tender.

26. FORMAT FOR COMMERCIAL OFFER

The Commercial offer must not contradict the technical offer in any way. The suggested format for submission of Commercial offer is as follows:

- Index
- Covering letter
- Commercial Version of Bill of Materials and Price Schedule (as per Annexure 8). This must contain all price information, including AMC details. This commercial offer should strictly adhere to our format and offers, which are not in that format, may be liable for rejection.

27. ERASURES OR ALTERATIONS

There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure/manual” is not acceptable. Central Bank Of India may treat offers not adhering to these guidelines as unacceptable.

28. ALTERNATIVE OFFERS:

Multiple products meeting eligibility criterion are allowed.

Each offer should specify only a single solution, which is cost-effective and meets the tender specifications and should not include many alternatives. Bidder willing to offer Central Bank of India a second or more alternatives for any item(s) of requirement should submit separate technical and commercial offers giving details for each alternative. Each option or alternative being given by the Bidder should be in a separate tender document for which the tender cost and EMD should be paid separately. Each option should be complete in all respects and should not require cross-referencing with details given in other options.

29. CD & CR ROLL OUT

The Corporate Office of Central Bank of India is floating this tender. The installation of CD & CR sites shall be at various locations throughout India.

30. COSTS & CURRENCY

The offer must be made in Indian Rupees only, including the following:

1. Basic Cost of equipment/machines/services.
2. Other charges / applicable taxes shall be paid on actual. Transit Insurance for 3 months to cover equipment shall be Bidders' responsibility.
3. All costs should be given in Figures and Words.
4. The rate would be based on fixed prices except GST (Goods and Services Taxes) that shall be payable as per applicable structure laid down under GST Law.

31. FIXED PRICE AND TAXES

(A) The commercial offer shall be on a fixed price basis, exclusive of all taxes and levies. No price variation relating to increases in applicable taxes, dollar price variation etc. will be permitted. The

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Bidder shall pay any other Tax being applicable after placement of order, during currency of the project only.

B) Taxes:

1- The consolidated fees and charges required to be paid by the Bank against each of the specified components under this RFP shall be all-inclusive amount with currently (prevailing) applicable taxes. The service provider shall provide the details of the taxes applicable in the invoices raised on the Bank. Accordingly, the Bank shall deduct at source, all applicable taxes including TDS from the payments due/ payments to service provider. The applicable tax shall be paid by the service provider to the concerned authorities.

2- In case of any variation (upward or down ward) in Government levies / taxes / etc. up-to the date of providing services , the benefit or burden of the same shall be passed on or adjusted to the Bank. If the service provider makes any conditional or vague offers, without conforming to these guidelines, the Bank will treat the prices quoted as in conformity with these guidelines and proceed accordingly.

3- Goods and Services Taxes (GST) and its Compliance

(i) Goods and Services Tax Law in India is a Comprehensive, multi-stage, destination-based tax that will be levied on every value addition. Vendor shall have to follow GST Law as per time being enforced along with certain mandatory feature mentioned hereunder-

(a)TDS (Tax Deducted on Source) is required to deduct as per applicable under GST Law on the payment made or credited to the supplier of taxable goods and services. It would enhance the tax base and would be compliance and self-maintaining tax law based on processes. The statutory compliances contained in the statues include obtaining registration under the GST law by the existing assesses as well as new assesses, periodic payments of taxes and furnishing various statement return by all the registered taxable person.

(b) It is mandatory to pass on the benefit due to reduction in rate of tax or from input tax credit (ITR) to the Bank by way of commensurate reduction in the prices under the GST Law.

(c) If vendor as the case may be, is backlisted in the GST (Goods and Services Tax) portal or rating of a supplier falls below a mandatory level, as decided time to time may be relevant ground of cancellation of Contract.

4- Bank shall deduct tax at source, if any, as per the applicable law of the land time being enforced. The Service provider shall pay any other taxes separately or alongwith GST if any attributed by the Government Authorities including Municipal and Local bodies or any other authority authorized in this regard.

32. PRICE COMPARISON

Central Bank of India will consider the Five years TCO (Total Cost of Ownership) for the purpose of price comparisons in each category.

33.THE TOTAL COST OF OWNERSHIP

The Bidder will quote the rates as per the format enclosed in Annexure 9.

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34. L1 CALCULATION:

The total cost of ownership will extend for a period of 5 years reckoned from the date of installation of first CD/CR. The Bank reserves the right to give the order as categorized above to one or different Bidders.

35. SHORT-LISTING OF BIDDERS

Central Bank of India will create a short-list of technically qualifying Bidders and the indicative commercial offers of only these Bidders will be opened. These Bidders will have to participate in the Reverse Auction to arrive at the successful (L1) bidder. Bank will set the base price each line item wise. However, bidder shall bid on the TCO price. After the successful Reverse Auction, the bidder who emerged as the L1 bidder will submit the revised commercial offer in line with the lowest bids submitted during Reverse Auction. The price for each line item should be in line to the instructions as communicated prior to reverse auction.

For Example :-

Each Line wise item base price set by Bank say
Line item 1 total : Rs.A which is say P% of X
Line Item 2 total : Rs.B which is say Q% of X
Line item 3 total : Rs.C which is say R% of X

Total Cost of ownership (TCO) adding all line cost (A+B+C)- Rs. X.

After reverse Auction, the final price is Rs. Y ($Y < X$).

The Bidder has to submit the revised BOM on the final reverse auction price and the all line items breakup should be of the same percentage as provide prior to the reverse auction.

The Bidder awarded the contract will be bound to sign one agreement based on the Terms & Conditions laid in the RFP and the subsequent clarifications/modifications/enhancements hereafter.

36. REPEAT ORDER:

The Bank reserves the right to place orders for additional 25% of the quantities specified in this RFP at the same terms and conditions within 1 year from the date of purchase order.

37. PURCHASE PREFERENCE TO PUBLIC SECTOR ENTERPRISES:

The prevailing Purchase preference policy of the Government for Public Sector Enterprises as per CVC circular DPE13 (12)/2003 – Fin. Vol. II dated 18/07/2005 will be applicable. Preference will be given to PSEs at the lowest acceptable price. Under this policy, other things being equal, purchase preference will be granted to the PSEs at the lowest valid price bid (L 1), if the price quoted by the CPSE is within 10% of the L1 price. The Bidder availing this preference policy should claim and produce a proof of the same while submitting their offers.

38. BANK'S RIGHTS:

The Bank reserves the right to modify any part of the tender or cancel the RFP/tender before submission of bids

SECTION-VI

TERMS AND CONDITIONS OF THE TENDER

1. TECHNICAL INSPECTION AND PERFORMANCE EVALUATION

Central Bank of India reserves its right to carry out a technical inspection and performance evaluation (bench-marking) of machines offered by short-listed Bidders.

2. CD & CR DEPLOYMENT.

Selected Bidder will complete installation/commissioning of all 900 Cash Dispensers (CD) & 300 Cash Recyclers (CR) under CAPEX Model. Details of CD & CR site design & specification, infrastructure specification and technical specification of infrastructure equipments, is attached vide Annexure 7 & 7a

Successful Bidder as part of project implementation should obtain acceptance certificate or sign off report (Acceptance tests include operationalization of CD & CR and implementation of CD & CR services as outlined in the RFP) from the concerned / base branch.

3. INSURANCE:

The Bidder is required to take comprehensive transit insurance for 3 months with Bank clause under electronic insurance policy for the machines installed at the site.

4. RIGHT TO ALTER QUANTITIES

Bank reserves the right to alter the quantities specified in the tender. Central Bank of India also reserves the right to delete one or more items from the list of items specified in tender.

5. BRAND OF CD & CR, MANUFACTURER, MODEL

Bidders should offer a model that is state of the art, multifunctional, energy-efficient and which can be supported for a period of at least 7 years after installation. Model numbers of machine quoted should be clearly mentioned. Deviations in technical specifications should be clearly indicated. Minor deviations from the specifications in the current models will not be a reason for rejection of the technical bid as long as the bidder indicates that it can provide the specifications sought by the bank.

6 Disposal of Old/Damaged/Vandalized CDs and/or other Assets such as AC & UPS :

6.1 Bank also proposes to replace old, obsolete and damaged ATMs/CDs/ACs/UPS which are beyond repair. Under the commercial bid format (Bill of Material – Total Cost of ownership), Commercial bid is invited for quoting rates for disposal of our existing old ATMs/CDs/ACs/UPS (of any make) which may be in working/non-working condition at various locations of our Bank and

which are old *or* which are damaged/ vandalized beyond repair. The approximate number of such ATM locations in the Bank is 950.

6.2 The rates are to be offered under the buy-back arrangement on “as is where is basis”. The quotation should be uniform for the buy-back of ATMs/CDs/ACs/UPS all across geographical locations/types of location ATMs/CDs/ACs/UPS make. All expenditure related to transportation, de-installation, de-grouting (if required) etc will be borne by the bidder under the buy-back of an old ATMs/CDs/ACs/UPS.

6.3 The buy-back will be done against fresh purchase order of a new CD/CR by the bank which may be installed at the same or any other locations. Buy-back of the machine would involve replacement of the old machine with a new machine of the bidder. Bidder will have to bear all related cost in the process including transportation, de-installation and de-grouting (if required). The Bank shall pay the net price for the new machine/accessories i.e. cost of new machine/accessories less cost of old machine/accessories. Bidders to quote buy-back price accordingly which should be valid for the entire period of the contract.

6.4 Orders for the ATMs/CDs/CRs alongwith the related accessories under the buy-back scheme may not be placed in bulk and shall be placed periodically as per requirement of the bank and at its discretion during the rate contract period. Bank reserves the right to modify/ increase/ decrease the number of ATMs/CDs under buyback.

6.5 Bidders will have to ensure that the old machines under the buyback will be taken to their respective plants and scrapped strictly under the "E-Waste (Electronic Waste) scrapping methods using eco friendly processes authorized by the Pollution control board and as per the E-Waste management and handling rules issued by Ministry of Environment & Forests and other government agencies from time to time. Also, the Hard Disk Drives (HDD) of ATMs/CDs earmarked for buyback shall be degaussed before dislocating the ATMs/CDs from their current locations. A certificate for degaussing of HDDs and E-Waste scrapping shall be submitted by the bidder in their bid. Commercial Rates offered to the Bank for disposal of such old/damaged/vandalized ATMs/CDs/ACs/UPS are to be quoted strictly in (Bill of Material – Total Cost of ownership).

6.6 Other assets like air conditioners UPS Batteries etc will also be under buyback in case bank decided to replace them on case to case basis and the selected vendor(s) will have to unconditionally accept the same for buyback on as is where is basis

7. PREDISPATCH INSPECTION:-

7.1 Bank may conduct the pre-dispatch inspection as a onetime inspection at the beginning of the project. However, Bank shall be free to carry out such inspection as and when required. The bidder shall make all necessary arrangement for this purpose.

7.2 The Bidder to give a categorical undertaking after the inspection that the inspected standard configuration will be maintained throughout the Contract period

7.3 Bank retains the right to oversee successful bidder's services; and that any regulatory agency including the Reserve Bank of India shall not be impeded from carrying out its supervisory functions and objectives as it may relate to the services provided by Bidder. Therefore Bank and Reserve Bank of India shall have access to all books, records and information of the bank available with Bidder and such information shall remain protected.

8 ACCEPTANCE TEST

The system is subject to an Acceptance test. Bidder has to arrange for performing the Acceptance Test in the presence of official of the Bank at the time of installation of the CD/CR machine or any other date and time mutually acceptable to the bank and bidder. Acceptance test date will be the start date for warranty period/release of payment. Acceptance Test will have to be invariably performed by the Bidder after commissioning of the CD/CR and in case of any deficiencies, the defective parts will be replaced / machine will be replaced by the bidder. Acceptance test will include physical, functional as well as technical testing.

9 . ACCEPTANCE OF ORDER:

9.1 The bidder shall give acceptance within 5 working days from the date of receipt of the order. Bidder should provide centralized email address/s for enabling the ATM DEPT. Central Office to send the scanned copies of the Purchase Order through email. The date of sending such email will be deemed as the date of placing of order by the Bank. Bidders will respond by accepting the purchase order through email to the concerned Office maximum within 5 working days.

9.2 If email for acceptance of order/ any issue or query raised by the bidder before accepting the order, is not received within five days, then the PO will be deemed to have been accepted and in such cases the fifth day from the date of email of the Office will be deemed as the date of acceptance.

9.3 Upon receipt of Purchase Order, bidder will ensure a visit to the site for which Purchase Order has been placed, if required, by an engineer/company representative to study the feasibility of installation of CD/CR /Site Preparation and also suggest requirements / prerequisites for commissioning the ATM/CD/CR Site Preparation.

SITE SPECIFICATIONS

TERMS & CONDITIONS FOR CIVIL, INTERIOR, ELECTRICAL & AIR CONDITIONING WORKS FOR THE SITE

NOTE: In case Special Conditions & General Conditions contradict, the conditions laid down in General Conditions shall supersede the special conditions.

SPECIAL CONDITIONS:

1. BIDDER'S OBLIGATIONS

The Bidder shall not be entitled to any compensation for any loss suffered by the Bidder on account of delays in commencing or executing the Site Implementation Services, whatever the cause for such delays may be, including delays in procuring Government controlled or other materials.

1.1 Bidder may co-ordinate and follow-up with local / statutory authorities to help Bank in getting necessary approvals. Statutory dues payable to Government/local authorities shall be reimbursed to the Bidder on submission of Receipts.

1.2 The Bidder shall produce prototype of all the different item of furniture to be made, without any additional cost for the Bank's approval in writing.

1.3 The method of measuring various item of work shall be done generally as described in the relevant items of work. In case of any doubt the mode of measurements shall be in accordance with the latest Indian Standard Code of .Procedure for method of Measurement of Building Works (ISO:1200)

1.4 The Bidder at the Site shall maintain the following facilities.

- (a) Printed time schedule displayed properly.
- (b) All the drawings which will be furnished to the Bidder for the provision of the Site Implementation Services.
- (c) The Bidder shall keep all the drawings in proper condition and will not be permitted to remove the same from the Site for any reason whatsoever. They shall be available for inspection at all times by the Bank's architect and its authorized representatives.
- (d) A regular muster roll shall be maintained daily indicating the designation of all the persons employed at Site.

1.5 The selected Bidder shall co-operate with the other contractors working at Site to the maximum possible extent in accordance with advice of the architect.

1.6 The selected Bidder shall properly safeguard against damage or injury to the public and to any property or thing and shall alone be responsible for any such damage and injury to any person or persons or thing arising in connection with the provision of the Site Implementation Services. The Bidder shall protect, indemnify and hold harmless the Bank against any or all claims for any such injury or damage.

1.7 The work in every respect during the progress and till final acceptance by the Bank, including raw materials delivered to the job Site to be incorporated or used in construction of the work shall be carried out by the Bidder at its own risk. Any loss or damage to such material or work by the Bank shall immediately be replaced /made good by the Bidder at its own expense.

1.8 The Bank shall have full right for inspecting the work at the Bidder's works or at any place from which the material is obtained. Acceptances of any materials shall in no way relieve the Bidder of its responsibility for meeting the requirements and/or analysis not called for in the specifications shall be borne by the Bank in case the material or work is found defective or of inferior quality. The tests and/or analysis shall be done in the laboratory approved by the architect and the Bidder shall permit the Bank and/or its architects or their authorized representative to be present during any of the tests and/or analysis.

2. COMPREHENSIVE INSURANCE

2.1 The Bidder shall indemnify the Bank against all claims which may be made against the Bank by any member of the public, or third party in respect of anything which may arise in consequence of the Bidder carrying out the Site Implementation Services and shall at its own expense arrange to effect and maintain upto one month after the end of the Term with an office approved by the Bank a policy of insurance in the joint names of the Bank and the Bidder and deposit such policy or policies with the Bank from time to time during the currency of this Agreement. The Bidder shall also indemnify the Bank against all claims which may be made upon the Bank under the Workman's Compensation Act or any other statute in force during the currency of this Agreement or at common law in respect of any employee of the Bidder or any sub-contractor, and shall at its own expenses effect and maintain upto one month after the end of the Term a policy or policies of insurance in the joint names of the Bank and the Bidder as aforesaid. The Bidder shall be responsible for anything that may be excluded from the insurance policies and also for all other damage to any property arising out of the improper provisions of the Site Implementation Services.

2.2 The Bidder shall also indemnify the Bank in respect of any costs, charges or expenses arising out of any claim or proceedings and also in respect of any award of compensation or damage arising there from. The Bank shall be at liberty and is hereby empowered to deduct the amount of any damages, compensation costs, charges and expenses arising from any claims made against the Bank from any sum or sums due or to become due to the Bidder.

3. WORKMAN AT SITE

The bidder's work people shall not live on the clear site at any time throughout the agreement nor trespass beyond the limits of the clear site. The bidder will be held responsible for any acts of trespass by its work people.

4. DIMENSIONS

Figured dimensions are to be taken in preference to scaled dimensions in all cases. Before commencing any work the bidder shall verify all measurements. If any discrepancies are found they shall immediately be brought to the notice of the interior designer in writing.

5. DISCREPANCIES

All items shown on the drawings or specification are taken to be included at site. Any discrepancies which occur, in either the drawings or the specifications shall immediately be brought to the attention of the interior designer in writing.

6. CUTTING AND MAKING GOOD

Where it is found necessary to interfere with existing finished work in order to execute this Agreement, the Bidder will be required to do all necessary work at his own expenses. Only "approved" hangers and bolts or other metal fixing devices shall be used to secure frames, panels and other units in position. Wooden plugs will not be permitted. Holes shall be formed

with electric drills wherever possible. Structural members shall not be cut or drilled without the prior written consent of the project engineer appointed by the Bank (the "Project Engineer").

7. MAINTENANCE AND GUARANTEE

The Site Implementation Services shall be completed to the satisfaction of the Bank. The Bidder shall without additional charge to the Bank renew or replace any works which prove faulty from workmanship or materials and fully maintain the whole installations for a period of 12 months after the Acceptance Date of the relevant Site.

8. PREVENTION OF SPOIL DUMPING

The Bidder shall take all reasonable steps at his cost to prevent spoil, rubbish, debris, surplus materials etc. arising from the work being dumped on an area other than a recognized or approved tipping area and the Bidder shall be held responsible for and shall indemnify the Bank against any claim or loss arising there from.

9. LEAVE PERFECT:

The Bidder shall remove all rubbish and superfluous material at his cost from the site of the works with all reasonable speed from time to time and at completion. On no account shall WC's or the Bank's receptacles to be used for this purpose

GENERAL CONDITIONS

1. BANK'S RIGHTS

The Bank has the following rights, which are set out in the manner as below:

1.1 The Bank shall at its discretion appoint the Project Engineer. The Bank may also determine the number of Project Engineers and the supporting staff at site office to assist them and also whether the Project Engineer shall be temporary or permanent. As far as possible, the Project Engineer should assume charge of his post before the Bidder reports on Site of work. Where more than one Project Engineer is appointed, one of them shall be designated as Senior Project Engineer by the Premises Department and the other Project Engineer shall be reporting to the Senior Project Engineer wherever PMC is engaged, Project Engineer, if any, will work in close co-ordination with PMC.

2. BIDDER'S OBLIGATIONS:

2.1 The Bidder shall do the following:

2.1.1 The Bidder shall carry out the work in accordance with drawings, specifications, the schedule of quantities and any further drawings, which may be supplied, or any other instruction, which may be given by the Bank during the execution of the work.

- 2.1.2 The Bidder shall conform to the provisions of all local bye-laws and statutory provisions applicable to the carrying of the Site Implementation Services and of any company with whose system the structure is proposed to be connected. The Bidder shall give all notices required by said Act Rules, Regulations and Bye-laws, etc.,
- 2.1.3 The Bidder shall provide everything necessary for the proper execution of the work according to the intent and meaning of the drawings, schedule of quantities and specifications taken together whether the same may or may not be particularly shown or described therein provided that the same can reasonably be inferred there from and if the Bidder finds any discrepancies therein it shall immediately and in writing, refer the same to the Bank whose decision shall be final and binding.
- 2.1.4 The Bidder shall provide for ground and fresh water for carrying out of the Site Implementation Services at its own cost. The Bank shall on no account be responsible for the expenses incurred by the Bidder for hired ground or fresh water obtained from elsewhere. However, in case the Bank provides the water for execution of the work, it will be charged at 1% of the cost of site preparation. The Bidder shall also arrange electrical power for the execution of the work. However, in case the Bank provides the same it will be charged at 1% of the cost of site preparation.
- 2.1.5 The Bidder shall supply, fix and maintain at its own cost, for the execution of any work, all tools, tackles, machineries and equipments and all the necessary centering, scaffolding, staging, planking, timbering, strutting, shoring, pumping, fencing, boarding, watching and lighting by night as well as by day required not only for the proper execution and protection of the said work but also for the protection of the public and safety of any adjacent roads, streets, walls, houses, buildings, all other erections, matters and things and the Bidder shall take down and remove any or all such centering, scaffolding, planking, timbering, strutting, shoring etc., as occasion shall be required or when ordered so to do, and shall fully reinstate and make good all matters and things disturbed during the execution of works to the satisfaction of the Bank.
- 2.1.6 The Bidder from the time of being placed in possession of the Site must make suitable arrangements for watching, lighting and protecting the work, the Site and surrounding property by day, by night, on Sundays and other Holidays.
- 2.1.7 Bidder shall indemnify the Bank against any possible damage to the building, roads, or members of the public in course of execution of the work.
- 2.1.8 The Bidder shall provide necessary temporary enclosures, gates, entrances, etc., for the protection of the work and materials and for altering and adopting the same as may be required and removing on completion of the works and making good all works disturbed.
- 2.1.9 The Bidder shall provide proper storage and adequate protection of the materials, etc., and other work that may be executed on the Site including the tools and materials or sub-contractors and remove the same on completion.
- 2.1.10 Cement room shall be for storing about six week's requirement of cement and stored as per norms with a stack of 10 bags each and 2 feet opening all around with 2 feet passage of each stack. Structure shall be water-proof from all the side and top. Cement should be stored one feet above the ground level having pucca raised floor.
- 2.1.11 Reinforcement bars shall be stored above the ground level to prevent the same from getting rusted.

- 2.1.12 All measuring tapes shall be of steel and suitable scaffolding and ladders that may be required for safely taking measurement and shall be supplied by the Bidder.
- 2.1.13 The mistries and the supervisors on the works shall carry with them always a one meter or two meter steel tape, a measuring tape of 30 meters, a spirit level, a plump bob and a square and shall check the work to see that the work is being done according to the drawing and specifications, the Project Engineer shall use any or all measuring instruments or tools belonging to the Bidder as it chooses for checking the works executed or being executed on the Agreement.
- 2.1.14 The Bidder shall set out the works and shall be responsible for the true and perfect setting out of the work and for the correctness of the positions, levels, dimensions and alignment of all parts thereof. If at any time, any error shall appear during the progress of any part of the work, the Bidder shall at his own expenses rectify such error, if so called upon to the satisfaction of the Bidder.
- 2.1.15 The Bidder shall, if required by the Bank carry out tests on materials and workmanship in approved materials testing laboratories or as prescribed by the Bank at its own cost to prove that the materials, etc., under test conform to the relevant I.S.I standards or as specified in the specifications. The necessary charges for preparation of mould (in case of concrete cube) transporting, testing, etc., shall have to be borne by the Bidder. No extra payment on this account should in any case be entertained.
- 2.1.16 All the materials (except where otherwise described) stores and equipment required for the full performance of the work under the Agreement must be provided through normal channels and must include charges for the best of their kind available and Bidder/s must be entirely responsible for the proper and efficient carrying out of the work. The work must be done in the best workman like manner. Samples of all materials to be used must be submitted to the Bank when so directed by the Project Engineer and written approval from Bank must be obtained prior to placement of order.
- 2.1.17 The Bidder shall, during the inclement weather, suspend concreting and plastering for such time as the Project Engineer may direct and shall protect from injury all work when in course of execution. Any damage (during constructions) to any part of the work for any reasons due to rain, storm, or neglect of Bidder shall be rectified by the Bidder in manner approved by the Bank at no extra cost. Should the Site Implementation Services be suspended by reason of rain, strike, lock- outs or any other cause, the Bidder shall take all precautions necessary for the protection of work and at its own expenses shall make good any damage arising from any of these causes.
- 2.1.18 The Bidder shall cover up and protect from damage, from any cause, all new work and supply all temporary/doors, protection to windows, and any other requisite protection for the execution of the work and any damage caused must be made good by the Bidder at his own expenses.
- 2.1.19 The Bank shall during the progress of the work have power to order in writing from time to time the removal from the work within such reasonable time or times as may be specified in the order of any materials which in the opinion of the Bank are not in accordance with specification or instructions, the substitution or proper re-execution of any work executed with materials or workmanship not in accordance with the drawing and specifications or instructions. In case the Bidder refuses to comply with the order, agencies to carry out the work and all expenses consequent thereon or incidental thereto as certified by the Bank

shall be borne by the Bidder or may be deducted from any money due to or that may become due to the Bidder. No certificate, which may be given by the Bank, shall relieve the Bidder from his liability in respect of unsound work or bad materials.

- 2.1.20 The Bidder if desires to substitute any materials and workmanship, the Bidder shall obtain the approval of the Bank in writing for any such substitution well in advance. Materials designated in this specification indefinitely by such term as "Equal" or "Other approved" etc. specific approval of the Bank shall be obtained in writing.

3. ACCESS

- 3.1 Any authorized representative of the Bank shall at all reasonable times have free access to the works and/or to the workshops, factories or other places where materials are being prepared or constructed for the work and also to any place where the materials are lying or from where they are being obtained, and the Bidder shall give every facility to the Bank or their representatives necessary for inspection and examination and test of the materials and workmanship.
- 3.2 Except the representatives of the Bank no person shall be allowed at any time without the written permission of the Bank.

4. MATERIAL, WORKMANSHIP, SAMPLES. TESTING OF MATERIALS

All the works specified and provided for in the specifications or which may be required to be done in order to perform and complete any part thereof shall be executed in the best and most workmanlike manner with materials of the best and approved quality of the respective kinds in accordance with the particulars contained in and implied by the specifications and as represented by the drawings or according to such other additional particulars, and instructions as may from time to time be given by the Bank during the execution of the work, and to its entire satisfaction.

5. BIDDER'S EMPLOYEES

- 5.1 The Bidder shall employ technically qualified and competent supervisors for the work who shall be available (by turn) throughout the working hours to receive and comply with instruction of the Bank. The Bidder shall engage at least one experienced engineer as site-in-charge for execution of the work. The Bidder shall employ in connection with the work persons having the appropriate skill or ability to perform their job efficiently.
- 5.2 The Bidder shall employ local laborers on the work as far as possible and no laborer below the age of eighteen years or who is not an Indian National shall be employed on the work site
- 5.3 Any laborer supplied by the Bidder to be engaged on the work on day-work basis either wholly or partly under the direct order or control of the Bank or his representative shall be deemed to be a person employed by the Bidder.
- 5.4 The Bidder shall comply with the provisions of all labor legislation and laws of the land, including the requirements of
1. The Payment of Wages Act
 2. Employer's Liability Act
 3. Workmen's Compensation Act
 4. Contract labour (Regulation & Abolition) Act, 1970 and Contract Rules 1971.

5. Apprentices Act 1961

- 6.** Any other Act or enactment relating thereto and rules framed there under from time to time.

5.5 The Bidder shall keep the Bank indemnified against claims if any of the workmen, its employees employed in performing the Site Implementation Services and all costs and expenses as may be incurred by the Bank in connection with any claim that may be made by any workmen.

5.6 The Bidder shall comply at its own cost with the order of requirement of any Health Officer of the State or any local authority or of the Bank regarding the maintenance of proper environmental sanitation of the area where the Bidder's labourers are housed or accommodated, for the prevention of small pox, cholera, plague, typhoid, malaria & other contagious diseases. The Bidder shall provide, maintain and keep in good sanitary condition adequate sanitary accommodation and provide facilities for pure drinking water at all times for the use of men engaged in the implementation of the Site Implementation Services and shall remove and clear away the same on completion of the Site Implementation Services. Adequate precautions shall be taken by the Bidder to prevent nuisance of any kind or the works or the land adjoining the same.

5.7 The Bidder shall arrange to provide first-aid to its employees /workmen engaged in carrying out Site Implementation Services. The Bidder shall within 24 hours of the occurrence of any accident at or about the Site or in connection with execution of the works, report such accident to the Bank and also to the competent authority where such report is required by law.

6. DISMISSAL OF WORKMEN

The Bidder shall on the request of the Bank immediately dismiss from works any person employed by the Bidder, who may in the opinion of the Bank be unsuitable or incompetent or who may misconduct himself. Such discharges shall not be the basis of any claim for compensation or damages against the Bank or any of their officer or employer.

7. ASSIGNMENT

The Bidder shall execute the Site Implementation Services and the Bidder shall not directly or indirectly sub-contract any part of the Site Implementation Services without prior written consent of the Bank and no sub-contracting shall relieve the Bidder from the full and entire responsibility of the performance of the Site Implementation Services.

8. DAMAGE TO PERSON AND PROPERTY INSURANCE ETC.

The Bidder shall be responsible for all injury to the work or workmen to persons, animals or things and for all damages to the structural and/or decorative part of property which may arise from the operations or neglect of himself or of any sub-contractor or of any of his or a sub-contractor's employees, whether such injury or damage arise from carelessness, accident or any other cause whatsoever in any way connected with the carrying out of this Site Implementation Services. The clause shall be held to include inter-alia, any damage to buildings whether immediately adjacent or otherwise, and any damage to roads, streets, foot paths or ways as well as damages caused to the buildings and the Bank and hold harmless in respect of all and any

expenses arising from any such injury or damages to persons or property as aforesaid and also in respect of any claim made in respect of injury or damage under any acts of compensation or damage consequent upon such claim.

The Bidder shall reinstate all damage of every sort mentioned in this clause, so as to deliver the whole of the Site Implementation services complete and perfect in every respect and so as to make good or otherwise satisfy all claims for damages to the property or third parties.

The Bidder shall effect the insurance necessary and indemnify the Bank entirely from all responsibility in this respect. The insurance must be placed with a company approved by the Bank and must be effected jointly in the name of the Bidder and the Bank and the policy lodged with the latter, The scope of insurance is to include damage or loss to the Site Implementation services itself till this is made over in a complete state. Insurance is compulsory and must be effected from the very initial stage. The Bidder shall also be responsible for anything which may be excluded from damage to any property arising out of incidents, negligence or defective carrying out of this Site Implementation Services.

The Bank shall be at liberty and is hereby empowered to deduct the amount of any damages, compensations, costs, charges and expenses arising or accruing from or in respect of any such claim or damages from any sums due or to become due to the Bidder.

9. VARIATION DEVIATION

- 9.1 Rate for variated/deviated or extra items to be worked out on the rates quoted in the [Tender] for the similar items. Wherever it is not possible to base the rates for variated/deviated or extra items on [Tender] quoted rates then the rate analysis is to be submitted by the Bidder as under and get the same approved before execution of the work.
- 9.2 Bidder acknowledges that no extra item or deviated item of work to be executed without taking prior permission from Bank any extra item or deviated item of work is executed without taking prior permission it shall not be certified and paid.

10. COMPLETION OF THE SITE IMPLEMENTATION SERVICES

- 10.1 The whole of the Site Implementation Services will be thoroughly inspected by the Bidder and deficiencies and defects put right. On completion of such inspection the Bidder shall inform the Bank that it has completed the Site Implementation Services and it is ready for inspection.

On completion the Bidder shall clean all windows and doors including the cleaning and oiling if necessary, of all hardware, inside and outside, all floors, staircases, and every part of the Site. The Bidder shall leave the entire Site neat and clean and ready for immediate occupation and to the satisfaction of the Bank.

- 10.2 On completion of the work the Bidder shall clear away and remove from the Site all constructional plant, surplus materials, rubbish and temporary works of every kind and leave the

whole of the Site and the works clean and in a workman like condition to the satisfaction of the Bank.

The Bidder shall give due notice to the Bank whenever any work is to be buried in the earth, concrete or in the bodies of walls or otherwise becoming inaccessible later on, in order that the work may be inspected and correct dimensions taken before such burial, in default whereof the same shall at the opinion of the Bank be either opened up for measurement at the Bidder's expense or no payment may be made for such materials. Should any dispute or differences arise after the execution of any work as to measurement etc., or other matters which cannot be conveniently tested or checked, the notes of the Banks shall be accepted as correct and binding on the contractor

Whatever the reasons may be, no claim for idle labour, additional establishment cost of hire and labour charges of tools and Plants would not be entertained under any circumstances.

11. SUSPENSION

If the bidder except on account of any legal restraint upon the Bank preventing the continuance of the work or in the opinion of the Bank shall neglect or fail to proceed with due diligence in the performance of his part of the Site Implementation services or if he shall more than once make default, the Bank shall have the power to give notice in writing to the Bidder in requiring the work be proceeded within a reasonable manner and with reasonable dispatch, such notice purport to be a notice under this clause.

After such notice shall have been given the bidder shall not be at liberty to remove from the site of the works or from any ground contiguous thereto any plant or materials to subsist from the date of such notice being given until the notice shall have been complied with. If the Bidder shall fail for 7 (Seven) days after such notice has been given to proceed with the works as therein prescribed, the Bank may proceed for Termination of Agreement.

11. SAFETY CODES

11.1 Scaffolds

- 11.1.1 Suitable scaffolds shall be provided for workmen for all works that cannot safely be done from the ground or from solid construction except in the case of short duration work which can be done safely from ladders. When a ladder is used, it shall be of rigid construction made either of good quality wood or steel. The steps shall have a minimum width of 450 mm and maximum rise of 300 mm. Suitable hand holds of good quality wood or steel shall be provided and the ladder shall be given an inclination not steeper than $\frac{1}{4}$ to 1 (1/4 horizontal and 1 vertical).
- 11.1.2 Scaffolding or staging more than 4 m. above the ground floor, swung or suspended from an overhead support or erected with stationary support shall have a guard rail properly bolted, braced or otherwise secured, at least 1 m. above the floor or platform of such scaffolding or staging and extending along the entire length of the outside and ends thereof with only such openings as may be necessary for the delivery of materials. Such scaffoldings or staging shall be so fastened as to prevent it from swaying from the building or structure.
- 11.1.3 Working platforms, gang ways and the stairways shall be so constructed that they do not sag unduly or unequally and if the height of the platform, gangway or stairway is more than 4 m.

above ground level or floor level, they shall be closely boarded and shall have adequate width and be suitably fenced .

- 11.1.4 Every opening in the floor of a building or in a working platform shall be provided with suitable means to prevent the fall of persons or materials by providing suitable fencing or railing whose minimum height shall be 1 m. Wherever there are opened excavations in ground, they shall be fenced off by suitable railing and danger signals installed at night so as to prevent persons slipping into the excavations.
- 11.1.5 Safe means of access shall be provided to all working places. Every ladder shall be securely fixed. No portable single ladder shall be over 9 m. in length while the width between side rails in rung ladder shall in no case, be less than 290 mm, for ladder up to and including 3 m in length. For longer ladders this width shall be increased at least 20 mm for each additional meter of length.
- 11.1.6 A sketch of the ladders and scaffolds proposed to be used shall be prepared and approval of the Project Engineer obtained prior to construction.

11.2 Other Safety Measures

- 11.2.1 All personnel of the Bidder working within the plant Site shall be provided with safety helmets. All welders shall wear welding goggles while doing welding work and all metal workers shall be provide with safety gloves. Persons employed on metal cutting and grinding shall wear safety glasses.
- 11.2.2 Adequate precautions shall be taken to prevent danger from electrical equipment. No materials on any of the sides of work shall be so stacked or placed as to cause danger or inconvenience to any person or the public.

11.3 Excavation And Trenching

- 11.3.1 All trenches, 1.25 m or more in depth shall at all times be supplied with at least one ladder for each 3m. in length or fraction thereof. The ladder shall be extended from bottoms of the trench to at least 1 m above the surface of the ground. Sides of trenches which are 1.5m or more in depth shall be stepped back to give suitable slope or securely held by timber bracing so as to avoid the danger of sides collapsing. The excavated materials shall not be placed within 1.5 m. of the edges of the trench or half of the depth of the trench whichever is more. Cutting shall be done from top to bottom, under no circumstances undermining or undercutting shall be done.
- 11.3.2 The Bidder shall take all measures on the Site to protect the public from accidents and shall be bound to bear the expenses of defence of every suit, action or other proceedings at law that may be brought by any persons for injury sustained owing to neglect of the above precautions and to pay any such persons or which may with the consent of the Bidder, be paid to compromise any claim by any such person.

11.4 Demolition

Before any demolition work is commenced and also during the process of the work:

- (a) All roads open areas adjacent to the Site shall either be closed or suitably protected.
- (b) No electric cable or apparatus which is liable to be a source of danger over a cable or apparatus used by the operator shall remain electrically charged.
- (c) All practical steps shall be taken to prevent danger to persons employed from the risk of fire or explosion or flooding. No floor, roof or other part of the building shall be so ever loaded with debris or materials as to render it unsafe.

11.5 Personal Safety Equipments

11.5.1 All necessary personal safety equipment as considered adequate by the Project Engineer should be kept available for the use of the person employed on the Site and maintained in a condition suitable for immediate use, and the Bidder should take steps to ensure proper use of equipment by those concerned.

- (a) Workers employed on mixing asphaltic materials, cement and lime mortars shall be provided with protective footwear and protective goggles.
- (b) Those engaged in white washing and mixing or stacking of cement bags or any materials which are injurious to the eyes shall be provided with protective goggles.
- (c) Those engaged in welding works shall be provided with welder's protective eyesight lids.
- (d) Stone breakers shall be provided with protective goggles and protective clothing and seated at sufficiently safe intervals.
- (e) When workers are employed in sewers and manholes, which are in use, the Bidder shall ensure that the manholes are opened and are ventilated at least for an hour before the workers are allowed to get into manholes so opened shall be cordoned off with suitable railing and provided with warning signals or boards to prevent accident to the public.
- (f) The Bidder shall not employ men below the age of 18 years and women on the work of painting with products containing lead in any form. Wherever men above the age of 18 are employed on the work of lead painting the following precautions should be taken:
 - (g) No paint containing lead or lead products shall be used except in the form of paste or readymade paint.
 - (h) Suitable face masks should be supplied for use by the workers when paint is applied in the form of spray or a surface having lead paint dry rubbed and scrapped.
 - (i) Overalls shall be supplied by the Bidder to the workmen and adequate facilities shall be provided to enable the working painters to wash during the cessation or work.
 - (j) When the work is done near any public place where there is risk of drowning all necessary equipments should be provided and kept ready for use and all necessary steps taken for prompt rescue of any person in danger and adequate provision should be made for prompt first aid treatment of all injuries likely to be sustained during the course of the work

11.6 Hoisting Machines

11.6.1 Use of hoisting machines and tackle including their attachments anchorage and supports shall conform to the following standards or conditions:

- (a) These shall be of good mechanical constructions should material and adequate strength and free from patent defect and shall be kept in good repair and in good working order.
- (b) Every rope used in hoisting or lowering materials or as means of suspension shall be of durable quality and adequate strength and free from patent defects.
- (c) Every crane driver or hoisting appliance operator shall be properly qualified and no person under the age of 21 years shall be in charge of any hoisting machine including any scaffolding winch or give signals to operator.
- (d) In case of every hoisting machine and of every chain ring hook, shackle shovel and pulley block used in hoisting or as means of suspension the safe working load shall be ascertained by adequate means. Every hoisting machine and all gear referred to above shall be plainly marked with the safe working load. In case of a hoisting machine having a variable safe working load, each safe working load and the conditions under which it is applicable shall be clearly indicated. No part of any machine or any gear referred to above in this paragraph shall be loaded beyond the safe working load except for the purpose of testing.
- (e) In case of departmental machines, the Project Engineer shall notify the safe working load. As regards Bidder's machine, the Bidder shall notify the safe working load of the machine to the Project Engineer whenever he brings any machinery to the Site and get it verified by the Project Engineer.

11.6.2 Motors, gearing, transmission, electric wiring and other dangerous parts of hoisting appliances should be provided with efficient safeguards, hoisting appliances should be provided with such means as will reduce to the minimum of the risk of any part of a suspended load becoming accidentally displaced. When workers are employed on electrical installations, which are already energized, insulating mats, wearing apparel, such as gloves, sleeves and boots as may be necessary, should be provided. The workers should not wear any rings, watches and carry keys or other materials, which are good conductors of electricity.

11.6.3 All scaffolds, ladders and other safety devices mentioned or described herein shall be maintained in safe condition and no scaffold, ladder or equipment shall be altered or removed while it is in use. Adequate washing facilities should be provided at or near places of work.

11.6.4 These safety provisions should be brought to the notice of all concerned by display on a notice board at a prominent place at work spot. The person responsible for compliance of the safety code shall be named herein by the Bidder.

11.6.5 To ensure effective enforcement of the rules and regulations relating to safety precautions the arrangements made by the Bidder shall be open to inspection by the Labour Officer, Engineers of the various Governmental Departments or their representatives.

11.6.6 Notwithstanding the above clause from 1.1.1 to 1.6.5 there is nothing in these to exempt the Bidder from the operations of any other act or rules in force and applicable to the Bidder in providing the Site Implementation Services.

12. SPECIFICATIONS FOR INTERIOR WORKS mishap

12.1 Brick Work

12.1.1 Bricks

- (a) The bricks shall be table moulded first quality of regular and uniform size, shape and colour, uniformly well burnt throughout but not overburnt. They shall have plane rectangular faces with parallel sides and sharp, straight and right angled edges. They shall be free from cracks or other flaws. They shall have a frog of 10mm depth on one of their flat faces.
- (b) They shall give a clear metallic ringing sound when stuck.
- (c) They shall show a fine grained uniform, homogeneous and dense texture on fracture and be free from lumps of lime, lamination, cracks, airholes, soluble, salts causing efflorescence or other defects which may in any way impair their strength, durability, appearance or usefulness for the purpose intended. They shall not have any part under-burnt. They shall not break when thrown on the ground on their flat face in a saturated condition from a height of 60 cm.
- (d) The size of brick shall be 23 x 11.5 x 7.5 cm. Only bricks of one standard size shall be used on work.
- (e) After immersion in water, absorption by weight shall not exceed 20 per cent of the dry weight of the brick when tested according to I.S.S. No. 1077-1957.
- (f) Unless otherwise specified the load to crush the brick when tested according to I.S.S. No.1077-1957 shall not be less than 35 Kg/sq.cm.

12.1.2 Mortar

Unless otherwise specified, mortar for brickwork shall be composed of 1 part of cement to 5 parts of coarse approved sand for walls of one brick thick (i.e. 23 cms) and over and one part of cement to 4 parts of coarse approved sand for half brick thick wall. Other specifications for mortar in brickwork shall be as per I.S.S.No.2116-1965.

12.2 Construction Details

12.2.1 Soaking

All bricks shall be immersed in water for two hours before being put into work so that they will be saturated and will not absorb water from the mortar.

12.2.2 Bats

No bats or cut bricks shall be used in the work unless absolutely necessary around irregular openings or for adjusting the dimensions of different and for closers, in which case, full bricks shall be laid at corners, the bats being placed in the middle of the courses.

12.2.3 Laying

The bricks shall be laid in mortar to line level and shapes shown on the plans, slightly pressed and thoroughly bedded in mortar and all joints shall be properly flushed and packed

with mortar so that they will be completely filled with mortar and no hollows left anywhere. Bricks shall be handled carefully so as not to damage their edges. They should not also be thrown from any height to the ground but should be put down gently. All courses shall be laid truly horizontal and all vertical joints made truly vertical.

Vertical joints in one course and the next below shall not come over one another and shall not normally be nearer than quarter of a brick length. For battered faces bedding shall be at right angles to the face. Fixtures, plugs, frames etc. if any, shall be built in at places shown in the plans while laying the courses only and not later by removal of brick already laid.

Care shall be taken during construction to see that edges of bricks at quoins, wills, heads etc. are not damaged.

The verticality of the walls and horizontality of the courses shall be checked very often with plum bob and spirit level respectively.

12.2.4 Bond

Unless otherwise specified, brick work shall be done in English bond.

12.2.5 Joints

Joints shall not exceed 10mm (about 3/8") in thickness and this thickness shall be uniform throughout. The joints shall be raked out not less than 10mm (about 3/8") deep when the mortar is green where pointing is to be done. When the brick surfaces are to be plastered, the joints shall be raked to a depth of 5mm when the mortar is green, so as to provide good key to plaster.

12.2.6 Uniform Raining

Brick work shall be carried up regularly in all cases where the nature of work will admit, not leaving any part 60cm. Lower than another. But where building at different levels is necessary, the breaks shall be stepped so as to give later a uniform level and effectual bond. Horizontal courses should be to line and level and even and face plumb or to batter as shown on the plan. The rate of laying masonry may be upto a height of 80 cm per day if cement mortar is used and 45 cm (about 18") if lime mortar is used.

12.3 Scaffolding

Scaffolding will be double or single as is warranted for the particular work.

Put log holes shall be made good by bricks to match the face work when put logs are removed after ensuring that the holed behind are solidly filled in with 1:4:8 cement concrete.

12.4 Curing

All brick work shall be kept well watered for 14 days after laying. Where puzzalane cement is used for mortar the curing shall be extended by one week at the Bidder's expense. However, for internal wall, curing period can be reduced to 3 days.

12.5 Exposed Work

Where exposed brick work is specified, the usual specifications for the 'Brick work' as mentioned above will be applicable for Exposed brick work, but in addition specially selected bricks shall be used for facing, ensuring and clean faces of uniform colour. No bricks which are broken, chipped, wrinkled on which have irregular edges or corners shall be used. Depending on the quality of bricks and if instructed by the Project Engineer, the exposed face of every brick shall be rubbed before laying without extra charge. Wooden fillets 10mm thick and 10mm wide shall be placed at the edge of joints so that no mortar comes on the surface of the bricks and a regular thickness of joints is maintained. The surface shall be rubbed down with brushes of bricks if necessary, and thoroughly washed. No mortar shall be allowed to stick to the surface, which shall be left clean to the Project Engineer's satisfaction with all joints even and true to a straight line. Double scaffolding shall be used in exposed brick work.

12.6 Reinforcement In Half Brick Thick Walls

Half brick thick and brick on edge walls shall be provided with reinforcement consisting of 2 Nos. of 6mm M.S. bars embedded in mortar 15mm thick at every fourth course and shall be anchored at ends. The cost of M.S. bars shall be included in the rate for partition walls unless otherwise stated in the Schedule of Quantities.

12.7 Measurements

(a) One brick thick wall and half brick thick and brick on edge walls shall be measured in sft unless otherwise mentioned.

(b) No deductions or additions shall be made on any account for:

- (i) Ends of dissimilar materials (i.e. joints, beams, lintels, posts, girders, rafters, purlins, trusses, corbels, steps etc.) upto 500 cm² in section; and
- (ii) Opening upto 1 sqft in section

In calculating the area of openings, any separate lintels or sills be included along with the size of the openings but the end portions of the lintels shall be excluded and the extra width of rebated reveals, if any shall be excluded.

- (iii) Wall plates and bed plates and bearing of slabs, chajjas and the like which the thickness does not exceed 10cm and the bearing does not extend over the full thickness of the wall.

13. WOODWORK AND JOINERY

13.1 Timber

- (a) Unless otherwise specified, all timber for frames and shutters for doors, windows, ventilators, cupboards etc. shall be first class, sound, well seasoned, C.P. Balarshah or otherwise equivalent and approved teak and shall be free from knots, shakes, fissures, flaws, sub cracks and other defects. The planed surface shall be smooth and free from blemishes and discolorations.

- (b) All timber for carpentry and joinery in touch with masonry or concrete shall be coal tarred or creosoted before fixing. All rough frame work in partitions, suspended ceilings and veneering to walls etc. shall be treated with approved wood preservative and approved as per manufacturer's instructions and specifications. The rates quoted shall provide for such treatments.
- (c) All fully fabricated timber shall be air seasoned on Site of work for a period of not less than two months to allow for any shrinkage that may take place. The preparations of timber for joinery is to commence simultaneously with the beginning of the project work generally and should proceed continuously until all the wood work is prepared and fixed/stacked on or near the Site as the case may be.

13.2 Hold Fast

Three holdfasts shall be fixed to each post of the doorframe and two to each post of the window frame. Unless otherwise mentioned in the item, M.S. Hold fasts shall be of the size 300 mm x 35 mm and 6 mm and shall be fixed to the frames by means of screws and not nails. The other end of the holdfast shall be fixed into jambs within 1:2:4 P.C.C. of dimensions as directed.

Whenever asked for, Rawl plugs or bolts as directed shall be used for rough grounds framing, hangers etc.

The rates quoted for wood work and joinery shall allow for all types of hold fasts as directed (Horns in frames shall be cut and shall not be used as hold fasts)

13.3 Workmanship And Construction

- (a) The workmanship shall be first class and to the approval of the Architect. Scantlings and boarding shall be accurately sawn and shall be of required width and thickness. All carpenters' work shall be wrought except where otherwise described. The workmanship and joinery shall be accurately set out in strict accordance with the drawings and shall be framed together and securely fixed in approved manner and with properly made joints. All work is to be properly tuned, shouldered, wedged, pinned, braced etc. and properly glued with approved quality glue to the satisfaction of the Project Engineer.
- (b) Screws:
All screws to be used in wood work and joinery shall be of brass and not iron.
- (c) Tolerances:
1.5mm (1/16") will be allowed for each wrought face of the sizes specified except where described as "finished" in which case they shall hold to the full dimensions.
- (d) Protection:
All wood work and joinery edges of timber frames etc. shall be protected from being damaged during construction by providing rough timber casings securely fixed and other adequate protective measures.
- (e) If it is decided by the Bank to provide anti-termite treatment, the Bidder shall co-ordinate his work suitably as directed by the Project Engineer.
- (f) Door/window frames shall have cut rebates. Platted rebates shall not be permitted.

13.4 Wooden Flush Door Shutters (Solid Core Type)

Solid core flush shutters shall be of commercial or Teak veneered type as specified in the item manufactured by M/s. Sita Board Mysore Commercial Union Ltd. Or other equivalent and approved quality. An approved sample shall be deposited in the Project Engineer's office on site for reference. The shutters will be provided with lipping. Finished thickness of the shutter shall be as mentioned in the item.

13.5 Teakwood Panelled Shutters

Solid wood panels for shutter shall be of pattern and size specified. Wherever possible each panel shall be in single width piece. But where two pieces are used, width of each piece should not be less than 12.5cm. In order to avoid warping, splitting and cracking, normally pieces not exceeding 20 cm in width should be used. When made from more than one piece, the pieces shall be jointed with a continuous tongued and grooved joint and glued together and reinforced with metal dowels. Panels shall be framed into grooves to the full depth of the groove leaving an air space of 1.6 mm and the faces shall be closely fitted to the sides of the groove. Mouldings to the edge of panel openings shall be scribed at the joints.

13.6 Fixtures And Fastenings

Unless otherwise specified in the Schedule of Quantities, each shutter shall be hung with three brass authorize butt hinges of approved quality size and make with brass screws and the Bidder's rate shall cover for providing and fixing hinges to the shutter

13.7 Finishing

The woodwork shall be finished by 3 coats of painting, French polishing or wax polishing as specified in the item.

13.8 Mode Of Measurement

Timber doors/ windows shall be measured in sqft over door/window frames.

14. CEMENT POINTING RECESSED /FLUSH, RECESSED POINTING

14.1 Preparation of Surface

The joints in the masonry shall be raked out to a depth not less than the width of the joint as directed, when the mortar is green. The joints are to be brushed clean of dust and loose particles with stiff brush. The area shall then be washed and the joints thoroughly wetted before pointing is commenced. All dust and oily matters if any, shall be removed.

14.2 Proportion of Mortar

The proportion of cement mortar shall be as described in item. The sand shall be from approved source free from foreign matter, washed clean if necessary and shall conform to IS 1542-1960. No more cement mortar shall be prepared than that can be used within half an hour. The mortar may be hand mixed or machine mixed. In hand mixed mortar, cement and sand in the specified proportion shall be thoroughly mixed dry on a clean impervious platform by turning over at least 3 times or more, till a homogeneous mixture of uniform

colour is obtained. Fresh and clean water shall be added gradually through a rose and thoroughly mixed so that mix becomes homogeneous and each particle of sand shall be completely covered with a film of wet cement. Mixing platform shall be so arranged that no deleterious extraneous material shall get mixed with mortar, nor the mixing water of the mortar shall flow out.

14.3 Application

Waterproofing compound of approved make, shall be added according to manufacturer's specifications to make the mortar waterproof. The raked out joints shall be filled with mortar of the specified mix and the required consistency and well pressed and rubbed smooth. A semi colour depression 3mm dia. shall be made in the joint by pressing clean string with trowel keeping the string exactly horizontal and on the other line of the joint. The vertical joints shall be similarly marked.

When joints are not horizontal or vertical as in the case of uncoursed rubble masonry, the pointing shall be made along the other line of joints to uniform width and depth as directed and junctions of pointing made neatly. The pointing mortar shall not spread over the adjoining stones. Mortar pointing shall be restricted to the width of the joints and all superfluous mortar shall be removed with a trowel.

14.4 Curing

All pointing work shall be kept damp, continuously for a period of 14 days.

14.5 Mode of Measurement

Pointing shall be measured in square feet as in the case of plaster.

14.6 Flush Pointing

This item shall be carried out, when joints are not struck while the masonry is being laid. All the specifications of recessed pointing shall apply to this as well except that instead of making the lines with string and forming groove etc. the joints shall be kept flush with face of joints in the masonry.

15. INTERNAL CEMENT PLASTER WITH / WITHOUT NEERU FINISH

15.1 Preparation of surface

The walls to be plastered to have all joints raked out to a depth of 10mm, if not already done. R.C.C. surface shall be properly hacked to get good key to the plaster. All dust and oily matter, if any, shall be brushed and cleaned and the surface to be plastered shall be kept wet for 6 hours before plastering is commenced.

15.2 Proportion of Mortar

Unless otherwise mentioned, the proportion of internal cement plaster of walls and ceiling shall be 1:4 (1 cement: 4 sand) Sand shall be from approved source, free from foreign matter and shall be as per IS 1542-1960 as applicable to internal wall and ceiling plastering. No more cement mortar shall be prepared than that can be used within half an hour.

15.3 Application of Plaster

The mortar shall be applied evenly with force on the surface to be plastered. The mortar surface shall be finished at once by being rubbed over with a trowel till the cement appears on the surface. All corners, angles and junctions shall be truly vertical and horizontal as the case may be carefully and neatly finished. Rounding of corners and junctions where required shall be done without extra charges. The mortar shall adhere to the surface intimately when set and there should be no hollow sound when struck. The thickness of plaster shall be minimum 12mm over the proudest part of the surface of brick wall and R.C.C. surfaces and 20mm over stone walls. Plaster for ceiling shall not be more than 12 mm.

15.4 Neeru Finish

If the plaster surface is to be given neeru finish, the surface shall be combed slightly with wire brush or nails before it is completely set to form key for neeru. The under coat shall be only damped but not soaked before the application of neeru. The lime for preparing neeru shall be fat lime and shall be of approved quality and source. Lime shall be slaked and mixed with sufficient water to form a thick paste. It shall be reduced to a fine paste by grinding. It shall then be passed through a fine sieve (3mm mesh) to remove all unslaked particles and foreign matter and allowed to mellow under water for at least 10 days in large slaking tanks. The surplus water on the top shall be allowed to run off. The slaked lime paste thus formed shall be used for preparing neeru. The neeru shall be prepared by mixing together 4 parts of this lime paste and 1 part of approved fine sieved sand by volume. Jutefibres finely chopped shall be added to the above mortar at the rate of 4 kg of jute to every cubic meter of lime sand mixture. The mixture shall then be properly grouted to a fine paste between two stones or a mill. The neeru thus prepared shall be kept moist until used and no more than what can be consumed in 15 days shall be prepared at a time.

Neeru shall be applied to the prepared and partially set but somewhat plaster surface with steel trowel to a thickness slightly exceeding 1.5 mm (about 1/16") and rubbed down to 1.5 (1/16") thickness and polished to a perfectly smooth and even finish, working from top to bottom. While trowelling is going on soap stone powder contained in thin muslin bags shall be dusted over the surface and worked in.

Moistening shall be commenced as soon as the plaster has hardened sufficiently and is not susceptible to injury. Soaking of wall shall be avoided and only as much water as can be readily absorbed shall be used. The surface shall be kept sprinkled with water for 14 days.

15.5 When neat cement finish is specified over the plaster surface, a coat of pure Portland Cement slurry 1.5mm thick shall be applied and well rubbed to the plaster surface while the plaster surface itself fresh.

15.6 When no finish is specified, the plastered surface shall be rubbed well to an even plane with a wooden float for external surface and finished smooth with a steel trowel for internal surface.

15.7 Mode of Measurement

Plaster shall be measured in square feet.

(A) Walls:

- (i) The measurement of wall plastering shall be taken between the walls or partitions (the dimensions before plastering shall be taken) for the length, and from the top of floor skirting / dado (as the case may be) to the ceiling for the height.
- (ii) Deduction:
 - (a) For Jambs, soffits, cills, etc. for openings not exceeding 0.5 M² each in area, ends of joists, beams, posts, girders, steps etc. not exceeding 0.5m each in area and openings not exceeding 3m each, deductions and additions shall be made in the following manner:
 - (b) No deduction shall be made for ends of joists, beams, posts etc. and openings not exceeding 0.5 m² each, and no addition shall be made for reveals, jambs, soffits, cills etc. of these openings not for finishing the plaster around ends of joists, beams, posts etc.
 - (c) Deductions for openings exceeding 0.5 m² but not exceeding 3 m² each shall be made as follows and no addition shall be made for reveals, jambs, soffits etc. of these openings:
 - 1. When both faces of wall are plastered with the same plaster, deduction shall be made for one face only.
 - 2. When two faces of wall are plastered with different plasters or if one face is plastered and the other pointed, deduction shall be made from the plaster or pointing out the side of frames for doors, windows, etc. on which the width reveals is less than that on the other side, but no deduction shall be made on the other side.
 - (d) In case of openings of area above 3m² each, deductions shall be made for the openings but jambs, soffits and cills shall be measured.

(B) Ceilings:

Ceilings shall be measured between walls or partitions and the dimensions before plastering shall be taken.

Ceilings with projected beams shall be measured over beams and the plastered sides of beams shall be measured and added to plastering on ceilings.

16. PLASTIC EMULSION PAINT (SIMILAR SPECS FOR LUSTRE PAINT)

16.1 Material:

The emulsion paint and primers shall be of approved quality, colour and shade.

16.2 Scaffolding:

This shall be double or single as required and directed. If ladders are used, pieces of old gunny bags or cloth rags shall be tied on their tops to avoid damage of scratches to the plastered surfaces, etc. Proper stage scaffolding shall be erected when painting the ceiling.

16.3 Preparation of the Surface:

(a) New Surfaces: The surface to be painted shall be cleaned and all cracks, holes and surface defects shall be repaired with plaster of Paris for spot filling and when filler prepared with whiting, water and a little quantity of paint for filling and other the wider areas.

(b) Old Surfaces:

- (i) The surfaces which had been previously painted with emulsion paint, shall be lightly rubbed and washed with clean water.
- (ii) The surface, which had been painted with oil bound distemper or oil paint, shall be cleaned, washed and sand papered.
- (iii) The surface, finished with lime/colour wash, powder distemper shall be completely scrapped off to the bare surface.
- (iv) In case, after scrapping the surface any cracks, holes or other surface defects are noted, the same shall be repaired before applying priming coat, with plaster of Paris for spot filling, and with filler prepared with whiting, water and a little quantity of paint for filling and other the wider areas.

16.4 Priming Coat:

The priming coat of the approved shade shall be applied over the completely dry surface in the manner as recommended by the paint manufacturers. The emulsion paint, in the priming coat may be thinned down with 20% water or as recommended by the paint manufacturer. Turpentine or any other solvent shall be used for thinning the paint.

16.5 Application of Emulsion Paint:

The recommendation of approved paint in manufacturers, whose product is used shall be followed regarding the preparation of the surface and the application of the priming and finishing coats.. After the priming coat has been applied and is perfectly dried, all holes, scratches if any, shall be repaired as mentioned in "preparation of surface" and then the second coat of approved shade and manufacture shall be evenly applied and allowed to dry. The third coat shall be carefully applied to achieve smooth and even surface after the previous coat has dried up. Minimum 3 coats of paint shall be applied inclusive of primer coat. If a proper and even surface is not obtained to the satisfaction of the Project Engineer in 3 coats, the Bidder shall carry out additional coats of painting to approval at Bidder's expense. Care shall be taken that dust or other foreign material do not settle or disfigure the various coats.

16.6 Mode of Measurement:

The measurement shall be in square feet. The mode of measurement shall be as applicable to that for whitewashing.

17. WOOD WORK

17.1 General

- (a) The timber used for wood work shall be sound, well conditioned, property seasoned to suit the particular use and free from defects or combination of defects rendering it unsuitable for the purpose intended.
- (b) All timber used structurally shall comply with the relevant requirements of Indian Standards
- (c) All timber is to be ordered and delivered immediately to the Site for open stacking for as long as possible before use. All timber will be inspected by the Project Engineer and if not approved by him shall be removed from the Site immediately.
- (d) Timber shall be free from hire borer beetles or other insect attack when brought to the Site. The Bidder shall be responsible till the end of maintenance period for executing any work necessary to eradicate insect attack at his own expense including the replacement of timber attacked or suspected of being attacked, notwithstanding that the timber may have been inspected already and passed as fit for use.
- (e) The moisture content should not be more than 12%. Timber sample shall be got tested for moisture content before in use.
- (f) Sizes of wood for Doors and Windows shall be as per drawing. Tolerance for 1 mm shall be allowed in section.

17.2 Material And Workmanship

(A) TEAK WOOD

- (i) This shall be Dandeli, Balarshah or Malabar Teak. It shall be good quality and well seasoned. It shall have uniform colour, reasonably straight grains and shall be free from large, loose, dead knots, cracks, shakes, warps, twists, bends, over holes, sapwood or defects of any kind.
- (ii) No individual hard and sound knot shall be more than 1 cm in diameter and aggregate area of all knots shall not exceed 0.5% of the area of the piece.
- (iii) It shall be close grained and there shall be not less than 6 growth rings per 2.5 cm width.

(B) FRAMES

- (i) Each member shall be in one piece. Frames to doors, windows and other joinery shall be provided and put into the sizes shown on the drawings.

- (ii) Frames of doors, windows, ventilators etc. and shutter styles, rails etc. shall be of best quality seasoned wood.
- (iii) The Scantlings shall be accurately planed smooth. Rebates, rounding and mouldings shall be made as the drawings. Patching or plugging of any kind shall not be allowed.
- (iv) Joints shall be single, neat and strong. Frame joints shall be glued together with synthetic resin. All the tenon joints shall lift in fully and accurately without wedging or filling. The joints shall be pinned with hard wood or bamboo pins of 10 mm to 12 mm dia after the frames are put together and pressed position by means of a press.
- (v) All portions of timber abutting against or embedded in masonry or concrete shall be treated against termites by giving a coat of approved wood preservative.
- (vi) Frames shall be built-in the side supports and not fit in afterwards by making holes for holdfast. Door frames shall be buried in floor finish at least up to the total thickness of flooring including bedding. Datum level marks shall be marked on vertical member and frames shall be fixed to correct line, level and plumb. Frames shall be temporarily braced at sill level to prevent warping. All frames will be checked to correct line, level, plumb and sizes and corrected if necessary before plastering work is taken in hand.
- (vii) Sizes of holdfasts shall be 300 mm x 40 mm x 6 mm. This shall be made of M.S. flat bent to shape with fish tail end.
- (viii) Unless otherwise specified all door frames shall have six M.S holdfasts and window frames shall have four M.S holdfasts.
- (ix) Holdfasts shall be secured to frame by means of screws and load in the course of brick or stone masonry.
- (x) The other end of the holdfast shall be fixed into jamb with 1:P.C.C as directed.
- (xi) If the width of the door or window exceeds one meter holdfasts or coach screws or rawl bolts shall be provided at the top and bottom (if applicable). These shall be at minimum distance of 60 cms.
- (xii) The frames shall be protected during progress of work by suitable means.
- (xiii) Frames and shutters shall not be erected before the approval of the Architect.
- (xiv) Frames shall be polished or painted as specified.

(C) ARCHITRAVES

Architrave's shall be shown on the drawings and all properly mitred at intersections. Architraves shall not be installed until the wall coverings have been formed constructed, unless otherwise specified

18. Site Selection:

The Bank will give list of the branches/locations/sites to the Bidder where the CDs & CRs are to be located. The Bidder will be responsible for conducting feasibility survey.

18.1 The site will normally be in the range of 60-80 sq.ft depending upon availability of space at the Branch premises/locations/sites. Some occasions the area will be less than 60 Sq.Ft and in such circumstances bank will make arrangement to keep battery and UPS outside the CD/CR Room, but place them in the branch or nearby secured place.

18.2 The successful bidder will construct the site as per specifications described by using the material/equipments/fixtures, which shall conform to the details contained in Annexure 8. The CD & CR Machines shall conform to the specifications contained in Annexure 7 & 7a respectively.

18.3 The material used including wires shall be of standard makes. The Bidder will erect a sample site for Bank to decide the interiors and color scheme, before starting a roll out. The Bank on completion of site and connectivity will inspect the site and issue a certificate of commencement.

18.4 ACCEPTENCE AND PROJECT IMPLEMENTATION Schedule:

CD / CR would be treated as accepted when it completes 24 hrs of successful operation or 50 transactions whichever is later.

Bank will identify and hand over a pilot site after issuing the order and get the same inspected and finished as per required specifications. Vendor must ensure to complete all sites based on the pilot site as approved by the bank. Bank reserves its right to extend the pilot phase based on the implementation process and customization.

19. PAYMENT TERMS AND CONDITIONS:

19.1 The Bank shall make payments to the Bidder as follows:

All payments for CDs, CRs and CD/CR Site preparation and other peripherals shall be made by respective Zonal Offices under whose jurisdiction the ATM/CD/CR Branch falls. As a proof, bidder will provide the concerned Zonal Offices, the following documents for the CDs & CRs installed:

- Invoice copy
- Order Copy
- CD/CR installation certificate
- Site completion certificate
- User Acceptance Test Report

The CD/CR Installation, Site completion Report and User Acceptance Test documents should be duly verified by the official from base branch / Regional /Zonal Office

19.2 PAYMENT TERMS:

Payment terms for both CD/CR installation and CD/CR Site Preparation:

I. 50% of CD/CR Cost on successful installation or 30 days after delivery in case installation is delayed due to Bank, and 50% of total cost of site preparation on completion of CD/CR site work and successful installation of equipment like UPS, AC at the site.

II. 50% of total cost of CD/CR and CD/CR Site Preparation on Commissioning of CD/CR including connectivity with the switch and performing Acceptance Test of CD/CR as per Clause 8 of Terms & Conditions of this RFP document and completion of site preparation work as per Purchase Order.

III Payment to be made at respective Zonal Offices. Furthermore, site verification will be monitored and counter signed by Architect/Civil engineer at Zonal Office.

Please note that all above payments will be subject to the bidder submitting Performance Bank Guarantee to the Bank upfront as per Clause related to Performance Bank Guarantee of the RFP document.

19.2 AMC PAYMENT

19.2.1 The bidder is required to quote separately for Annual Comprehensive Maintenance at site from the date of expiry of one year of warranty period (post warranty).

19.2.2 The bidder must give firm commitment to provide maintenance at the price quoted in the Bill of Material (Total Cost of ownership). During the AMC period, bidder is required maintain, repair and replace any defective or failed component of the CD/CR at no additional cost to the Bank. The bidder is also expected to maintain the equipment supplied for at least 7 years from the date of acceptance by the Bank. The bidder shall have to ensure and comply the period in respect of term in detail as per mentioned in Scope of work under caption SECTION-III of this RFP.

19.2.3 During the AMC period, bidder is required to perform the Preventive Maintenance (PM) on quarterly basis and submit call report without fail. Bank has got right to withhold the payment of AMC for non –performance or non-submission of PM reports. Refer clause 26 as given below.

19.2.4 The Bank will pay the AMC charges for services rendered on a half yearly basis in arrears from the respective Regional /Zonal Offices.

19.2.5 As comprehensive AMC is proposed the selected vendor(s) will have to replace damaged/worn out components at no additional cost to the bank except in case of force majeure viz damage due to external factors (robbery, arson, rioting, willful damage). Damage due to electrical/voltage problems will not be in the scope of force majeure clause.

19.4 Penalty:

In case the bidder fails to comply with the time schedule stipulated above (Section III clause no 1.7) for any of the new CD/CR installation, a penalty of Rs.1000 per week per CD/CR will be imposed for delay in CD/CR implementation beyond scheduled date. Also refer Appendix-K.

20. INDEMNITY

The Bidder hereby indemnifies and agrees to protect and hold the Bank harmless against all claims, losses, costs, damages, expenses, action suits and other proceedings resulting from infringement of any patent, trademark, copyrights etc. or such other statutory infringements in respect of all CDs / CRs / Software etc. supplied by the Bidder as per Annexure 12.

The Bank undertakes to: (i) give prompt notice to the Bidder concerning the existence of the indemnifiable event; (ii) grant authority to the Bidder to defend or settle any related action or claim; and, (iii) provide, at the Bidder's expense, such information, cooperation and assistance to the Bidder as may be reasonably necessary for the Bidder to defend or settle the claim or action. Bank's failure to give prompt notice shall not constitute a waiver of the Bank's right to indemnification and shall affect the Bidder's indemnification obligations only to the extent that the Bidder's rights are materially prejudiced by such failure or delay. Notwithstanding anything to the contrary set forth herein, (i) the Bank may participate, at its own expense, in any defense and settlement directly or through counsel of its choice, and (ii) the Bidder shall not enter into any settlement agreement on terms that would diminish the rights provided to the Bank or increase the obligations assumed by the Bank under this Agreement, without the prior written consent of the Bank. If the Bidder elects not to defend any claim, the Bank shall have the right to defend or settle the claim as it may deem appropriate, at the cost and expense of the Bidder, and shall be entitled to deduct from payments to the Bidder such costs and expenses as may be incurred by the Bank provided however should the amount payable to the Bidder be insufficient to recover the expenses incurred by the Bank, the Bidder shall promptly reimburse the Bank for all costs, expenses, settlement amounts and other damages. The Bidder shall indemnify the Bank in case of any mismatch of ITC(Input Tax Credit) in the GSTR 2A , where the Bank does not opt for retention of GST component on supplies.

In the event of any loss or damage at an CD/CR for any reason whatsoever, Bidder shall be liable to the Bank for each such event and in respect of each Site at which such event occurs. If the Bank is in a position to recover a part of or the entire amount of loss suffered by the Bank from its insurance claims and provided that the Bidder has reimbursed the Bank of the entire loss, the amount recovered by the Bank from the insurer shall be refunded to the Bidder.

The limit of losses suffered by Bank of customer on account of fraudulent transaction committed due to lapses of any security procedure or standards etc., shall be quantified to Rs.25 lac per CD/CR per incidence. The Bidder shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorney's fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:

- i. Bank's authorized / bonafide use of the Deliverables and/or the Services provided by Bidder under this RFP or any or all terms and conditions stipulated in the SLA (Service level Agreement) or P O and/or
- ii. An act or omission of the Bidder, employees, agents, sub-contractors in the performance of the obligations of the Bidder under this RFP or, any or all terms and conditions stipulated in the SLA(Service level Agreement) or Purchase Order(PO) and/or
- iii. Claims made by employees or subcontractors or subcontractors' employees, who are deployed by the Bidder, against the Bank and/or

- iv. Breach of any of the term of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Bidder under this RFP or; any or all terms and conditions stipulated in the SLA (Service level Agreement) or PO and/or
- v. Any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights and/or
- vi. Breach of confidentiality obligations of the Bidder contained in this RFP or; any or all terms and conditions stipulated in the SLA (Service level Agreement) or PO and/or
- vii. Negligence or gross misconduct attributable to the Bidder or its employees, agent or sub-contractors.

2. The Bidder will have to at its own cost and expenses defend or settle any claim against the Bank that the Deliverables and Services delivered or provided under this RFP infringe a patent, utility model, industrial design, copyright, trade secret, mask work or trade mark in the country where the Deliverables and Services are used, sold or received, provided the Bank:

- i. Notifies the Bidder in writing; and
- ii. Cooperates with the Bidder in the defense and settlement of the claims.

3. The Bidder shall compensate the Bank for such direct financial loss suffered by the Bank if the Bidder fails to fix bugs, provide the Modifications / Enhancements / Customization as required by the Bank as per the terms and conditions of this RFP and to meet the Service Levels as per satisfaction of the Bank.

4. Additionally, the Bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action, suits and other proceedings,

(i) that the Deliverables and Services delivered or provided under this Agreement infringe a patent, utility model, industrial design, copyright, trade secret, mask work or trademark in any country where the Deliverables and Services are used, sold or received; and/or

(ii) resulting from infringement of any patent, trade-marks, copyrights etc. or such other statutory infringements under any laws including the Copyright Act, 1957 or Information Technology Act, 2000 or any Law, rules, regulation, bylaws, notification time being enforced in respect of all the Hardware, Software and network equipment or other systems supplied by them to the Bank from whatsoever source, provided the Bank notifies the Bidder in writing as soon as practicable when the Bank becomes aware of the claim however:

- a) The Bidder has sole control of the defense and all related settlement negotiations.
- b) the Bank provide the Bidder with the assistance, information and authority reasonably necessary to perform the above and
- c) Bidder is aware of the rights to make any statements or comments or representations about the claim by Bank or any regulatory authority. Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensations.

5. Indemnity would be limited to Court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would also cover damages, loss or liabilities, compensation suffered by the Bank arising out of claims made by regulatory authorities.

6. The Bank do hereby indemnify the Bidder, and should keep indemnified and hold the Bidder harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including reasonable attorneys' fees) relating to, resulting directly from or in any way arising out of any claim, suit or proceeding brought by third-parties against the Bidder as a result of:

- a) third party infringement claims resulting from unauthorized equipment modification by the Bank or equipment use prohibited by Specifications for Hardware and Software;
- b) Third-party infringement claims resulting from a breach of Software license terms by the Bank in respect of Software directly supplied by the Bidder.

22. PUBLICITY

Any publicity by the Bidder in which the name of The Bank is to be used should be done only with the explicit written permission of the Bank.

23. GUARANTEES

Bidder should guarantee all components are new. In the case of software, the Bidder should guarantee that the software supplied to The Bank is licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation. The Bidder shall be fully responsible for manufacturer's warranty in respect of proper design, quality and workmanship of the equipment, accessories etc. covered by the offer.

24. SERVICE LEVEL AGREEMENT

The Bidder should execute a Service Level Agreement, which would include all the services and terms and conditions of the services to be extended as detailed herein and as may be prescribed by the Bank. The Bidder will execute SLA within **one month** from the date of acceptance of contract. This RFP document and subsequent corrigendum/s (if any) will become integral part of SLA.

25. WARRANTY

The entire hardware equipment's, CDs, CRs associated software, communication devices, security devices, Air Conditioning equipment's, Power Conditioning equipment's, etc. will remain under maintenance warranty for a minimum period of 12 months from the date of commissioning the site after installation & commissioning. The Bidder must warrant all equipment, accessories, spare parts etc. against any manufacturing defects during the warranty period and replace any defective part at no additional cost to the Bank.

26. Preventive maintenance

Bidder will carry out checking of health of batteries, UPS at quarterly intervals and submit the reports to the CD/CR link Branch with a copy to the Bank (respective Regional Office/Zonal office). Bank has got right to extend the warranty period by quarterly basis for the non- submission of PM reports. Warranty should not become void if the Bank buys any other supplementary hardware / software from a third party and installs it within these machines in presence of the respective bidder. However the warranty will not apply to such third party hardware/software items installed by the Bank.

27. Separate earthing will be provided by the Bidder for the CD/CR including onsite CDs/CRs and Lobby CDs/CRs. The earthing is to be properly maintained by the Bidder. The earthing is to be checked every month and submit the reports to the CD/CR link Branch with a copy to the respective Regional Office. Any damage due to faulty earthing will be at the sole risk and responsibility of the selected vendor(s). In case of re-earthing, it is the responsibility of the vendor to do re-earthing without any cost to the Bank.

28. Vendor should share the hardcopy of atleast one image each stored by in-built as well as external cameras while submitting the Preventive Maintenance Report.

29. FORCE MAJEURE

The Bidder may not be liable for forfeiture of its performance security, liquidated damages 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 limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, fires, floods and freight embargoes. If a Force Majeure situation arises, the Bidder shall promptly notify The Bank in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by The Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. 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 three months, The Bank and the Bidder 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 Bidder.

28. DISPUTE RESOLUTION MECHANISM AND REMEDIES

In the event of a dispute or difference of any nature whatsoever between bidder and Central Bank of India during the course of the assignment arising as a result of this Agreement, the same will be referred for arbitration before a mutually agreed Sole Arbitrator failing which to a Board of arbitration. This Board will be constituted prior to the commencement of the arbitration and will comprise three arbitrators. bidder and Central Bank of India will each nominate an arbitrator to the Board and these arbitrators will appoint the third arbitrator, who shall be the presiding Arbitrator. The decision by the arbitrator shall be binding and conclusive upon the parties, or their successors, assigns and trustees and they shall comply with such decision in good faith. Unless the award states otherwise, each of the parties shall bear the costs of arbitration equally. The language of the arbitration shall be in English and Venue of arbitration shall be in Mumbai only.

The Arbitration and Conciliation Act, 1996, as amended and in force and any Rules and Schemes framed there under shall govern the arbitration proceedings.

This Agreement shall be governed by and construed and enforced in accordance with the laws of India and the parties hereto agree to submit to the exclusive jurisdiction of the courts of Mumbai for resolution of disputes arising out of the subject matter.

Notwithstanding the above, the Bank shall have the right to initiate appropriate proceedings before any court of appropriate jurisdiction, should it find expedient to do so.

Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, bidder will be expected to continue the facilities management services and the Bank will continue to pay for all products and services that are accepted by it, provided that all products and services are serving satisfactorily, as per satisfaction of the Bank.

The bidder acknowledges that if bidder fails to comply with any of its obligations hereunder, if Bank suffers any or all immediate, irreparable harm for which monetary damages may not be adequate.

The bidder agrees that, in addition to all other remedies provided at law or in equity, the Bank shall be entitled to injunctive relief, restraining order, right of recovery, specific performance, or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the vendor from committing any violation or enforce the performance of the covenants, obligations and representation contained in this Agreement (including RFP/PO). These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

29. Execution of NDA and Integrity Pact:

Each Participating bidder/s shall submit Integrity Pact as per attached Annexure-13 on duly stamped of Rs. 500. Integrity pact should be submitted by all participating bidder at the time of submission of Bid documents or as per satisfaction of the Bank. The Non submission of Integrity Pact as per time scheduled prescribed by Bank may be relevant ground of disqualification to participating in Bid process.

The Bidder should execute Non- Disclosure Agreement (NDA) and Integrity Pact as per Annexure 13.

30. REFERENCE CHECKS

Bidders are required to provide reference of the clients along with reference sites for whom they have provided similar solution. Bidder has to give authority to Bank to collect opinion from such clients. The Bank may contact these reference sites to obtain information on Services and Support being provided by the Bidder. Bidders will co-ordinate with the reference sites and arrange the visits on request from the Bank. The cost incurred by the evaluation team representing the bank, for the reference site visits, will be borne by the Bank.

LIQUIDATED DAMAGES

The Bank will consider the inability of the bidder to deliver or install the equipment within the specified time limit, as a breach of contract and would entail the payment of Liquidation Damages on the part of the bidder. The liquidation damages represent an estimate of the loss or damage that the Bank may have suffered due to delay in performance of the obligations (relating to delivery, installation, Operationalization, implementation, acceptance, warranty, maintenance etc.) by the bidder.

Installation will be treated as incomplete in one/all of the following situations:

- Non-delivery of any component or other services mentioned in the order Non-delivery of supporting documentation
- Delivery/Availability, but no installation of the components and/or software No Integration
- System operational, but unsatisfactory to the Bank

If the bidder fails to deliver any or all of the Goods or perform the Services within the time period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.50% of the complete

contract amount until actual delivery or performance, per week or part thereof (3 days will be treated as a week); and the maximum deduction is 20% of the contract price. Once the maximum is reached, the Bank may consider termination of the contract.

32- Bidder's liability

Notwithstanding anything contained in this RFP document, the Bidder's aggregate liability in connection with obligations undertaken as a part of the project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actuals and limited to the value of the contract. The Bidders liability in case of claims against the Bank resulting from misconduct or gross negligence of the Bidder, its employees and subcontractors or from infringement of patents, trademarks, copyrights(if any) or breach of confidentiality obligations shall be unlimited.

In no event shall the Bank be liable for any indirect, incidental damages or liability, under or in connection with or arising out of this tender and subsequent agreement or services provided on behalf of bank hereunder.

The bidder should ensure that the due diligence and verification of antecedents of employees/personnel deployed by him for execution of this contract are completed and is available for scrutiny by the Bank.

33- Inspection, Audit and Review, Monitoring& Visitations

(a) Inspection, Audit and Review

All OEM/Vendor records with respect to any matters / issues covered under the Tender or subsequent Agreement shall be made available to the Bank at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Such records are subject to examination. The Bank's auditors would execute confidentiality agreement with the Vendor, provided that the auditors would be permitted to submit their findings to the Bank, which would be used by the Bank. The cost of such audit will be borne by the Bank.

Vendor shall permit audit by internal/external auditors of the Bank or RBI to assess the adequacy of risk management practices adopted in overseeing and managing the outsourced activity/arrangement made by the Bank.

Bank shall undertake a periodic review of service provider/VENDOR outsourced process to identify new outsourcing risks as they arise. The VENDOR shall be subject to risk management and security and privacy policies that meet the Bank's standard. In case the VENDOR outsourced to third party, there must be proper Agreement / purchase order with concerned third party. The Bank shall have right to intervene with appropriate measure to meet the Bank's legal and regulatory obligations.

Access to books and records/Audit and Inspection would include:-

- a) Ensure that the Bank has the ability to access all books, records and information relevant to the outsourced activity available with the VENDOR. For technology outsourcing, requisite audit trails and logs for administrative activities should be retained and accessible to the Bank based on approved request.
- b) Provide the Bank with right to conduct audits on the VENDOR whether by its internal or external auditors, or by external specialist appointed to act on its behalf and to obtain copies of any audit or

review reports and finding made on the service provider in conjunction with the services performed for the bank.

c) Include clause to allow the reserve bank of India or persons authorized by it to access the bank's documents: records of transactions, and other necessary information given to you, stored or processed by the VENDOR within a reasonable time. This includes information maintained in paper and electronic formats.

d) Recognized the right of the reserve bank to cause an inspection to be made of a service provider of the bank and its books and account by one or more of its officers or employees or other persons.

Banks shall at least on an annual basis, review the financial and operational condition of the VENDOR. Bank shall also periodically commission independent audit and expert assessment on the security and controlled environment of the VENDOR. Such assessment and reports on the VENDOR may be performed and prepared by Bank's internal or external auditors, or by agents appointed by the Bank.

(b)Monitoring

Compliance with Information security best practices may be monitored by periodic Information security audits performed by or on behalf of the Bank and by the RBI. The periodicity of these audits will be decided at the discretion of the Bank. These audits may include, but are not limited to, a review of: access and authorization procedures, physical security controls, backup and recovery procedures, network security controls and program change controls. To the extent that the Bank deems it necessary to carry out a program of inspection and audit to safeguard against threats and hazards to the confidentiality, integrity, and availability of data, the Service Provider shall afford the Bank's representatives access to the Vendor's facilities, installations, technical resources, operations, documentation, records, databases and personnel. The Vendor must provide the Bank access to various monitoring and performance measurement systems (both manual and automated). The Bank has the right to get the monitoring and performance measurement systems (both manual and automated) audited without prior approval /notice to the Vendor.

(c)Visitations

The Bank shall be entitled to, either by itself or its authorized representative, visit any of the Vendor's premises without prior notice to ensure that data provided by the Bank is not misused. The Vendor shall cooperate with the authorized representative(s) of the Bank and shall provide all information/ documents\required by the Bank.

Cancellation of Order

The Bank reserves its right to cancel the Purchase Order at any time, in the event of delay in project beyond the specified period or non-compliance of the RFP terms or non-fulfillment of RFP functional requirements or severe bugs in the application or proposed system performance is not satisfactory. In addition to the cancellation of Purchase order, the Bank reserves the right to invoke the Bank Guarantee given by the Bidder to recover the damages.

Termination

1. Termination for Default

The Bank, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Successful Bidder, may terminate this Contract in whole or in part:

- a. if the Successful Bidder fails to deliver any or all of the deliverables / milestones within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; or;
 - b. If the Successful Bidder fails to perform any other obligation(s) under the contract.
 - c. If the Successful Bidder, in the judgment of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract. Corrupt practice means the offering, giving, receiving or soliciting of anything of value or influence the action of a public official in the procurement process or in contract execution; and "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Bidders (prior to after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.
2. In the event, the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Successful Bidder shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the Successful Bidder shall continue performance of the Contract to the extent not terminated when the value of the liquidated damages exceed 10% of the contract value.
3. In case the contract is terminated then all undisputed payment will be given to vendor, but disputed payment shall be adjusted by way of penalty from invoices or PBG.

4. Termination for Insolvency

If the Bidder becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, if the Bidder is a corporation, a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Bidder takes or suffers any other analogous action in consequence of debt; then the Bank plans to, at any time, terminate the contract by giving written notice to the Bidder. If the contract is terminated by the Bank in terms of this Clause, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Bank. In case, the termination occurs before implementation in all the locations in terms of this clause, the Bank is entitled to make its claim to the extent of the amount already paid by the Bank to the Bidder.

5. Termination – Key Terms & Conditions

The Bank reserves the right to terminate the agreement with the Bidder / vendor at any time by giving ninety (90) days prior written notice to the Bidder. The Bank shall be entitled to terminate the agreement at any time by giving notice if the Bidder.

- a. has a winding up order made against it; or
- b. has a receiver appointed over all or substantial assets; or
- c. is or becomes unable to pay its debts as they become due; or
- d. enters into any arrangement or composition with or for the benefit of its creditors; or
- e. Passes a resolution for its voluntary winding up or dissolution or if it is dissolved.

The Bidder shall have right to terminate only in the event of winding up of the Bank. Bank will specify the period for remedying any defect.

CONSEQUENCES OF TERMINATION:

In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], CENTRAL BANK OF INDIA shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the Contract.

In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by CENTRAL BANK OF INDIA, the Vendor herein shall be obliged to provide all such assistance to the next successor Vendor or any other person as may be required and as CENTRAL BANK OF INDIA may specify including training, where the successor(s) is a representative/personnel of CENTRAL BANK OF INDIA to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.

The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

Exit Option and Contract Re-Negotiation

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

- i. Failure of the successful bidder to accept the contract and furnish the Performance Guarantee within specified time of receipt of purchase contract;
- ii. Delay in delivery, performance or implementation of the solution beyond the specified period;
- iii. Serious discrepancy in functionality to be provided or the performance levels agreed upon, which have an impact on the functioning of The Bank. Inability of the Vendor to remedy the situation within 60 days from the date of pointing out the defects by The Bank. (60 days will be construed as the notice period)

b. In addition to the cancellation of purchase contract, Bank reserves the right to appropriate the damages through encashment of Bid Security / Performance Guarantee given by the Vendor.

c. The Bank will reserve a right to re-negotiate the price and terms of the entire contract with the Vendor at more favorable terms in case such terms are offered in the industry at that time for projects of similar and comparable size, scope and quality.

The Bank shall have the option of purchasing the equipment from third-party suppliers, in case such equipment is available at a lower price and the Vendor's offer does not match such lower price. Notwithstanding the foregoing, the Vendor shall continue to have the same obligations as contained in this RFP in relation to such equipment procured from third party suppliers.

As aforesaid The Bank would procure the equipment from the third party only in the event that the equipment was available at more favorable terms in the industry, and secondly, The Equipment procured here from third parties is functionally similar, so that the Vendor can maintain such equipment. The modalities under this right to re-negotiate /re-procure shall be finalized at the time of contract finalization.

d. Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Vendor will be expected to continue the facilities management services and the Bank will continue to pay for all products and services that are accepted by it provided that all products and services as serving satisfactory, as per satisfaction of the Bank. The Bank shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 to 12 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration.

The Bank and the Vendor shall together prepare the Reverse Transition Plan. However, The Bank shall have the sole decision to ascertain whether such Plan has been complied with.

Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Vendor to The Bank or its designee to ensure smooth handover and transitioning of Bank's deliverables, maintenance and facility management.

Intellectual property rights

The Vendor claims and represents that it has obtained appropriate rights to provide the Deliverables upon the terms and conditions contained in this RFP. The Bank agrees and acknowledges that save as expressly provided in this RFP, all Intellectual Property Rights in relation to the Hardware, Software and Documentation and any adaptations, translations and derivative works thereof whether protectable as a copyright, trade mark, patent, trade secret design or otherwise, provided by the Vendor during, in connection with or in relation to fulfilling its obligations under this RFP belong to and shall remain a property of the Vendor or its licensor.

The Vendor represents that a separate Agreement is required to be entered into by the Bank with Third-party Vendors either for statutory or proprietary reasons, notwithstanding the Vendor's obligations for performance. During the Term of this Project and, if applicable, during the Reverse Transition Period, Bank grants Vendor a right to use at no cost or charge the Hardware or Software licensed to the Bank, solely for the purpose of providing the Services. The Vendor shall be responsible for obtaining all necessary authorizations and consents from third party licensors of Hardware and Software used by Vendor in performing its obligations under this Project.

If a third party's claim endangers or disrupts the Bank's use of the Software or Hardware, the Vendor shall at no further expense, charge, fees or costs to the Bank, (i) obtain a license so that the Bank may continue use of the Hardware or Software in accordance with the terms of this tender and subsequent Agreement and the license agreement; or (ii) modify the Software without affecting the functionality of the Hardware or Software in any manner so as to avoid the infringement; or (iii) replace the Hardware or Software with a compatible, functionally equivalent and non-infringing product.

All third party software / service provided by the bidder in the scope of the RFP will be the responsibility of the bidder.

The Bank shall not be held liable for and is absolved of any responsibility or claim/Litigation or penal liability arising out of the use of any third party software or modules supplied by the Vendor as part of this RFP.

Confidentiality

"Confidential Information" means any and all information that is or has been received by the Vendor ("Receiving Party") from the Bank ("Disclosing Party") and that relates to the Disclosing Party; and is designated by the Disclosing Party as being confidential or is disclosed in circumstances where the Receiving Party would reasonably understand that the disclosed information would be confidential or is prepared or performed by or on behalf of the Disclosing Party by its employees, officers, directors, agents, representatives or consultants. Without limiting the generality of the foregoing, Confidential Information shall mean and include any information, data, analysis, compilations, notes, extracts, materials, reports, drawings, designs, specifications, graphs, layouts,

plans, charts, studies, memoranda or other documents, or materials relating to the licensed software, the modules, the program documentation, the source codes, the object codes and all enhancements and updates, services, systems processes, ideas, concepts, formulas, methods, know how, trade secrets, designs, research, inventions, techniques, processes, algorithms, schematics, testing procedures, software design and architecture, computer code, internal documentation, design and function specifications, product requirements, problem reports, analysis and performance information, business affairs, projects, technology, finances (including revenue projections, cost summaries, pricing formula), clientele, markets, marketing and sales programs, client and customer data, appraisal mechanisms, planning processes etc. or any existing or future plans, forecasts or strategies in respect thereof.

“Confidential Materials” shall mean all tangible materials containing Confidential Information, including, without limitation, written or printed documents and computer disks or tapes, whether machine or user readable. Information disclosed pursuant to this clause will be subject to confidentiality for the term and thereafter.

Nothing contained in this clause shall limit Vendor from providing similar services to any third parties or reusing the skills, know-how and experience gained by the employees in providing the services, subject to strict confidential obligation, contemplated under this clause, provided further that the Vendor shall at no point use the Bank’s confidential information or Intellectual property.

The Vendor Party shall, at all times regard, preserve, maintain and keep as secret and confidential all Confidential Information and Confidential Materials of the Disclosing Party howsoever obtained and agrees that it shall not, without obtaining the written consent of the Bank. Disclose, transmit, reproduce or make available any such Confidential Information and materials to any person, firm, Company or any other entity other than its directors, partners, advisers, agents or employees, sub-contractors and contractors who need to know the same for the purposes of maintaining and supporting the Software provided as a part of centralized Banking Project. The Receiving Party shall be responsible for ensuring that the usage and confidentiality by its directors, partners, advisers, agents or employees, sub-contractors and contractors is in accordance with the terms and conditions and requirements of this tender; or

Unless otherwise agreed herein, use of any such Confidential Information and materials for its own benefit or the benefit of others or do anything prejudicial to the interests of the Disclosing Party / Bank or its customers or their projects.

In maintaining confidentiality hereunder the Receiving Party / Vendor on receiving the confidential information and materials agrees and warrants that it shall:

- Take at least the same degree of care in safeguarding such Confidential Information and materials as it takes 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
- Keep the Confidential Information and Confidential Materials and any copies thereof secure and in such a way so as to prevent unauthorized access by any third party
- Limit access to such Confidential Information and materials to those of its directors, partners, advisers, agents or employees, sub-contractors and contractors who are directly involved in the consideration/evaluation of the Confidential Information and bind each of its directors, partners, advisers, agents or employees, sub-contractors and contractors so involved to protect the Confidential Information and materials in the manner prescribed in this document
- Upon discovery of any unauthorized disclosure or suspected unauthorized disclosure of Confidential Information, promptly inform the Disclosing Party of such disclosure in writing and immediately return to the Disclosing Party all such Information and materials, in whatsoever form, including any and all copies thereof
- The Receiving Party who receives the confidential information and materials agrees that on receipt of a written demand from the Disclosing Party / Bank

- a. Immediately return all written Confidential Information, Confidential materials and all copies thereof provided to, or produced by it or its advisers, as the case may be, which is in Receiving Party's possession or under its custody and control.
- b. To the extent practicable, 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 Disclosing Party.
- c. So far as it is practicable to do so immediately expunge any Confidential Information relating to the Disclosing Party or its projects from any computer, word processor or other device in its possession or under its custody and control.
- d. To the extent practicable, immediately furnish a certificate signed by its director or other responsible representative confirming that to the best of his/her knowledge, information and belief, having made all proper enquiries the requirements of this paragraph have been fully complied with.
- e. The rights in and to the data / information residing at the Bank's premises, including at the DRC even in the event of disputes shall at all times solely vest with the Bank
- f. The Vendor represents and agrees that during the Term of this RFP or until the Bank takes over the Deliverables from the Vendor, whichever is earlier, the Bank shall not be responsible for any loss/damage (including malfunctioning or non-functioning of Deliverables) caused to the Deliverables for any reason, unless such loss/damage (including malfunctioning or non functioning of Deliverables) is caused due to the willful act or gross misconduct of the Bank or any of its personnel as certified jointly by the Project Directors of the Parties. In such an event, the Vendor shall promptly repair and/or replace the non-performing Deliverable with a suitable replacement, if required, without affecting the service level standards in this RFP without any additional cost to the Bank.

• The restrictions in the preceding clause shall not apply to:

- a. Any information that is publicly available at the time of its disclosure or becomes publicly available following disclosure (other than as a result of disclosure by the Disclosing Party / Bank contrary to the terms of this document); or any information which is independently developed by the Receiving Party / Vendor or acquired from a third party to the extent it is acquired with the valid right to disclose the same.
- b. 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, statutory 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 / Vendor shall promptly notify the Disclosing Party / Bank of such requirement with a view to providing the Disclosing Party / Bank an opportunity to obtain a protective order or to contest the disclosure or otherwise agree to the timing and content of such disclosure.
- c. The Confidential Information and materials and all copies thereof, in whatsoever form shall at all times remain the property of the Disclosing Party / Bank and its disclosure hereunder shall not confer on the Receiving Party / Vendor any rights whatsoever beyond those contained in this document.

The confidentiality obligations shall survive the expiry or termination of the agreement between the Vendor and the Bank. The Vendor shall execute NDA (Non-disclosure Agreement) with Bank as format shared provided in this RFP.

The Vendor shall be fully responsible for any breach of data confidentiality of customer related information. This liability shall be applicable even after the contract expires or gets terminated.

Information Ownership

All information transmitted by successful Bidder belongs to the Bank. The Bidder does not acquire implicit access rights to the information or rights to redistribute the information unless and until written approval sought in this regard. The Bidder understands that civil, criminal, or administrative

penalties may apply for failure to protect information appropriately, which is proved to have caused due to reasons solely attributable to bidder.

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 if any unauthorized disclosure have encountered.

Types of sensitive information that will be found on Bank system's which the Bidder plans to support or have access to include, but are not limited to Information subject to special statutory protection, legal actions, disciplinary actions, complaints, IT security, pending cases, civil and criminal investigations, etc.

The successful Bidder shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any of the Bank location. The Bidder will have to also ensure that all sub-contractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Bank location.

Independent Contractor:

Nothing herein contained will be construed to imply a joint venture, partnership, principal-agent relationship or co-employment or joint employment between the Bank and Bidder. Bidder, in furnishing services to the Bank hereunder, is acting only as an independent contractor. Bidder does not undertake by this Agreement or otherwise to perform any obligation of the Bank, whether regulatory or contractual, or to assume any responsibility for the Bank's business or operations. The parties agree that, to the fullest extent permitted by applicable law; Bidder has not, and is not, assuming any duty or obligation that the Bank may owe to its customers or any other person. The bidder shall follow all the rules, regulations statutes and local laws and shall not commit breach of any such applicable laws, regulations etc. In respect of sub-contracts, as applicable – If required by the Bidders, should provide complete details of any subcontractor/s used for the purpose of this engagement. It is clarified that notwithstanding the use of sub-contractors by the Bidder, the Bidder shall be solely responsible for performance of all obligations under the SLA/NDA(Non Disclosure Agreement) irrespective of the failure or inability of the subcontractor chosen by the Bidder to perform its obligations. The Bidder shall also have the responsibility for payment of all dues and contributions, as applicable, towards statutory benefits including labour laws for its employees and sub-contractors or as the case may be. Bidder should take bank's prior written permission before subcontracting/ resource outsourcing of any work related to the performance of this RFP or as the case may be.

Corrupt and Fraudulent Practices

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

"Corrupt Practice" means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND

"Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of The Bank and includes collusive practice among Vendors (prior to or after offer submission) designed to establish offer prices at artificial non competitive levels and to deprive The Bank of the benefits of free and open competition.

The Bank reserves the right to reject a proposal for award if it determines that the Vendor recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question. The Bank reserves the right to declare a firm ineligible, either indefinitely or for

a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

Sensitive Information:

Any information considered sensitive must be protected by bidder from unauthorized disclosure, modification or access. Types of sensitive information that will be found on Bank systems which the Service provider may support or have access to include, but are not limited to: Information subject to special statutory protection, legal actions, disciplinary actions, complaints, IT security, pending cases, civil and criminal investigations, etc

Assignment

Bank may assign the Project and the solution and services provided therein by Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. The Bank shall have the right to assign such portion of the facilities management services to any of the Contractor/sub-contractor, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with Bidder for any reason whatsoever; (iii) expiry of the contract. Such right shall be without prejudice to the rights and remedies, which the Bank may have against Bidder. Bidder shall ensure that the said sub-contractors shall agree to provide such services to the Bank at no less favourable terms than that provided by Bidder and shall include appropriate wordings to this effect in the agreement entered into by Bidder with such sub-contractors. The assignment envisaged in this scenario is only in certain extreme events such as refusal or inability of Bidder to perform or termination/expiry of the contract.

Privacy and security safeguards

- i. The Vendor shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Vendor or existing at any Bank location. The Vendor will have to develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank data and sensitive application software. The Vendor will have to also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Vendor or existing at any Bank location.
- ii. The Vendor hereby agrees and confirms that they will disclose, forthwith, instances of security breaches.
- iii. The Vendor hereby agrees that they will preserve the documents.

Governing Law and Jurisdiction

The provisions of this Agreement shall be governed by the laws of India. The disputes, if any, arising out of this RFP/Agreement shall be submitted to the jurisdiction of the courts/tribunals in Mumbai.

Statutory and Regulatory Requirements

The solution must comply with all applicable requirements defined by any regulatory, statutory or legal body which shall include but not be limited to RBI or other Regulatory Authority, judicial courts in India and as of the date of execution of Agreement. This requirement shall supersede the responses provided by the Vendor in the technical response. During the period of warranty / AMC, Bidder / Vendor should comply with all requirements including any or all reports without any additional cost, defined by any regulatory authority time to time and which fall under the scope of

this RFP / Agreement. All mandatory requirements by regulatory / statutory bodies will be provided by the bidder under change management at no extra cost to the bank during the tenure of the 5(five) year contract.

Compliance with Laws

a) Compliance with all applicable laws: Vendor shall undertake to observe, adhere to, abide by, comply with the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this scope of work and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

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

3. All necessary compliances relating to the transaction such as disclosure in in the returns to be filed, Tax Collected at Source (if applicable) etc. shall be duly undertaken by the supplier and in case of any non-compliance or delayed compliance, the Bank shall have right to recover interest and/or penalty that may be levied including liquidated damages @10 % of the value of supplier.

This indemnification is only a remedy for the Bank. Vendor is not absolved from its responsibility of complying with the statutory obligations as specified above.

Bank Property

All data or information supplied by the Bank to the bidder in connection with the services being provided by bidder ('the software and Hardware') shall remain the property of the Bank or its licensors. All deliverables to the extent prepared by bidder hereunder for delivery to the Bank ('the Deliverables') shall be the property of the bidder and the bidder shall grant to the Bank a worldwide, non-exclusive, fully paid, royalty-free license to use, display, execute, reproduce, and distribute copies of the Deliverables for its internal use only, to the extent necessary for the intended use of the Deliverables. Except as otherwise provided herein above, if the bidder discloses any data or information to any unauthorized party the bidder agrees to indemnify and hold harmless the Bank against all claims, causes of action, liabilities, losses, damages, costs, and resulting from such disclosure.

Violation of terms

The Bank clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Vendor from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These

injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

Survival and Severability: Any provision or covenant of the RFP/ subsequent Agreement, which expressly, or by its nature, imposes obligations on bidder shall so survive beyond the expiration, or termination of this Agreement. The invalidity of one or more provisions contained in this Agreement shall not affect the remaining portions of this Agreement or any part thereof; and in the event that one or more provisions shall be declared void or unenforceable by any court of competent jurisdiction, this Agreement shall be construed as if any such provision had not been inserted herein.

AMENDMENTS

Any change made in any clause of the contract which shall modify the purview of the contract within the validity and currency of the contract shall be deemed as an Amendment. Such an amendment can and will be made and be deemed legal only when the parties to the contract provide their written consent about the amendment, subsequent to which the amendment is duly signed by the parties and shall be construed as a part of the contract.

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ANNEXURE-1

BANK GUARANTEE

TO

Whereas _____ having its registered office at _____ (hereinafter called "the Bidder") has to submit its bid dated _____ for the site preparation, supply, installation /commissioning of CDs/CRs, as specified in Schedule of requirement against Tender Reference NO. _____ (hereinafter called "the Tender")

KNOW ALL MEN by these presents that we _____ having our Corporate Office at _____ (hereinafter called "the Bank") are bound to Central Bank of India, (hereinafter called "The BANK") in the sum of Rs. _____ (Rupees _____ only) for which payment well and truly to be made to the Bidder, the Bank binds itself, its successors and assigns by these presents.

The conditions of this obligation are:

1. If the Bidder withdraws their Bid during the period of Bid validity specified in the Tender: OR
2. If the Bidder, having been notified of the acceptance of its Bid by the Bidder during the period of Bid validity –
 - a. Fails or refuse to execute the Contract or the Agreement/Forms as required OR
 - b. Fails or refuse to furnish the Performance Security, in accordance with the instruction to Bidder.

We, _____ under take to pay to the Bidder up to an amount of Rs. _____ (Rupees _____ only) upon receipt of its first written demand, without the Bidder having to substantiate its demand, provided that in its demand the Bidder will note that the amount claimed by it is due to it owing to the occurrence of anyone or both of two conditions specifying occurred condition or conditions.

Notwithstanding anything contained hereinabove;

1. Our liability under this Bank Guarantee shall not exceed Rs. _____ (Rupees _____ only)
2. This Bank Guarantee shall be valid up to _____
3. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before _____. After which the bank shall be discharged from its liabilities.

Date this ----- day of ----- 2017 at -----

For and on behalf of ----- Bank.

ANNEXURE –2

To

The Deputy General Manager
Central Bank of India,
Plot No.11, Sector 23, CBD Belapur.

Dear Sir,

Ref: - COMPLIANCE CERTIFICATE: RFP for 900 NEW CDs & 300 CASH RECYCLERS

Having examined the Request for Proposal (RFP) including all items, the receipt of which is hereby duly acknowledged, we, the undersigned offer to provide the desired services including supply and maintenance of CDs in conformity with the said RFP and in accordance with our proposal and the schedule of Prices indicated in the Price Bid and made part of this bid. If our Bid is accepted, we undertake to complete the Project within the scheduled time lines as specified in the Purchase Order. We confirm that this offer is valid for a minimum period of 1 year from the last date for submission of RFP to the Bank. (RFP closing date). This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

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" and that using any type of influence shall be a disqualification for participating in the bidding process. We agree that the Bank is not bound to accept the lowest or any Bid that the Bank may receive. In case of our winning the contract and being given a purchase order we undertake to sign the Service Level Agreement within 30 days of the date of Purchase Order.

We have not been barred/black-listed by any regulatory / statutory authority and we have the necessary powers and all statutory approvals required, permissions, licenses and certificates to be appointed as a service provider and the same are still valid and subsisting. We agree to abide by all the terms and conditions specified in the RFP. Necessary costing has accordingly been considered in our commercial offer.

Signed Dated Seal & Signature of the Bidder

Phone No.:

Fax:

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ANNEXURE –3

BIDDER'S PROFILE.

1. Details of the Bidder and their Channel Partners

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

S.No.	Item	Requirement	Documents submitted yes/no	
1	Name of Company			
2	Postal Address			
3	Physical address of the Main office			
4	Telephone and Fax numbers.	Visiting card/letter head of the company.		
5	Constitution of the Company:	Sole Proprietorship / Partnership/ Ltd company. Certificate of commencement of business/Incorporation.		
6	Name and designation of the person authorized to make commitment to Central Bank of India.	Letter to this effect.		
7	Email Address			
8	Whether any of the family members of Directors/ Majority share holder/ Authorized signatory working with Central Bank of India.	If yes please submit details thereof.		
9	Year of commencement of Business			
10	Sales Tax No.			
11	Income Tax PAN			
12	Whether manufacturer/authorized dealer/agent.			
13	Name and Address of manufacturer			
14	Location of Manufacturing facility			
15	Brief Description of facilities for manufacture, production, inspection, Testing and quality assurance.			
16	Brief Description of after sales service facilities available with the Bidder			
17	Income Tax Clearance Certificate Yes/No	Copies of Income Tax Returns filed During last – 3- years.		
18	Copies of the Audited Balance sheet and Profit & Loss Accounts of last –3- years			
19	Average turnover of last –3- years period from CD business. (Please submit auditor certificate if not clear from Audited balance sheet.			

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DETAILS OF TRACK RECORD:

[illegible]

[illegible]

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ANNEXURE –6

COMPLIANCE CHECKLIST WITH QUALIFICATION CRITERIA.

Sl No.	Item	Yes	No
1	Whether bidder or the parent company are a registered company/firm in India as per company Act 2013 or under any other Indian law.		
2	Whether an ISO certified company.		
3	Whether the company is in operation for a period of at least 3 year as on date of RFP.		
4	Whether a Profit making company since last 3 years.		
5	Whether minimum turnover of Rs.50 Crores per annum in last 3 years.		
6	Whether the net worth is more than Rs. 10 Crores		
7	Whether the Bidder have their own support offices / resident engineers in a minimum of 100 major Centres, (which should include all the Cities/Centres where Bank's Regional Offices are situated and be able to provide & maintain equipments including all components/Add-On items in sufficient quantities with their operational support engineers in all these cities (List of Regional/Zonal Offices is placed at Annexure 11). List of support offices/resident engineers with complete address and contact details be provided.		
8	Whether Original Equipment Manufacturers (OEM) of CDs or their authorized distributors/ agents in India with at least 1000 installations in India of the proposed brand and model of CDs in the last 3 years. OEM or their authorized business partner must have an experience of supply, installation and maintenance of at least 1000 CDs during last 3 years.		
9	Whether the Monitoring server of the bidder or partner has the capability to handle monitoring of minimum 3000 CDs		
10	Whether bidder of partner own its 24X7x365 functional Remote Management Center/Help Desk in India.		
11	Whether a reputed CD brand in India for quality and reliability (the Bank will make independent enquiries with users of these brands).In case the bidder is new venture by established/industrial house in India with expertise in similar activities (such as IT related support/service activities mismanaged services, network operating center etc.) The promoter's company / firms past performance in terms of income and net profit shall be evaluated based on the eligibility criterion stipulated above in the above in their field of business. The bidder should have received at least one order from a public sector Bank in India for similar services as stipulated in this RFP. Further, bidder's commitment, ability to provide similar infrastructure/facilities/services sought for in bidder's qualification criterion and their ability to meet the technical specifications as provided in the scope of work shall be reckoned for evaluation. Such companies should provide proof of their financial abilities to execute the project.		

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12	Whether CDs proposed are capable of the meeting functional (transactional) requirements outlined in this RFP document. Whether the Bidder will demonstrate / substantiate all claims made in the Technical bid to the satisfaction of the Bank, the capability of the machine to support all the required functionalities at their cost in their lab /office/ in any other organization where the function is in use.		
13	Whether terms and conditions laid in this RFP are acceptable to the bidder.		
14	Whether Capable to integrate with the existing switch Bidder		

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ANNEXURE –6 A

COMPLIANCE CHECKLIST WITH QUALIFICATION CRITERIA IN CASE OF A NEW VENTURE.

SINo.	Item	Yes	No
1	Whether bidder or the parent company are a registered company/firm in India as per company Act 2013 or under any other Indian law.		
2	Whether an ISO certified company.		
3	Whether the company is in operation for a period of at least 3 year as on date of RFP.		
4	Whether a Profit making company since last 3 years.		
5	Whether the bidder has received at least one order from a scheduled commercial Bank, in India for similar services as stipulated in this RFP under scope of work.		
6	Whether proof of their performance/track record is enclosed duly signed by not less than General Manager-IT/Head IT of the Bank.		
7	Whether minimum turnover of Rs.25 Crores per annum in last 3 years by the promoter company.		
8	Whether the Bidder have their own support offices / resident engineers in a minimum of 100 major Centres, (which should include all the Cities/Centres where Bank's Regional Offices are situated and be able to provide & maintain equipments including all components/Add-On items in sufficient quantities with their operational support engineers in all these cities (List of Regional/Zonal Offices is placed at Annexure 11). List of support offices/resident engineers with complete address and contact details be provided. .		
9	Whether Original Equipment Manufacturers (OEM) of CDs or their authorized distributors/ agents in India with at least 1000 installations in India of the proposed brand and model of CDs in the last 3 years. OEM or their authorized business partner must have an experience of supply, installation and maintenance of at least 1000 CDs during last 3 years.		
10	Whether the bidder or their partners have a primary managed center in India to execute the CD management services related activities as prescribed in the scope of work. The secondary center may be located abroad.		
11	Whether CDs proposed are capable of the meeting functional (transactional) requirements outlined in this RFP document. Whether the Bidder will demonstrate / substantiate all claims made in the Technical bid to the satisfaction of the Bank, the capability of the machine to support all the required functionalities at their cost in their lab /office/ in any other organization where the function is in use.		
12	Whether terms and conditions laid in this RFP are acceptable to the bidder.		
13	Whether Capable to integrate with the existing switch Bidder		

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ANNEXURE –7

CD Technical Specification Details

Brand of CD:

Manufacturer:

Model:

Bidders should offer their best and latest model CD, which will meet Bank's requirement and comply with RBI guidelines also.

Sl. No.	Features	Yes / No	Remarks
	Description of CD		
	<i>Lobby Type Front Load</i>		
1	Processor		
1.1	2.9 GHZ Intel Core i3 or higher.		
1.2	4 GB RAM or higher		
1.3	1x 500 GB or higher SATA HDD (for OS). 1x500 GB or higher SATA HDD (for Camera Images).		
1.4	On-board 10/100/1000 Mbps Speed LAN Card (IPV 6 Compliant)		
1.5	DVD Writer		
1.6	4 USB ports with 2 of the USB in front		
1.7	3 MB or more Cache memory.		
1.8	The selected Bidder should provide CDs with at least Windows 7 or above operating System/supported version of Windows /Linux operating system. The bidder is responsible to update the OS patches and upgrade the OS of CDs to higher version of Linux/supported version Windows operating system before expiry of extended support of Windows 7 from M/s Microsoft at no additional cost during both warranty and AMC period. Further, the Bidder should ensure that on up-gradation, there should be no disruptions of service and no performance related issues are faced.		
1.9	MPEG full motion video with voice guidance support, internal speakers and head phone jack to play both MPEG and WAV / sound file. The Bidder to develop and install the bilingual voice guidance as per screen flow on all machines without any cost to Bank.		
1.10	CD should be preloaded with CEN XFS 3.0 or higher compliant layer/equivalent compliant layer (in case of Linux operating system) and should be capable of running multi-vendor software without any hardware / operating system changes. (CD must support and should be loaded with XFS/Multi-vendor software.)		
1.11	One inbuilt camera to capture the face image of the customer transaction and one external dome camera for ATM room. Camera with a minimum resolution of 640X480. Solution		

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Sl. No.	Features	Yes / No	Remarks
	should be able to store the images/video in a digital format for minimum 6 months at an average of 300 transactions per day.		
1.12	The model must support remote downloading of screens and remote loading of security keys. Also, the model should support remote patch uploading and patch execution.		
1.13	The CD should be PA-DSS complied Application should be PCI PA-DSS compliant as on date of supply of CD.		
1.14	Suitability for Visually challenged (with audio support). The CD should have Voice Guidance flow enabled for the visually challenged along with Text to Speech (English & Hindi), web extension services based, functional key voice guidance support with internal speakers, headphone & jack.		
1.15	The CD should have provision for grouting i.e. bolting the same with the ground and the Bidder should arrange the ATM engineer and required support team and complete grouting activity without any cost to the Bank. (Drilling 10"-12"/ 8"-10" holes in the flooring and hammering metal sleeves in these holes. Putting in Anchor fasteners - min. 8" long anchor fasteners, preferably of Fischer make. Applying resin adhesive (Araldite) over the finished bolt positions for improved bonding)		
1.16	CD must also have biometric authentication functionality with finger print reader as per Aadhar 2.0 Level 0 specifications and same is required from the initial stage. The CD 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. Compliance/ Provisional testing certificate from STQC/ Aadhaar should be submitted with technical bid. The Biometric Scanner should be STQC Certified with minimum Level 0 compliance and upgradable to Level 1 at no additional cost to the bank		
1.17	Should have capability to connect to any type of Ethernet network switch of Bank.		
1.18	CD should have an MCB / Chip / IC / etc., prior to SMPS / POWER Manager to prevent damage to machine due to power fluctuations.		
2	Currency Chest		
2.1	CEN L / UL 291 Certified Secure Chest Level 1 -Certificate of conformance to be enclosed (UL (Underwriters Laboratory Inc. USA) Certified meeting 291 Level 1 or higher or the CEN L or higher certified for the CD Currency Chest . CEN L or higher will be preferred.)		
2.2	S&G / MAS Hamilton capable of having electronics combination lock of 6+6 digits with dual custody and OTC facility Dual Combination OTC Electronic Lock of 6+6 digits. Should be UL 437 VDS Certified.		
2.3	Alarm sensor for temperature status, vibration status and		

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Sl. No.	Features	Yes / No	Remarks
	chest open status while sending signals / messages to switch / management center/control panel of the Bank.		
3	Dispenser		
3.1	Friction / Vacuum pick technology		
3.2	Multi-media dispenser (tickets / coupon / stamps / receipts) with bunch presenter		
3.3	Capability to dispense Currency notes of multiple denominations. All cassettes should be capable of dispensing all notes and should be Capable of handling old CD fit currency notes		
3.4	Dispense minimum 40 bills/currency notes per txn		
3.5	Dispense ATM Fit notes		
3.6	Indicate proper insertion of cassettes,		
3.7	Double pick module with four currency cassettes (with lock and key / latch) Four Pick Module with 4 cassettes configuration with latches capable of shutting automatically when removed from the CD and should be capable of working even with 2 cassettes.		
3.8	Secure Divert cassette bin with lock and key.		
3.9	Each cassette should hold minimum of 2500 notes.		
3.10	Minimum of dispensing/stacking speed of 4 notes		
3.11	Removable Divert bin (Purge bin)		
4	Card Reader		
4.1	Dip Smart card, Chip card and Magnetic Stripe card Reader with capability to reading track 1 & 2 i.e EMV Level 1 and 2 compliance version 4.0 or later as certified		
4.2	Software/Firmware/license for using smart card, Chip card & Magnetic stripe on CD.		
4.3	Conformance to VISA standards, MasterCard standards, Rupay standards AMEX and all other types of cards currently being used		
4.4	Dip Card Reader with anti-skimming device installed and integrated with the card reader of the CD. Details of the anti-skimming technology / device to be enclosed. The bank is looking for a comprehensive skimming protection solution which achieves the following:- i) Senses unauthorized attachment of any device on the card reader module, ii) Sends the signal to switch and further to the Remote ATM Management Centre of the vendor, iii) Capable of enabling the switch and/or Remote ATM Management Centre to put the machine Out-Of-Service		
5	Customer Interface on CD		
5.1	Color LCD/LED screen of minimum 15" or higher along with Touch and FDK Screen. (Both Touch Screen and FDK's are required)		
5.2	Privacy filter, The CDs should have privacy screen filter to		

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Sl. No.	Features	Yes / No	Remarks
	enable the view of the CD Screen only to the customer standing in front of the CD.		
5.3	Rugged, spill proof TDES enabled keyboard with polycarbonate tactile / stainless steel recessed (EPP Pin Pads) keys. EPP7 keypads to be PCI and ADA compliant.		
5.4	Braille stickers on all devices as per requirement to support visually challenged.		
5.5	CD must have Braille Decals on Customer interface modules like card entry slot, Cash exit slot, receipt slot in order to ensure ease of access for visually challenge person.		
5.6	Multi lingual Screen support		
5.7	Earphone Jack		
5.8	Vandal Proof screen		
5.9	Adherence to Persons with Disability standards compliance. give details; Cash Dispenser should be accessible to physically Challenged, Wheel Chair Access and Visually Challenged as per ADA, Access-For-All (AFA) & RBI guidelines		Vendor to provide self-declaration of same on letter head.
5.10	Manufacturing should have ISO certification 14001 and 9001 certification.		Certification for same to be attached.
6	DES chip		
6.1	Capable of Remote Key Management		
6.2	Triple DES chip with encryption / verification / validation software Triple DES compliant 16 key Alphanumeric keypad with secured Encrypting PIN Pad with polycarbonate / stainless steel (EPP pin pads) keys PCI Compliance (should comply to latest standards, PCI 3.0 or above)		
6.3	Support AES (Advanced Encryption Standard) in future without any additional hardware changes.		
7	Operator Interface		
7.1	Maintenance Panel / Monitor to facilitate all operations related to housekeeping and maintenance of the CD.		
7.2	CD should be mechanically and electrically capable of functioning 24 x 7 x 365 bases.		
7.3	Able to perform a self-test/ diagnostic test at the time of logout from the maintenance module		
8	Receipt Printer		
8.1	40 column Thermal printer should print various information pertaining to the transaction executed by the customer, log of the transactions including Multilingual printing etc Graphics Thermal Printer for trouble free receipt printing		
8.2	The printer must be able to cut the paper and push the receipt out of a slot provided on the CD fascia		
9	Connectivity		
9.1	Should be capable of being connected to Electra 7.3 CD SWITCH and new switch platform Lasis Tango provided by FSS		

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Sl. No.	Features	Yes / No	Remarks
	using NDC/D912 at no additional cost to Bank.		
9.2	1 Nos. CAT –5 cables of minimum length 5 meters from CD to IDU of VSAT.		
10	Application Software		
10.1	The software should be capable of performing multifarious functions listed above and elsewhere in this document		
10.2	Capability to support MPEG full motion video		
10.3	The software should have the utility for converting files containing transaction details into ASCII format		
10.4	Application software must be CEN 3 XFS compliant without any hardware / operating system changes. The software should include support for remote key transport.		
11	Security		
11.1	Should have all standard security features.		
11.2	Should be TRIPLE DES enabled		
11.3	Keypad with Triple DES Encrypted PIN Pad with Remote Key Loading Feature. Pin Pad must be PCI and ADA compliant (should comply to latest standards, PCI 3.0 or above)		
11.4	Support for Advance Encryption Standard in future without any additional hardware/software		
11.5	The PIN Pad must also meet Visa requirements on Tamper Resistant Security Module which enables automatic destruction of Secret keys in case of attempt to interface with the encryption system Additionally the PIN Pad must have key guard and key shield afixed		
11.6	CDs should be equipped with PIN pad shields covering all three sides to avoid shoulder surfing or capture by the external camera		
11.7	CD should be adequately hardened and only white listed necessary services run in the system (White listing of applications). No malware including viruses, worms and Trojans enter and Affect the system. CD should be pre-installed with whitelisting application solutions. All bidders must provide Whitelisting solution with following features- 1. The solution must ensure that only whitelisted applications run on the CD 2. The solution must prevent the execution of any non-whitelisted files on the machine Bidder to provide standard whitelisting solution which should meet above requirements and should come preloaded in the CDs to be supplied and installed by the successful bidders		
11.8	CDs should have rear view mirrors covering majority area of the ATM site		

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Sl. No.	Features	Yes / No	Remarks
11.9	No cash retraction Retract and purge capability however cash retraction should be disabled as of now as per RBI mandate. However, the CDs should be capable to be enabled for cash retraction if so desired by the Bank in future.		
11.10	CD should have protected USB ports under operating system log-on. a) ATM USB Ports should be configured to work in a locked down / restricted mode (with non admin rights). b) When the user is logged in as an Administrator, USB drive (Pen Drive, USB HDD, DVD Drive) should ask for a password and only up on a valid password it should allow the user to activate the USB Drive. c) Such password should be generated dynamically and not a default password d) The authorized personnel should retrieve the password from a central helpdesk via email or telephone or SMS through a registered email / mobile number. There should be a tracking / database maintained for the Password issued to every ATM and retained for audit purpose		
11.11	Vendor to provide Firewall on the machine		
11.12	Anti-virus installation and time to time updation.		
11.13	ATM PC Core and Dispenser should have strong encryption		
11.14	CD should have the provision to change the default BIOS password to Banks own Password.		
12	Protocols		
12.1	CD must support the TCP/IP protocol. CD should also support leased line, VSAT, CDMA, GPRS, GSM, 3G, 4G, Fixed wireless connectivities		
13	Scalability/Upgradability		
	The CD should be scalable/upgradeable in terms of		
13.1	RAM, HDD		
13.2	Bar Code Reader compatibility		
14	Remote Status Indicators		
	CD should have remote status indicators including but not limited to below mentioned indicators:		
14.1	Low paper for RP /JP		
14.2	Low currency		
14.3	Divert bin Full		
14.4	CD out of service		
14.5	Paper jam in printers		
14.6	Printer fatal		
14.7	Surveillance equipment (camera and related equipment)		
14.8	i) Unauthorized attachment of any device on the card reader module, ii) Sending signal to switch and further to the Remote ATM		

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Sl. No.	Features	Yes / No	Remarks
	Management Centre of the vendor, iii) Capable of enabling the switch and/or Remote ATM Management Centre to put the machine Out-Of-Service		
15	CD Surveillance Solution		
15.1	CD should be integrated with Primary Camera (Portrait, face camera) Solution must be able to capture image of the customer approaching and performing transactions at the CD. The camera should be pilfering proof and should be able to capture images in low lights.		
15.2	Solution should be able to store the images/video in a digital format for minimum 6 months at an average of 400 transactions per day. The backups will be taken at quarterly intervals or earlier as per the requirement of the Bank. Images captured must be configured to be stored on the 2nd HDD (where OS or other applications are not loaded) provided in Cash Dispenser.		
15.3	Camera with a minimum resolution of 640X480.		
15.4	Solution must provide an interface to browse, search and archive the stored video / images on hard disk or external media.		
15.5	Solution must be able to capture & stamp the transaction information on the images.		
15.6	Superimpose date, time, ATM ID and transaction data on to the recorded images.		
15.7	The solution must have a search facility to locate an image/event by date & time, card no., transaction reference no., and ATM ID		
15.8	Support motion detection recording: Video Surveillance System should be able to start recording/capturing images immediately in the event of any movement/motion taking place in the ATM room, apart from normal recording at the time of transactions.		
15.9	There should not be any variance in the timestamp of the DVSS system and the CPU of the CD		
15.10	Support watermarking for Image / video authentication		
15.11	The solution must not degrade the performance of CD, e.g. speed of normal transaction		
15.12	Solution must be capable to take necessary backup of stored image and retrieval the same at any point of time.		
15.13	Solution must be configurable to suit different site requirements and must be capable of performing under extreme light conditions.		
15.14	The CD should be capable of sending a health message for the surveillance equipment (Camera and the related equipment) to the central ATM Switch for proactive monitoring.		
15.15	The solution must not degrade the performance of CD eg. Speed of CD		
16	Electronic Journaling Module (EJ)		

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Sl. No.	Features	Yes / No	Remarks
16.1	All machines to be enabled with Electronic Journal (EJ) with capabilities to store EJ for multiple days. CD to be preloaded with a certified software agent of BANK/BANK's Manage Service Vendor during time of installation. EJ software will be provided by BANK/BANK's Manage Service vendor to CD vendor who has been selected for rollout.		
16.2	CD should be capable of supporting third party software agent such as SDMS/RADIA/INFOBASE etc. The Bidder should also agree to install any third party software selected by the Bank for EJ pulling at no extra cost to the Bank and also provide support for upgradation and distribution to each CD at no extra cost to bank during the contract period.		
16.3	Backup of EJ should be configured on the different hard disk drive than the drive on which EJ is generated		
16.4	Solution should include an EJ viewer.		
16.5	Support centralized EJ Pulling/remote retrieval of EJ data electronically		
17	Others:		
17.1	In-built SMPS to work on 230V 50 MHz power supply.		
17.2	Support input voltage of 230V AC /50 Hz with +/- 5%variation.		
18	Transactions to be supported/made available at the CD :		
18.1	Display of animation /scrolling/date and time		
18.2	Multi-lingual screens (minimum 3 languages) as per requirements to be supported.		
18.3	Cash Withdrawal from SB/CA/Overdraft (at least 4 accounts)		
18.4	Fast cash		
18.5	Transfer of funds from one account to another both within the bank and outside bank.		
18.6	Statement of account including Mini statement (last 10 txns)		
18.7	Account balance enquiry		
18.8	Request for Cheque book/passbook/draft		
18.9	PIN change facility		
18.10	Card-less transactions.		
18.11	Display unit with audio integrated jack		
19	Environmental capabilities		
19.1	Should operate in a range of temperature from 5 degree Centigrade to +50 degree centigrade.		
19.2	Should be capable of operating in range of relative humidity conditions from 20 to 80RH		
19.3	Energy saving features. Indicate Power consumed include standby / sleep mode.		
20	Warranty		
20.1	12 month onsite warranty covering all parts & labor. This period will start from date of acceptance of each installation.		

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ANNEXURE –7a

Cash Recycler (CR) Technical Specification Details			
Brand of CR:			
Manufacturer:			
Model:			
Bidders should offer their best and latest model CR, which will meet Bank's requirement and comply with RBI guidelines also.			
S No.	Technical Specification	Complied (Yes /No)	REMARKS
1	PC-CORE:- Processor & OS Features		
1.1	Intel Core i3 processor or higher, with minimum clock speed of 2.9 GHz or higher with minimum 3MB cache		
1.2	4 GB DDR3 RAM or higher		
1.3	1x 500 GB or higher SATA HDD (for OS)		
	1x 500 GB or higher SATA HDD(For camera Image)		
1.4	3 or more USB ports in front for front access of Cash Recycler		
1.5	DVD Writer		
1.6	Windows 7 Prof. or above with latest service pack. If windows 7 support withdrawn by Microsoft during the contract period, then the bidder has to upgrade the OS to next higher version before the support end date without any extra cost to Bank and provide support for the total contract period		
1.7	Software with CEN 3.0, XFS compliant and cross-vendor Support		
1.8	OS hardening (with Firewall) and should protect against unauthorized booting from alternative media & an access to CR hard disk.		
1.9	Cash Recycler should be adequately hardened and only white listed necessary services run in the system (White listing of applications). No malware including viruses, worms and Trojans enter and Affect the system.CR should be pre-installed with whitelisting application solutions. All bidders must provide Whitelisting solution with following features:		
1.9.1	The solution must ensure that only whitelisted applications run on the CR		
1.9.2	The solution must prevent the execution of any non-whitelisted files on the machine Bidder to provide standard whitelisting solution which should meet above requirements and should come preloaded in the CRs to be supplied and installed by the successful bidders		
1.10	Application interface facilitating admin, reconciliation and MIS function		
1.11	CR should have an MCB / Chip / IC / etc., prior to SMPS / POWER Manager to prevent damage to machine due to power fluctuations.		

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2	CURRENCY CHEST		
2.1	UL 291 Level 1/CEN1 Certified Secure Chest or higher(Certificate issued in favour of the bidder by these agencies to be provided by the bidder as part of the bid document)		
2.2	S&G / MAS Hamilton (KABAMAS-CENCON) dual electronic combination lock of 6+6 digits with of Onetime combination (OTC) functionality and audit trail without changing the lock hardware and without any hardware change. Passwords to be changed at the time of installation of CR and certified to this effect in the CR installation certificate.		
2.3	Sensors for temperature status, vibration status and chest open status while sending signal/messages to Switch/Management Centre		
3	HYBRID DIP CARD READER		
3.1	Dip Smart Card Reader with functionality to read track 1 & 2		
3.2	Smart card/chip card EMV Version 4.0 or later, as certified.		
3.3	Software, firmware, license for using Smart card, Chip card and magnetic strip card on Cash Recycler		
3.4	Cash Recycler should be ready for using the EMV chip cards		
3.5	Dip Card reader with anti- skimming device installed and integrated with the card reader of the RECYCLER. Details of anti-skimming technology /device to be enclosed. The bank is looking for a comprehensive skimming protection solution which achieves the following:-		
3.5.1	Senses unauthorized attachment of any device on/in surround of the card reader module		
3.5.2	Sends the signal to switch and further to the Remote ATM Management Centre of the vendor		
3.5.3	Enables the switch and/or Remote ATM Management Centre to put the machine Out-Of-Service as well as block the card reader from accepting any more card insertions		
3.6	Cash recycler must also have biometric authentication functionality with finger print reader as per Aadhar 2.0 specifications 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. Certificate should be submitted with technical bid.		
3.7	Secure Biometric scanner that supplies the finger print data to the ATM switch. The Biometric Scanner should be of good quality and should accept finger scans in one go and should be STQC Level 0 certified and compatible with AEPS & Aadhaar specifications. Bidder to furnish the STQC/ Aadhaar certificate in this regard. Biometric scanner should be a registered device and UIDAI certified		
3.8	CR should accept deposits using any Bank Debit / Credit cards, without cards, using Aadhar based authentications, with biometric, using Voice authentication. Cash Recyclers should recognize the Chip cards which includes EMV Cards, and should		

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	have Biometric authentication, and accordingly display the screen, voice prompts.		
3.9	Contactless Card (Like NFC) integration capability		
4	CUSTOMER INTERFACE		
4.1	LCD/LED Touch Screen Size:15" minimum		
4.2	Type: Capacitive/SAW / Infrared		
4.3	Touch screen & Function Defined Keys (FDK)		
4.4	Operating Temperature : From 5 to 50 degree Centigrade		
4.5	Rugged spill proof Triple DES enabled Keyboard with Poly Carbonate tactile / stainless steel EPP 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.		
4.6	Voice guidance support with internal speakers & headphone (only hardware enablement required i.e. hardware component to be provided).		
	This should be in line with IBA/Govt. of India guidelines for enabling visually impaired persons to transact at CR.		
	The Voice guidance solution should be enabled and be activated with insertion of earphone jack into the given slot by the cardholder.		
4.7	Adherence to Persons with Disability standards compliance . give details; Recycler should be accessible to physically Challenged, Wheel Chair Access and Visually Challenged as per ADA, Access-For-All (AFA) & RBI guidelines		
4.8	Braille stickers on all devices as per requirements to support visually challenged.		
4.9	Multi lingual Screen Support		
4.10	Pin pad should be covered with Pin guard/Shield. This pin guard/shield should cover all three sides to avoid shoulder surfing and capture by external cameras.		
5	BILL VALIDATOR		
5.1	Validating bill head width path upto 177mm or more		
5.2	Fixed width or centering mechanism with self-adjustable bill path		
5.3	Validation rate should be 98% or more		
5.4	Bill escrow capacity should have capacity of 400 bills or more		
5.5	Notes scanning speed: 8 Notes or higher per second		
5.6	Speed of cash acceptance in seconds for standard 200 notes .Cash Insert to Amount Confirmation The entire cash acceptance for 200 standard notes should be completed in 40 seconds or in less time.		

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5.7	Compliance to RBIs Note Authentication and Fitness sorting parameters (Documentation required on process of configuration. Configuration can be carried out at Bank location only). Configuration change to be completed at the earliest.		
5.8	Both side scanning of all bills.		
6	CASH MODULE		
6.1	Bulk 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 any extra cost.		
6.2	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 any extra cost to the Bank.		
6.3	Minimum of 4 Recycling cassettes and one reject bin and one Bin for counterfeit/suspect notes reject bin. CR should have minimum capacity of 2500 notes storage per cassette. Reject / Universal cassette (All denominations, non-issuable currency, ATM Unfit currency which cannot be recycled, cash retracted currency etc.) having minimum storage capacity of 2500 notes and cassette for suspicious / counterfeit notes which will be impounded will be in addition to these storage cassettes and this cassette should be of similar size of recycler cassettes		
6.4	All cassettes including reject and retract cassettes to be with lock / latch and key to ensure highest level of security. The design of the CR should ensure secure dual custodian based access for all cassettes i.e. Cassettes should be accessible and removable only when the chest is opened.		
6.5	Each Cassette should be able to hold notes of any Denominations Each deposit cassette should be configurable on the machine without any cost to Bank for 1. Deposit only 2. Dispense only 3. Deposit & Dispense 4. Recycle		
6.6	Denomination-wise sorting of the deposited currency notes		
6.7	Deposit/ Recycling Cassettes capacity of minimum 2500 notes or above		
6.8	Four orientation bill validation for good and bad currencies		
6.9	Notes deposited should be categorized and put into individual cassettes once they are accepted by the machine		
6.10	Should support card based, card less and bio metric authentication transactions		
6.11	Appropriate treatment for various categories of Bank Notes, viz. 1.No Bank Note (Reject) 2. Suspicious Bank Note (Impound) 3. Not Clear Bank Note (Reject) 4. Real Bank Note (Accept)		
6.12	Back-track the depositor for category 2 notes with mandatory recognition of the serial nos. of individual currencies. Storing & passing on image data for later processing.		
6.13	Cassette that support tracking and docking.		

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6.14	Cash transport movement should be secure and under dual locking.		
6.15	Foreign object detection / handling in the input tray		
6.16	CR should have Note number tagging along with images and traceability to account with appropriate MIS report as per Bank's requirement.		
6.17	Cash recycler must provide for adherence to RBI's Note Authentication and Fitness Sorting Parameters.		
6.18	The Cash recycler should detect pre-2005 series currency notes and the Demonetized series of 500 and 1000 rupee notes issued by RBI. The Cash Recycler should have parameterize the norms for accepting/blocking/rejecting the pre-2005 series or any other month/year as prescribed by RBI/Bank and the Demonetized series of 500 and 1000 rupee notes, without any extra cost to the Bank.		
6.19	Cash Recycler configured to accept denominations Rs.50, Rs.100, Rs 200 Rs.500 & Rs.2000. Recalibration required due to new currency denomination introduced by the government at any time during the currency of the contract to be done at no additional cost to the bank		
6.20	Recycler should support dispensing of cash with minimum of 100 notes per bunch		
7	DES . CHIP SECURITY		
7.1	Support Remote key Management. DES/RSA		
7.2	Triple DES chip with encryption / verification / validation software		
8	INTEGRATED SURVEILLANCE SOLUTION		
8.1	Cash Recycler should have pilfer proof camera 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. There should be minimum two pilfer proof cameras inside the CRs to capture the customer image and to capture the hand movement while depositing / withdrawing cash from the cash slot		
8.2	Solution should be able to store the images in a digital format for minimum on first in first out basis for 6 months at an average of 300 transactions per day. The time prints of the DVR of transaction exactly tally with transaction time printed in EJ. The back-ups will be taken at mutually agreed intervals and locations. The vendor has to supervise that DVSS images are getting recorded in Cash Recycler. The vendor shall capture the images in the second hard disk of Cash Recycler for storage of the archived images.		
8.3	Solution must provide an interface to browse, search and archive the stored images on hard disk or external media		
8.4	Solution must be configurable to suit different site requirements and must perform under extreme conditions		

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8.5	Solution must be able to capture & stamp the transaction information on the images		
8.6	The solution must have a search facility to locate an image/event by date & time, card no., transaction reference no. and ID		
8.7	The solution be monitored from a central Location		
8.8	The solution must not degrade the performance of , e.g. speed of normal transaction		
8.9	The image surveillance hardware should be integrated within the Cash Recycler		
9	SOFTWARE AGENT		
9.1	The CR should be capable of supporting a third party software agent such as SDMS/ Infobase/ Radia, etc. The vendor also agrees to install any software selected by the Bank at no cost to the Bank.		
9.2	Should interface with the Bank's switch		
9.3	Software for reading the EMV chip cards. Smart card/Chip card EMV version 4.0, Level 2 approved terminal resident applications. Copy of level 2 approval certificate to be enclosed.		Approval Certificate to be attached
10	CONNECTIVITY		
10.1	Should have Network Interface Card 10/100 MBPS		
10.3	must support TCP/IP		
11	Others		
11.1	Minimum 40 Column 80 mm DMP/Graphic Thermal Receipt Printer		
11.2	Electronic journal to be also written on hard disk and replicated on the second hard disk which records images. The solution should include an EJ viewer		
11.3	Support centralized EJ Pulling. Serial number of all notes should be available with EJ or stored separately and made available as and when required. While pulling EJ, the same should be non-editable with encryption or with checksum or any other solution to prove the authenticity of EJ before a third party such as the regulator (RBI), a Banking Ombudsman, Police authorities etc.		
11.4	Low media warning for all items viz. bills		
11.5	In-built SMPS to work on 230V 50 Hz power supply		
11.6	Support input voltage of 230V AC /50 Hz with+/-10% variation		
11.7	Specify Power Consumption when in operation. Maximum permissible power consumption when in operation 470Watts.		
11.8	Specify Power consumption when the machine is idle Maximum permissible power consumption in idle situation 230 Watts.		
11.9	Should provide hardware and software for the day-to-day operations required by the custodian		
11.10	Should provide hardware, software and MIS for the day-to-day operations required by the custodian.		
11.11	Cash Recycler should have integration capability with the alarm sensors to the branch siren/hooter without any additional cost to Bank		

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11.12	Cash Recycler capable of One to One Marketing. Client when Loaded on Cash Recycler should be able to interact with different CRM sources using open standard messaging standards		
11.13	The Cash recycler screen should be with Privacy Screen filter to enable the view of the cash recycler screen only to the customer standing in the front of the CR. Cash Recycler should also have rear mirrors covering majority area of site which allow users to see what is happening behind him when he enters the PIN to avoid shoulder surfing.		
11.14	1 Year onsite comprehensive warranty		
12	INTERFACE. CORE BANKING SOFTWARE & ATM SWITCH		
12.1	Software required for connecting the Cash Recycler to Bank's own Network (Connection will be available through bank switch) shall be provided by the vendor		
12.2	Vendor to provide utility for converting the files containing transaction details into ASCII format		
12.3	Cash recycler should be preloaded with CEN XFS 3.0 compliant layer and should be capable of running multivendor software without any hardware changes		
12.4	Cash Recycler must have capability for integration with ATM Switch/CBS/Any Other Switch		
13	TRANSACTIONS TO BE MADE AVAILABLE IN CASH RECYCLER		
13.1	Display of graphics/animation/scrolling/ date & time		
13.2	Cash deposit interoperable with other banks		
13.3	Withdrawal from any Bank accounts		
13.4	Fast cash		
13.5	PIN change facility		
13.6	Transfer of funds from one account to another		
13.7	Mini Statement		
13.8	Utility Payment facility		
13.9	Account balance enquiry		
13.10	Card less and card based Transactions and Biometrics		
13.11	Payment of Taxes, Bills and other value added services which Bank may have		
13.12	Card to card payment		
13.13	Mobile topup		

ANNEXURE –8

BILL OF MATERIAL – SITE CONSTRUCTION

SPECIFICATIONS FOR SITE INSTALLATION SERVICES FOR CD

Total Area The site will normally be in the range of 60 to 80 sq.ft. It could even be area betw. 60- smaller/ larger. Quantity mentioned here is for site with 80 sq.ft. (For 80 sq.ft illustration purposes). However, if site area is more, additional quantity to be supplied as per unit rates

Solution type: Onsite/ Offsite lobby Model

Part – ‘A’ Demolition Work, Civil Work

Item no.	Description of Item	Qty	Rate	Per	Amount
A-1a)	DEMOLITION WORK – Demolition of existing wall (9”/41/2” thick) as require & carting away debris from site to the dumping yard	100.00		Sq.ft.	
A-1b)	Demolition of existing tiling (floor and walls)as per requirements & carting away the debris from site to the dumping yard	150.00		Sq.ft.	
	TOTAL FOR DEMOLITION WORK				
A-2	CIVIL WORK				
A-2 a)	providing & constructing 4 ½” thk brick wall in cement mortar (1:4) with 6” high RCC patli with reinforcement as per design at every 1000mm height to match with ceiling & lintel level, raking out joint, watering and curing (without plaster)	85.00		Sq.ft	
A-2 b)	As above, but for 4” thk. Siporex wall (without plaster)	RO		Sq.ft	
A-2 c)	Same as item no. 2 a) 9” thk brick wall (without plaster)	150.00		Sq.ft	
A-2 d)	Providing & fixing lintel beam 9” deep in M20 mix over opening in walls with reinforcement of 2 nos10 mm dia at bottom and 2 nos 6 mm dia with 6 mm stirrups at 9” c/c	9.00		R.ft	
A-2 e)	As above, but for lintel beam 6” deep with suitable reinforcement as directed	R/O		Nos.	
A-3	Providing & applying smooth cement sand plaster (1:3) mortar single coat ¾” thk to existing walls and to newly constructed brick/siporex walls etc. including curing complete in all respects.	350.00		Sq.ft	
A-4	P&F ¾” thk Black granite slab at entrance & on steps including for tread double nosing all as per approved	25.00		Sq.ft	

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	design, pattern/detail, laid on 1:4 cement mortar bedding and preparation of base , including colour cement joints, leveling and cleaning the same after completion of work				
A-5	P&F flooring with vitrified tiles joint- free of minimum 9mm thickness, size 24"x24" and, all fixed in 1:5 cement mortar, complete with cutting and filling joints with white cement. Make of tiles Johnson/Marbonite/Asian/Nitco/. Ivory shade or as specified by Bank's architect.	80.00		Sq.ft	
A-6	P & F 4" ht vitrified tile skirting all around with 1:4 cement mortar behind include color cement joint, leveling and cleaning the same after completion of work in all respects.	40.00		R.ft	
A-7	P & F ACP cladding on façade as per site conditions.Providing& fixing in position aluminum composite panel (ACP) with framing of aluminum tube sections of min 1.5"x1" and 16 gauge 2'0" C/C both ways. The boxing shall have trap door with adequate stiffeners. The joints should be properly filled with the fillet materials properly and as per satisfaction.	90.00		Sq.ft	
A-8	P & F interlocking paver tiles (I-shape, uni paver or brick type) of 60mm thick laid on 50 mm sand cement mortar bedding with Kerb stones (as per requirements)to be fixed on both sides to paver provide edge restrain, then blocks are laid include color cement joints, leveling and cleaning the same after completion of work in neat & tidy conditions.	100.00		Sq.ft	
A-9	Providing and laying plain cement concrete of 4" thickness as 1:3:6 including curing	80.00		Sq.ft	
A-10	Providing & fixing MS grill comprising MS square bars/flats/pipe etc as per design finished with primer coat and enamel paint to the satisfaction of Bank's architect.	RO		Kg.	
A-11	Providing & applying cement based external paint for wall Make- Snowcem	RO		Sq.ft	
A-12	Providing and applying plaster of paris punning of average thickness 5mm on plastered wall surface in line and level, considering on wall	RO			
A-13 a)	Ramp: Construction of ramp for physically challenged with proper slope and requirements & specifications at all sites, except in exceptional cases where ramp construction is not possible due to objections from local			L.S.	

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	authorities or ramp construction is not feasible at all. In such case, cost of ramp construction will not be charged from Bank.				
A-13 b)	Brick flat soiling – providing & laying 3” brick flat soiling with cement mortar (1:3)				
A-13 c)	Earth/ gravel filling for ramp – providing earth/ gravel filled ramp with bricks as per requirement in a gentle slope to facilitate the movement of the physically challenged. the earth to be compacted suitably				
A-13 d)	PCC 1:3 – providing and doing plain cement concrete of min 4” thickness including curing.				
A-13 e)	Wall construction – providing & making approximately 9” thk brick wall in plumb and line, cement mortar 1:4 including raking with sand plaster 12mm thick in cement mortar 1:4 on both sides with curing complete.				
A-13 f)	Black Granite flooring / front end side wall – anti skid paving tiles for flooring finishing with cement mortar (1:5) complete with cutting and joints filling. Nearest shade/specs which is locally available & as approved sample shall be used				
A-13 g)	Sand plaster (material & labour) – 12mm thick sand plaster in cement mortar 1:4 including curing in line and level, assuming only one wall construction, subject to site specifications				
A-13 h)	SS pipes railing for ramps – 3” dia SS pipes to be provided as railing for ramp for physically handicapped. Pipes to be anchored to the floor/ ground with 6” dia base plates and anchor bolts as required. Pipes to be provided as follows: two horizontal pipes running at 18” and 36” respectively. Vertical pipes to be provided at min 2’ spacing. Item to be billed with horizontal length				
	TOTAL CIVIL WORK ‘A’				

Part – ‘B’ Fixed Furniture

Item no.	Description of Item	Qty	Rate	Per	Amount
B-1	False ceiling of G.I. tiles metal sheet plain (Armstrong) of size 600 mm x 600mm tagular non perforated made out of 0.3mm galvanized steel non perforated with powder coated finish as per Company’s specifications. GI section for grid suspension system with proper grouting in the ceiling. Cutouts to be made for accommodating lighting	80.00		Sq.ft.	

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	fixtures electrical, data, networking cables etc.				
B-1a	Providing & fixing in position Aluminum composite panel (ACP) with framing of Aluminum tube sections of min 1.5" x 1" and 20 gauge 2'0" c/c both ways.ACP to be in 2' width panels or distributed equally. Panels to be fixed to the frame with 3M or equivalent adhesive and with mirror screws. Joints to be finished with silicon based sealant. ACP thickness of 3 mm minimum. Aluminum foil thickness to be min 0.20mm on both sides. Alubond, Eurobond, Fujibond, Alcobond or equivalent ISO certified or approved brand to be used. Bright silver Shade to be as per bank's architect approval. Additional sections to be provided wherever necessary to fix the Indoor AC units as per site requirements. Both the AC units to be installed near the machine area at the highest position.	140.00		Sq.ft.	
B-2	Aluminum Door & Partition:				
B-2 a)	Providing and fixing Aluminum door comprising of approximate 83.5mm vertical members, approximate 85-90mm top & bottom, approximately 83.5mm middle member, Black powder coated. Thickness of section not less than 1.5mm. Hemco/Dorma/ Gezee/ Insta floor spring (for 100 kg weight and rated for min 0.3 million cycles) and Pivot on top. 6mm clear glass with scratch free film on both sides. Suitable rubber beading. Wool pile/ weather strip on one vertical member. Providing and fixing color customized door handle 18" long to fit on aluminum section. The door size is 3'6" x 7'	25.00		Sq.ft	
B-2 b)	Providing and fixing Aluminum panel open able/ fixed comprising of approximate 83.5mm vertical members, appropriate top &bottom and middle members, Black powder coated. Thickness of section not less than 1.5mm. 12mm clear float glass (Modi/ Saint Gobain) to be used. The door (specs given above) in all cases will always be 3'-6" x 7'. Depending on the width of the façade, one or two panels may be made. One panel will work as an emergency door with minimum width of 2' on the side of the floor spring to be openable with 4 Nos. of 3" stainless steel hinges one edge and tower bolt on the top and bottom on the other edge.	30.00		Sq.ft	
B-2 c)	Providing & fixing fully glazed partition upto 7'3" ht.(as per site requirements) 12mm thick float glass with 4"x2" aluminum box section 16 gauge top and bottom rails with powder coating of approved color, 20 micron thick.	35.00		Sq.ft	

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B-3	P/F Rolling shutter of 20 gauge MS sheet including floor lock guide finished with enamel paint as directed etc. on entrance wall at above 7'-3" level with wooden boxing made out of 2" x2" teakwood frame work, 12mm thick marine plywood with trap door for services on magnetic catcher/ bolts arrangement finished with 1.0mm laminate and as per drawings. size – 9'-6" x 7'-6" (approx.)	65.00		Sq.ft	
B-4	Providing & fixing two numbers of wooden storage shelf 3'-0"x1'-6" comprising of 18mm marine plywood finished with 1mm thick laminate on all side, supported on wooden TW frame, provision of wire managers, open front & back complete in all respects.	02		Nos.	
	TOTAL FIXED FURNITURE 'B				

Part - 'C' Loose Items

Item no.	Description of Item	Qty	Rate	Per	Amount
C-1	Chairs – Plastic chairs of overall dimension 475x485x800 mm ht. seat ht. from floor 460mm made in approved colors. National/Neelkamal/Supreme/ as approved by Bank's architect.	01		No.	
C-2	Dustbin – providing and supplying SS perforated of 1'-0" dia (approx) as approved.	01		No.	
C-3	Vinyl Designer kit for partition wall ½" thick graffitec, full set as per approved design.	01		set	
C-4	Vinyl designer kit for glass	01		Set	
C-5	Visual Merchandising Designer level customized bank branded silver color information panel, writing ledge, cheque deposit box, and storage space for housekeeping material. 16 swgcr imported metal, die presses with powder coat and imported silver duco of ral/ dupont make, pp coating for protection against UV light and for scratch resistance, 50x8 csk mirror cap wooden threaded metal screw.	01		Set	
C-6	Customized CD guide, wall mounted P & F customized CD guide with digital printing and wall mounted on studs	01		Set	
C-7	Customized sticker set color customized user stickers for CD input/ output devices, access lock/ release bell, entrance door.	01		Set	
C-8	Customized Designer strip (to house VSS camera	01		Set	

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	wherever necessary), stud mounted.				
C-9	Providing & fixing magnetic fan of 6" dia	01		No.	
C-10	Poster Frames Wall Hung 2 sheets of 36" x 24" clear acrylic (poster to be sandwiched in between) outer sheet in 5mm thk and beveled crystal edge polished for ¾" at 8-10 degrees on all sides in the front. Rear sheet is 5mm thick flat. Rate inclusive of S1 grade aluminum	01		No.	
C-11	Signage including lighting MS square pipe of 1" x 1" - 18 gauge for framing with one coat of red oxide & 2 coats of oil paint to avoid rusting. 3" stainless steel Hinges at every 2 on top and Alan key lock at bottom for easy maintenance of electrical. Powder coated 24 gauge GI sheets on all Top, bottom & sides. 26 gauge GI sheets at the back as per specification enclosed. Timer: LDR based timer make Kakatia energy system with 5 years comprehensive warranty from manufacturer of the flex/ vinyl and substrate for Indian weather and dust conditions without any restrictive sub clauses. Copy of valid warranty to be provided to the bank.	20.00		Sq.ft	
C-12	Providing 2 Kg. Capacity CO2 type fire extinguisher of minimax/ Cease fire/ Supreme or equivalent	01		No.	
	TOTAL OF LOOSE ITEMS 'C'				

Part – 'D' Painting

Item no.	Description of Item	Qty	Rate	Per	Amount
D-1	P/A 3 coats of approved make, quality and shade enamel paint after scraping and leveling the surface to the satisfaction of the Architect – approved quality best primer coat, palti etc. complete including scaffolding required if any.	230.00		Sq.ft	
D-2	P/A 3 coats of approved make quality and shade luster paint including scraping and leveling the surface to the satisfaction of architect- approved quality best primer coat, palti etc. complete including scaffolding required if any. The overall painting job shall be as per Bank's architect satisfaction.	120.00		Sq.ft	
	TOTAL OF PAINTING 'D'				

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ELECTRICAL INSTALLATION – SCHEDULE OF WORK

SL. No.	Unit	Description	Qty	Rate			Amount
				Material	Labor	Total	
1.0		DB/SWITCHGEAR	01				
1.1	Each	Supply, installation, testing and commissioning of recessed/ surface type 6 way SPN double door distribution boards consisting of : a) 63A DP RCCB, 30mA, 16KA as Incomer b) 3 nos. 20A SP MCBs c) 1 no. 10A SP MCBs d) 1 no. 10A, digital weekly programmable timer switches similar to MDS REX 2000 (ALL ISI MARKED & complete in all respect)					
1.2	Each	Supply, installation & testing of 63A DP MCB in 16/18 gauge MS powder coated enclosure with accessories (ALL ISI MARKED & complete in all respect)	01				
		TOTAL					
2.0		CABLING/ WIRING					
2.1	Meter	Supply, laying, testing & commissioning of 1100 V grade, PVC insulated armored copper cable of 3C-6 sq.mm complete with saddles, clamps and accessories. (ALL ISI MARKED & complete in all respect)	30				
2.2	Meter	Same as above but 3C – 2.5 sq.mm	30				
2.3	Each	Cable end termination with single compression glands, copper lugs (equal size to cable) and accessories (All ISI mark & complete in all	10				

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		respect)					
2.4	Meter	25 mm and PVC heavy-duty pipe with bend accessories in floor/ceiling/ buries in ground etc. for cable earthing. (All ISI mark & complete in all respect)	15				
2.5	Point	Wiring of 20A 3 pin modular plate type socket outlet with switch socket from DB in 25 mm dia rigid PVC conduit embedded in wall surface with 3x2.5 sq.mm copper wires.(All ISI mark &complete in all respect)	01				
2.6	Point	Wiring of light point from DB/ looping from other point in 20mm rigid PVC conduit embedded in wall/ surface with 3 x 1.5 sq.mm copper wires, 6A modular plate type switch, accessories etc. (All ISI mark & complete in all respect)	01				
2.7	Point	Wiring of light socket point from DB/ looping from light point in 20mm rigid PVC conduit embedded in wall/ surface with 3 x 1.5 sq.mm copper wires, 6A 3 pin socket and 6A modular plate type switch, accessories etc. (All ISI mark & complete in all respect)	01				
2.8	R.mt.	Providing and fixing 40mm PVC conduit of ISI make with saddling complete for connectivity from dish antennae on the roof top to the CD. (All ISI mark & complete in all respect)	RO				
2.9	No.	Providing and fixing of metal clad plug socket with 20 Amp. MCB MDS make for air conditioners with wiring as mentioned in item no.2.5 (All ISI mark & complete in all	01				

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		respect)					
		TOTAL					
3.0		LIGHT FITTINGS					
3.1	Each	Providing & fixing Philips make Green Square LED 600x600 mm(38watts) 2950 lumens designed for ceiling mounting system tube lights, make Philips model complete in all respect (All ISI mark & complete in all respect)	02				
3.2	Each	Spot lights of 1 x 15 watt Downlighter Green LED Round BBS170 type white lamp. Make of lighting fixtures to be Philips. Complete in all respects)	04				
3.3	Each	Providing & fixing 1x36W mirror optic Tube light fittings of Philips make / equivalent model from Wipro/GE brands (ALL ISI MARKED & complete in all respect)	RO				
3.4	Each	Providing & fixing 1x36W Philips make tube light (Minolta) / equivalent model from Wipro/GE brands, with copper choke. (ALL ISI MARKED & complete in all respect)	01				
		TOTAL					
4.0		EARTHING					
4.1	Each	Providing earth station comprising of 300 x 300 x 3mm copper plate with earthing resistance less than 2 ohms including watering PVC/GI pipe with funnel excavation back filling salt and coal filling in layers 10"x10" masonry chambers with sand plaster, RCC or cast iron lid, earthing connectivity to be in 10/12 SWG copper wire in PVC conduit from bottom of the pit to the existing ground level complete. (ALL ISI MARKED & complete in all	01				

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		respect)					
4.2	Meter	Earthing of UPS with 1C – 4 sq.mm copper in 25 mm PVC conduit with accessories, lugs (equal size to cable) etc. (ALL ISI MARKED & complete in all respect)	20				
		TOTAL					
		Total electrical works					

UPS INSTALLATION – SCHEDULE OF WORK

SL.No	Unit	Description	Qty	Rate			Amount
				Material	Labor	Total	
1.0	Each	Supply, installation, testing and commissioning of 1 phase input/output online UPS complete with 2 KVA True on line UPS of EMERSON/DB/Hirel/Tritronics/ Switing AVO/ Consul/ Numeric make with 4 hrs. Batteries backup on full resisting of ATV network equipments and one light) 3 KVa ISI marked servo stabilizer Make Auto electric/ Numeric/ Uniline or equivalent. Isolation transformers to be in built in UPS	01				
	Note:						
		TOTAL for single location					
		TOTAL for 1200 locations					

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AC INSTALLATION – SCHEDULE OF WORK

SL.No	Unit	Description	Qty	Rate	Amount
1.0	No.	Supply and Installation of High Wall, three*** star and above Split air conditioners with cordless remote of Carrier/ Hitachi/ Voltas make having inbuilt timer with standard accessories such as drain pipe, copper tube standard installations (5Rmt), Electrical cable etc. 1.50 TR with Timer facility provision.	02		
2.0		Window Air conditioners of Carrier/ Hitachi/ Voltas make with standby unit Air conditioner has inbuilt timer. Installation to include wooden or stone window frame			
	A	1.00 TR	RO		
	B	1.50 TR	RO		
3.0	Nos.	Providing and fixing MS cage and stand for compressor unit of air conditioners complete in all respects and as per site requirements.	02	Incl.in 1 above	0.00
		TOTAL for single location			
		TOTAL for 1200 locations			

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TOTAL COST OF OWNERSHIP:

Sr No	Items	Unit Rate (A)	Quantity (B)	Total Amount (AxB)
A	Cost of Front Loading CDs having all technical specifications as given in Annexure-7 with 1 year warranty		900	

SUMMARY (per site)

SR. NO.	ITEMS	AMOUNT (per site)
1	DEMOLITION WORK	
2	CIVIL WORKS	
3	FIXED FURNITURE	
4	LOOSE ITEMS	
5	PAINTING	
6	ELECTRICAL WORKS	
7	UPS	
8	AIRCONDITIONING WORKS	
9	OTHER SERVICES INCLUDING ASSISTANCE IN OBTAINING MUNICIPAL / OTHER APPROVALS TO BE REIMBURSED ON ACTUALS. (CERTIFICATE TO BE GIVEN BY BIDDER.)	
	TOTAL (ii)	
10	Other charges if any(please specify) – Total (iii)	
	GRAND TOTAL (i) + (ii) + (iii)	
	GRAND TOTAL for 1200 locations	
B	Cost of Cash Recyclers having all technical specifications as given in Annexure-7a with 1 year warranty	300
C	Cost of 4 (four years of Annual Maintenance Contract (AMC) charges of the Front Loading CD which will be applicable after one year of free warranty period. (Please mention cost in rupees, which will be equally divided by four to arrive at the annual cost of AMC.)	900
	Cost of 4 (four years of Annual Maintenance Contract (AMC) charges of the Cash Recyclers which will be applicable after one year of free warranty period. (Please mention cost in rupees, which will be equally divided by four to arrive at the annual cost of AMC.)	300
C	Cost of site preparation as per Summary Table above(Page No. 73)	1200 sites

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D	Managed services per site for a period of 5 years as per table given below (Table A)		1200 sites	
	Total			
E	LESS: Rate offered to the Bank for one unit of old CD under Buy-Back arrangement. as per details mentioned in Section VI under Clause 6 of the RFP Document. (Cost of shifting of the old/damaged/vandalized CD machine from the premises of Bank will be borne by the bidder)		950	
F	LESS: Rate offered to the Bank for one unit of old items detailed below, under Buy-Back arrangement. as per details mentioned in Section VI under Clause 6 of the RFP Document. i) Air-Conditioner ii) UPS iii) Batteries (Cost of shifting of the old/damaged/vandalized UPS/AC etc., from the premises of Bank will be borne by the bidder)			
G	Grouting of the CD/CR for the site .		1200	
	Total Cost of Ownership (TCO) for 5 years A + B + C+ D – E – F + G			

Managed Services per site (Table A).:

Details	Rate per month per CD/CR (Rs)	Period (months)	Total cost per CD/CR for (60 months) (Rs)
Per Month rate of managed services per site for CDs/CRs (excluding cash replenishment) i.e for maintenance of equipment (CD/CR, AC, UPS, Batteries etc)		60	
Per Month rate of managed services per site for cash replenishment services		60	
Per month rate of AMC for site maintenance and cleaning including UPS/AC/Electrical etc. for CDs		60	
Per month rate of VSAT/Network equipment/bandwidth charges, as per Table.		60	
Other charges if any (pl. specify)		60	
GRAND TOTAL-			
GRAND TOTAL for 1200 locations			

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OPTIONAL ITEMS (Table B):

Sr No	Items	Unit Rate (A)	Quantity (B)	Total Amount (AxB)
1	Shifting and re-installation of cash dispensers/recyclers and other assets			

Signature Seal of Company

TOTAL COST OF OWNERSHIP BRIEF SUMMARY

1	Cash Dispensers	900	
2	Cash recyclers	300	
3	Air Conditioners	2400	
4	UPS	1200	
5	Batteries	1200	
6	VSAT network connectivity	500 for 60 months	
7	Comprehensive AMC for Cash Dispensers	4 years	
8	Comprehensive AMC for Cash Recyclers	4 years	
9	Comprehensive AMC for Air Conditioners	4 years	
10	Comprehensive AMC for UPS	4 years	
11	Comprehensive AMC for UPS	4 years	
12	Managed Services other than cash replenishment	1200 for 60 months	
13	Cash Replenishment charges	1200 for 60 months	
14	Site Preparation	1200	
15	Grouting	1200	
	TCO		

TCO in words RS _____

Signature Seal of Company

Note:

Please note that the annual AMC rate quoted/finalized after evaluation process will also be applicable for a further period of two years after expiry of the first five years after installation which includes free warranty period of one years and four years under AMC.

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ANNEXURE –9

Manufacturer's Authorization Form (MAF)

No. _____ dated _____

TO

Dear Sir,

Tender Reference No. _____

We _____ who are established and reputable manufactures of _____ having factories at _____ and _____ do hereby authorize M/s _____ (Name and address of Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We confirm that our company (as a single unit, not the group) has had a turnover exceeding Rs ____ Crores in last three financial years (i.e. 2014-15, 2015-16 and 2016-17). We also confirm that in each of these two financial years, our company has made a profit.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the equipment and services offered against this invitation for tender offer by the above firm.

Yours faithfully,
(Name)
For and on behalf of
M/s _____
(Name of manufactures)

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.

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ANNEXURE 10

DETAILS OF PAST CONTRACTS /ORDER EXECUTED.

Name of client	Installation/Supply/Services Rendered	Date of completion of delivery as per the contract and actual execution of order		Contact person, Name and Telephone Numbers. Copy of order to be enclosed.
		As per contract	Actual	
	Site erection.			
	Supply and installation of CDs			
	Network management			
	Help desk/Card Management			

The above terms and conditions are acceptable to us.

Seal of the bidder

Signature of the Bidder

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ANNEXURE – 11 - List of Regional / Zonal offices

ZONE_NAME	REGION_NAME
Guwahati Zone	GUWAHATI REGION
Patna Zone	BARPETA REGION
Kolkata Zone	UPPER ASSAM (JORHA REGION
Lucknow Zone	PATNA REGION
Delhi Zone	MUZAFFARPUR REGION
Chandigarh Zone	MOTIHARI REGION
Ahemdabad Zone	DARBHANGA REGION
MMZO Zone	PURNEA REGION
Pune Zone	RANCHI REGION
Bhopal Zone	SOUTH KOLKATA REGION
Raipur Zone	NORTH KOLKATA REGION
Hyderabad Zone	DURGAPUR REGION
Chennai Zone	SILIGURI REGION
	COOCHBEHAR REGION
	BHUBANESHWAR REGION
	SAMBALPUR REGION
	LUCKNOW REGION
	KANPUR REGION
	VARANASI REGION
	GORAKHPUR REGION
	AGRA REGION
	MEERUT REGION
	DELHI - B (NORTH) REGION
	DEHRA DUN REGION
	DELHI - A (SOUTH) REGION
	LUDHIANA REGION
	JALANDHAR REGION
	AMRITSAR REGION
	CHANDIGARH REGION
	ROHTAK REGION
	JAIPUR REGION
	KOTA REGION
	AHMEDABAD REGION
	BARODA REGION
	SURAT REGION
	RAJKOT REGION
	MRO REGION
	MUMBAI SUBURBAN REGIONAL OFFICE REGION
	THANE REGION
	PUNE REGION

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	AURANGABAD REGION
	NAGPUR REGION
	AKOLA REGION
	NASIK REGION
	PANAJI REGION
	BHOPAL REGION
	SAGAR REGION
	JABALPUR REGION
	CHHINDWARA REGION
	INDORE REGION
	GWALIOR REGION
	RAIPUR REGION
	AMBIKAPUR REGION
	HYDERABAD REGION
	VIJAYAWADA REGION
	BANGALORE REGION
	CHENNAI REGION
	COIMBATORE REGION
	MADURAI REGION
	KOCHI REGION

ANNEXURE 12

LETTER OF INDEMNITY TO BE GIVEN IN THE COMPANY LETTER HEAD

To

Deputy General Manager,
Central Bank of India, Central Office

Sir,

We refer to our bid for your RFP No. Ref No. _____ dated _____ for CD Outsourcing
We, _____ (Company) hereby undertake to indemnify central Bank of India
and agree to protect and hold the Bank harmless against all claims, losses, costs, damages, expenses,
action suits and other proceedings resulting from infringement of any patent, trademark, copyrights
etc. or such other statutory infringements in respect of all ATMs /CD's / switch/ EFTS System /
network equipment / Software etc. supplied by the Bidder.

The Bank undertakes to: (i) give prompt notice to the Bidder concerning the existence of the
indemnifiable event; (ii) grant authority to the Bidder to defend or settle any related action or claim;
and, (iii) provide, at the Bidder's expense, such information, cooperation and assistance to the
Bidder as may be reasonably necessary for the Bidder to defend or settle the claim or action. Bank's
failure to give prompt notice shall not constitute a waiver of the Bank's right to indemnification and
shall affect the Bidder's indemnification obligations only to the extent that the Bidder's rights are
materially prejudiced by such failure or delay. Notwithstanding anything to the contrary set forth
herein, (i) the Bank may participate, at its own expense, in any defense and settlement directly or
through counsel of its choice, and (ii) the Bidder shall not enter into any settlement agreement on
terms that would diminish the rights provided to the Bank or increase the obligations assumed by
the Bank under this Agreement, without the prior written consent of the Bank. If the Bidder elects
not to defend any claim, the Bank shall have the right to defend or settle the claim as it may deem
appropriate, at the cost and expense of the Bidder, and shall be entitled to deduct from payments to
the Bidder such costs and expenses as may be incurred by the Bank provided however should the
amount payable to the Bidder be insufficient to recover the expenses incurred by the Bank, the
Bidder shall promptly reimburse the Bank for all costs, expenses, settlement amounts and other
damages.

In the event of any loss or damage at an CD for any reason whatsoever, Bidder shall be liable to the
Bank for each such event and in respect of each Site at which such event occurs. If the Bank is in a
position to recover a part of or the entire amount of loss suffered by the Bank from its insurance
claims and provided that the Bidder has reimbursed the Bank of the entire loss, the amount
recovered by the Bank from the insurer shall be refunded to the Bidder.

Bidder is also liable to bear any losses at any CD that bank or customer suffers owing to security
lapses in CD or due to occurrence of any fraudulent transactions committed due to lapses of any
security procedures or standards. The Bidder shall adequately compensate the bank for any loss
occurred to the bank due to the any system/Procedure/Service lacuna of the outsourced agency.

Yours faithfully,

(Authorised signatory and company stamp)

Full name and Designation of authorized signatory

Date

ANNEXURE -13

Non-Disclosure Agreement

THIS AGREEMENT made and entered into at Mumbai on this the.....day of.....2017 between Central Bank of India, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Central Office at Chandermukhi Nariman Point Mumbai 400025,, hereinafter called the “BANK” which term shall wherever the context so require includes its successors and assigns

AND

.....A company incorporated under the Companies Act 1956 a partnership constituted and registered under the Indian Partnership Act with its registered office at and its local office at Hereinafter called the “Firm” which term shall wherever the context so require includes its successors and assigns, WITNESSETH:

WHEREAS

The Bank is engaged in the business of banking and in the course of such business activity deployed Onsite and off-site CDs, Cash Dispenser & Infrastructure Equipments such as Air Conditioner, UPS with Battery bank, Video Surveillance System, Switch etc., in support of CDs and providing CD Managed Services as a delivery channel for its customers across various locations in the Country.

The Bank has short-listed the Firm after completion of tendering process for the entire CD related activities except Switch Services. The details of such activities are as under:

- 1.
- 2.
- 3.

The parties intend to engage in discussions and negotiations concerning establishment of business relationship between themselves. In the course of discussions and negotiations, it is anticipated that the parties may disclose or deliver to the other certain or some of its trade secrets or confidential or proprietary information for the purpose of business relationship.

NOW THEREFORE THIS AGREEMENT WITNESSETH and it is hereby agreed by and between the parties hereto as follows:

Confidential information-

Confidential information means all information disclosed/furnished by either party to another party in connection with the business transacted/ to be transacted between the parties. Confidential information shall include any copy, abstract, extract, sample, note or module thereof and electronic material or records.

The Firm may use the information solely for and in connection with the purpose the information was conveyed.

1. USE OF CONFIDENTIAL INFORMATION-

Each party agrees not to use the other’s confidential information for any purpose other than for the specific purpose. Any other use of such confidential information by any party shall be made only upon the prior written consent from the authorized representative of the other party or pursuant to subsequent agreement between the Parties hereto.

The firm shall not commercially use or disclose for commercial purpose any confidential information or any materials derived there from, to any other person or entity other than persons in its direct employment who have a need to access and knowledge of the said information, solely for the purpose authorized above.

Neither party shall make news release, public announcements, give interviews, issue or publish advertisements or Agreement, the contents/provisions thereof, other information relating to this agreement, the purpose, the Confidential information or other matter of this agreement, without the prior written approval of the other party.

2. EXEMPTIONS

The obligations imposed upon either party herein shall not apply to information, technical data or know how whether or not designated as confidential, that:

Is already known to the receiving party (i.e. the party receiving the information) at the time of the disclosure without an obligation of confidentiality:

Is or becomes publicly known through no unauthorized act of the receiving party

Is rightfully received from a third party without restriction and without breach of this agreement

Is independently developed by the Receiving party without use of the other party's confidential information and is so documented

Is disclosed without similar restrictions to a third party by the Party owning the confidential information

Is approved for release by written authorization of the disclosing party; or

Is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however that the Receiving party shall first have given notice to the Disclosing Party and made a reasonable effort to obtain a protective order requiring that the confidential information and / or documents so disclosed be used only for the purposes for which the order was issued.

3. TERM

This agreement shall be effective from the date of the execution of this agreement and shall continue till expiration or termination of this agreement due to cessation of the business relationship between the parties. Upon expiration or termination as contemplated herein the Receiving party shall immediately cease any or all disclosures or uses of confidential information and at the request of the 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, note or modules thereof

The obligations of the Firm respecting disclosure and confidentiality shall continue to be binding and applicable without limit until such information enters the public domain.

4. TITLE AND PROPRIETARY RIGHTS

Notwithstanding the disclosure of any confidential information by the Firm, the bank shall retain title and all intellectual property and proprietary rights in the confidential information. No license under any trademark, patent or copyright or application for the same, which exist or thereafter may be obtained by the Bank is either granted or implied by the conveying of confidential information.

5. RETURN OF CONFIDENTIAL INFORMATION:

Upon written demand of the Bank, the firm shall (i) cease using the confidential information (ii) return the confidential information and all copies, abstracts, extracts, samples, note or modules

thereof to the disclosing party within seven (7) days after receipt of notice and (iii) upon request of the disclosing party, certify in writing that the firm has complied with the obligations set forth in this paragraph.

6. REMEDIES:

The firm acknowledges that if it fails to comply with any of its obligations hereunder, the Bank may suffer immediate, irreparable harm for which monetary damages may not be adequate. The firm agrees that, in addition to all other remedies provided at law or in equity, the Bank shall be entitled to injunctive relief hereunder.

7. AGREEMENT TO BE CONSTRUED AS FINAL DOCUMENT.

This agreement constitutes the entire agreement between the parties relating to the matter discussed herein and supersedes any and all prior oral discussion and/or written correspondence or agreements between the parties. This agreement may be amended or modified only with the mutual written consent of the parties. Neither this agreement nor any rights, benefits and obligations granted hereunder shall be assignable or otherwise transferable.

8. INDEMNITY.

The party agrees to keep confidential all information concerning the Bank that could be considered as "Confidential Information".

The party agrees that in the event of the breach of the clause above by disclosure of confidential information mentioned hereinabove the party would indemnify and keep the Bank indemnified against all losses or damages and all action, suit, litigations or proceedings (including all costs, charges, expenses relating thereto) that the Bank may incur or suffer any damage to its property or reputation or otherwise on account of such a breach committed by the party, as part of the assignment or other related jobs entrusted and done by the party. The party agrees that the amount of compensation as decided by the Bank will be final.

The party agrees that the above compensation payable is in addition to any other right or remedy available to the Bank due to the breach of the covenants contained in this agreement including disclosure of confidential information.

9. SEVERABILITY

If any provision herein becomes invalid, illegal or unenforceable under any law, the validity, legality and enforceability of the remaining provisions and this agreement shall not be affected or impaired.

10. DISPUTE RESOLUTION MECHANISM:

In the event of any controversy or dispute regarding the interpretation of any part of this agreement or any matter connected with, arising out of, or incidental to the arrangement incorporated in this agreement, the matter shall be referred to arbitration and the award passed in such arbitration shall be binding on the parties. The arbitral proceeding shall be governed by the provisions of Arbitration and Reconciliation Act 1996 and the place of arbitration shall be Mumbai.

11. JURISDICTION

The parties to this agreement shall submit to the jurisdiction of courts in Mumbai

12. GOVERNING LAWS

The laws of India shall govern the provisions of this agreement

In witness whereof the parties hereto have set their hands through their authorized signatories

13 NON-DISCLOSURE INFORMATION.

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The Successful Bidder shall not, without the Bank's written consent, disclose any specification or information furnished by or on behalf of the Bank, to any person other than a person employed by the bidder in the performance of the work assigned to them.

BANK

FIRM / COMPANY

INTEGRITY PACT

Between

Central Bank of India hereinafter referred to as “The Principal”,

And

..... hereinafter referred to as “The Bidder/ Contractor”

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for.....The Principal 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 Contractor(s).

In order to achieve these goals, the Principal will appoint an Independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 – Commitments of the Principal

(1.) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

- a. No employee of the Principal, personally or through family members, will in connection with the tender for , 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.
- b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
- c. The Principal will exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 – Commitments of the Bidder(s)/ contractor(s)

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

- a. The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal’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 of any kind whatsoever during the tender process or during the execution of the contract.
- b. The Bidder(s)/ Contractor(s) will not enter with other Bidders 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 or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.
- c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d. The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the

“Guidelines on Indian Agents of Foreign Suppliers” shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only. Copy of the “Guidelines on Indian Agents of Foreign Suppliers” is placed at (page nos. 68-69)

e. The Bidder(s)/ Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

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

Section 3- Disqualification from tender process and exclusion from future contracts

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the “Guidelines on Banning of business dealings”. Copy of the “Guidelines on Banning of business dealings” is placed at (Page nos. 70-76).

Section 4 – Compensation for Damages

(1) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.

(2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 – Previous transgression

(1) The Bidder declares that no previous transgressions occurred in the last three years with any other Bank in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.

(2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in “Guidelines on Banning of business dealings”.

Section 6 – Equal treatment of all Bidders / Contractors / Subcontractors

(1) The Bidder(s)/ Contractor(s) undertake(s) to demand from his subcontractors a commitment in conformity with this Integrity Pact.

(2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.

(3) The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 – Criminal charges against violating Bidder(s) / Contractor(s) / Subcontractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8 – Independent External Monitor / Monitors

(1) The Principal appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

(2) The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. It will be obligatory for him to treat the information and documents

of the Bidders/Contractors as confidential. He reports to the Chairman & Managing Director, CENTRAL BANK OF INDIA.

(3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Subcontractor(s) with confidentiality.

(4) The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

(5) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

(6) The Monitor will submit a written report to the Chairman & Managing Director, CENTRAL BANK OF INDIA within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.

(7) If the Monitor has reported to the Chairman & Managing Director CENTRAL BANK OF INDIA, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Chairman & Managing Director CENTRAL BANK OF INDIA has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

(8) The word „Monitor“ would include both singular and plural.

Section 9 – Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by Chairman & Managing Director of CENTRAL BANK OF INDIA.

Section 10 – Other provisions

(1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. Mumbai.

(2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.

(3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

(4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

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(5) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.”

(For & On behalf of the Principal)

For & On behalf of the Principal
Bidder / Contractor

(Office Seal)

(Office Seal)

Place_____

Place_____

Date_____

Date_____

Witness1:

Witness1:

Name & Address

Name & Address

Witness 2:
Name & Address

Witness 2:
Name & Address

ANNEXURE 14

PERFORMANCE BANK GUARANTEE

TO,

-----,
-----,

In consideration of M/s Central Bank of India having Registered Office at Chandermukhi Building, Nariman Point, Mumbai 400 021 (hereinafter referred to as "Bidder") having agreed to site preparation, installation/commission of 900 CDs and 300 Cash Recyclers (hereinafter referred to as "Goods") from M/s ----- (hereinafter referred to as "Contractor") on the terms and conditions contained in their agreement/purchase order No----- dt.----- (hereinafter referred to as the "Contract") subject to the contractor furnishing a Bank Guarantee to the bidder as to the due performance of the computer hardware, as per the terms and conditions of the said contract, to be supplied by the contractor and also guaranteeing the maintenance, by the contractor, of the CDs and systems as per the terms and conditions of the said contract;

1) We, ----- (Bank) (hereinafter called "the Bank"), in consideration of the premises and at the request of the contractor, do hereby guarantee and undertake to pay to the bidder, forthwith on mere demand and without any demur, at any time upto ----- any money or moneys not exceeding a total sum of Rs----- (Rupees----- only) as may be claimed by the bidder to be due from the contractor by way of loss or damage caused to or would be caused to or suffered by the bidder by reason of failure of CDs to perform as per the said contract, and also failure of the contractor to maintain the CDs and systems as per the terms and conditions of the said contract.

2) Notwithstanding anything to the contrary, the decision of the bidder as to whether CDS has failed to perform as per the said contract, and also as to whether the contractor has failed to maintain the CDS and systems as per the terms and conditions of the said contract will be final and binding on the Bank and the Bank shall not be entitled to ask the bidder to establish its claim or claims under this Guarantee but shall pay the same to the bidder forthwith on mere demand without any demur, reservation, recourse, contest or protest and/or without any reference to the contractor. Any such demand made by the bidder on the Bank shall be conclusive and binding notwithstanding any difference between the bidder and the contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

3) This Guarantee shall expire on -----; without prejudice to the bidder's claim or claims demanded from or otherwise notified to the Bank in writing on or before the said date i.e ----- (this date should be date of expiry of Guarantee).

4) The Bank further undertakes not to revoke this Guarantee during its currency except with the previous consent of the bidder in writing and this Guarantee shall continue to be enforceable till the aforesaid date of expiry or the last date of the extended period of expiry of Guarantee agreed upon by all the parties to this Guarantee, as the case may be, unless during the currency of this Guarantee all the dues of the bidder under or by virtue of the said contract have been duly paid and its claims satisfied or discharged or the bidder certifies that the terms and conditions of the said contract have been fully carried out by the contractor and accordingly discharges the Guarantee.

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5) 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 contractor 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 provisions of this Guarantee.

6) The Bank agrees with the bidder that the bidder shall have the fullest liberty without affecting in any manner the Bank's obligations under this Guarantee to extend the time of performance by the contractor from time to time or to postpone for any time or from time to time any of the rights or powers exercisable by the bidder against the contractor and either to enforce or forbear to enforce any of the terms and conditions of the said contract, and the Bank shall not be released from its liability for the reasons of any such extensions being granted to the contractor for any forbearance, act or omission on the part of the bidder or any other indulgence shown by the bidder or by any other matter or thing whatsoever which under the law relating to sureties would, but for this provision have the effect of so relieving the Bank.

7) The Guarantee shall not be affected by any change in the constitution of the contractor or the Bank nor shall it be affected by any change in the constitution of the bidder by any amalgamation or absorption or with the contractor, Bank or the bidder, but will ensure for and be available to and enforceable by the absorbing or amalgamated company or concern.

8) This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation or in substitution of any other guarantee or guarantees heretofore issued by us (whether singly or jointly with other banks) on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and also for the same purpose for which this guarantee is issued, and now existing uncanceled and we further mention that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees heretofore issued by us on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and for the same purpose for which this guarantee is issued.

9) Any notice by way of demand or otherwise under this guarantee may be sent by special courier, telex, fax or registered post to our local address as mentioned in this guarantee.

10) Notwithstanding anything contained herein:-

- i) Our liability under this Bank Guarantee shall not exceed Rs------(Rupees-----only);
- ii) This Bank Guarantee shall be valid upto -----; and
- iii) We are liable to pay the Guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before -----
------(date of expiry of Guarantee).

11) The Bank has power to issue this Guarantee under the statute/constitution and the undersigned has full power to sign this Guarantee on behalf of the Bank.

Date this ----- day of -----2017 at -----

For and on behalf of ----- Bank.

sd/- -----

ANNEXURE -15

1. SCOPE OF WORK FOR NETWORK

- 1.1 Bank requires VSAT as for OFF SITE CD locations. The bidder will have to provide the VSAT links as connectivity for OFFSITE CD locations spread across the country to carry data traffic.
- 1.2 The bidder to provide adequate bandwidth (minimum 4 kbps)on 24*7*365 basis.
- 1.3 The bidder shall conduct site survey of the locations prior to installation of the VSAT and furnish the site report to RCC in charge indicating therein the requirements like civil work, electrical cabling and earthing etc to be completed for installation of VSAT. The site related requirements should be explained in detail.
- 1.4 Once the site is ready as per the specifications of the bidder and VSAT is installed and if VSAT ODU is to be relocated at the same premises for better line of sight, the same shall be carried out by the bidder without any extra cost to the Bank.
- 1.5 Prior to delivery and installation of the VSAT equipment at a location, if VSAT installation is not feasible due to Landlords permission or any other reason at that location, Bank shall advise the bidder to deliver the VSAT equipment to a new location. The bidder has to deliver, install and commission the VSAT at the new location without additional cost to the Bank.
- 1.6 Bank reserves the right to make changes in the list of locations and any change in the list of location notified by the Bank will be binding on the bidder.
- 1.7 The Bank reserves the right to postpone the connectivity schedule including delivery of VSATs depending on Banks requirement.
- 1.8 The bidder will undertake procurement, commissioning, maintenance, shifting and up gradation of the VSAT links.
- 1.9 The bidder will have to install the VSAT equipment's at the OFFSITE CD locations and integrate the proposed VSAT technology network with existing terrestrial network from CD to DC and DRC to provide end to end connectivity in coordination with the Bank's System Integrator and Bank Network Team.
- 1.10 In case any CD is shifted to any other location due to banks requirement the bidder will have to carry out the work of deinstalling the VSAT from the existing location and commission the link at the new location. The deinstallation charges, site survey charges and commissioning charges are payable as per the rates called and submitted in the commercial bid. The transportation charges for shifting the VSAT equipment will be reimbursed on actuals basis on production of relevant bills.
- 1.11 The VSAT shifting should be done within 10 days from the date of intimation given to the bidder by the Bank. The payment of applicable charges shall be made after submission of the commissioning report of VSAT commissioning at the new location submitted by the bidder.

1.12 The bidder will monitor and maintain the VSAT links through its Network Management Software at its HUB and will initiate corrective steps as soon as the VSAT link is down. The bidder will submit the uptime/ downtime report generated from its NMS to the bank on monthly basis.

1.13 The bidder in coordination with the Banks System Integrator will implement end to end tunnel and encryption for Data security over the VSAT network.

1.14 The bidder shall establish the backhaul connectivity from its HUB location to DC at Belapur and DRC at Hyderabad. The maintenance of the backhaul links will be the responsibility of the bidder.

1.15 The bidder will meet the defined SLAs for uptime of the link and should ensure low turnaround time in event of equipment failure.

1.16 The bidder shall use existing IP addressing schema being used by the Bank which is class A. If at any later date the IP needs to be changed as per Banks requirement the bidder will do so without any extra cost to the Bank.

1.17 The project will be for a period of five years starting from the date of issuance of Purchase order to the successful bidder.

1.18 On completion of the commissioning the bidder must submit the commissioning report giving the relevant details.

1.19 It will be the responsibility of the bidder to comply the guidelines/instructions of Govt. or other regulatory body for installation integrating and operating VSAT services offered. Bidder shall be responsible for obtaining regulatory issues like obtaining clearances/licenses etc.

2. TECHNICAL SPECIFICATIONS

2.1 TECHNOLOGY: The VSAT link will be provided at Ku band but in case of those areas where the bidder is not able to counter the effect of rain fade the bidder should provide it on Ext C-band without any extra cost to the Bank. The Bidder must have Ku and Ext C-Band services available in India.

2.2 BACKHAUL: The Backhaul connectivity can be on dedicated Leased line or can be a part of Banks MPLS cloud. The backhaul bandwidth and pooled bandwidth (1:16) should be made available on dedicated basis. In case it is under Banks MPLS cloud the bidder will have to subscribe MPLS port at their HUB end from the Banks Service Provider(subject to approval) to connect to DC and DR site and also the routing upto the DC and DRC will be taken care by the bidder.

2.3 ANTENNAE SPECIFICATIONS AND PHYSICAL INTERFACE: The branches will be connected to Banks DC and DRC using VSATs supporting TDM/TDMA or TDM /FTDMA on ku Band with a small outdoor antenna 1/1.2 meter, Outdoor Unit (ODU) and an Indoor Unit (IDU) with 2 Watts or more power and necessary IFL cable.

2.4 The IDU shall have one LAN port 10/100 Mbps with dynamic routing capabilities and support for IP numbers.

2.5 SECURITY: The bidder must configure IP sec tunnel between ATM router and Bank DC/ DR as per RBI guidelines.

Annexure 16

Appendix - A

SCOPE OF WORK MANAGED SERVICES

1. The Bank has in place an CD switch that has capacity to cater to 7000 CDs. BIDDER however may not route transactions through their intermediary switch for purpose of monitoring and management of CDs.
2. The scope of the work will include,
 - 2.1. Cash loading, cash maintenance, cash optimization as per requirements of Bank and cash forecasting.
 - 2.2. Providing drop box facility and arranging collection of instruments.
 - 2.3. Providing First level Maintenance, Second level maintenance, EJ Pulling and integration of Bank -Switch and CDs through an appropriate interface at no extra cost to the Bank.
 - 2.4. Reconciliation of cash, providing accounting related data and reports, providing and managing round the clock Help line.
 - 2.5. Cash shortages/overages as & when noticed during the reconciliation of cash, is to be made good immediately by the BIDDER.
 - 2.6. BIDDER will provide MIS reports to THE BANK
 - 2.7. The BIDDER will handle the comprehensive AMC arrangements of the CDs and other equipment/assets such as AC, UPS, Batteries etc., in the CD Room (inclusive of component / part replacement).
 - 2.8. Providing a real time, online remote monitoring tool at Bank's site or site specified by the Bank for observing the health of CDs under Managed service.
 - 2.9. Each cash loading will compulsorily follow EOD. In case the Bank decides EOD then admin will have to be carried out on daily basis.
 - 2.10. Amount of Cash Shortage/overages is to be reported to Bank every day on T + 2 basis

In order to provide CD Managed Services as specified herein below, BIDDER may carry out on its own / outsource activities to accredited / reputed agencies who meet and adhere to the criteria laid down by Bank for the said activities such that BIDDER is able to meet its responsibilities. BIDDER will be responsible for mandatory Services as detailed in for the activities outsourced by them.

In the process of rendering above CD Managed Services BIDDER will be responsible for monitoring performance of the Network and CD Managed Services.

VSAT NETWORK SERVICES & LEASED LINE NETWORK and SCOPE: Refer Annexure 15

APPENDIX- C

INCIDENT MANAGEMENT SERVICES

1. BACKGROUND

This Appendix serves to clarify each Party's responsibilities with regard to the Incident Management Services provided by BIDDER hereunder for CDs. BIDDER will remotely monitor the CDs deployed by BIDDER for Bank, both proactively and reactively, for hardware performance issues and will dispatch incidents to BIDDER's service providers (Hardware Bidder/Network Bidder) as appropriate (collectively "Services").

2. SCOPE

2.1 BIDDER will provide Services as described in Section 3.

2.2 Performance Reviews

BIDDER will conduct monthly performance reviews with THE BANK at RO at mutually agreed schedules, dates and representatives from both THE BANK and BIDDER will attend such performance reviews. Meeting agenda items shall include, but not be limited to, Downtime statistics, service levels, missed problems and no fault found incidents as reported by the BIDDER Management Centre.

3. INCIDENT MANAGEMENT SERVICES

3.1 Monitoring

Upon completion of the Site Implementation Service, BIDDER will monitor CDs both proactively and reactively and reviewing hardware performance and other service provider's performance.

3.2 Technical Helpdesk

BIDDER's help desk function (available 24 x 7 x 365) shall be the single point of contact for engineer's phoning for help, wanting feedback on the status of a problem, managing multiple parties to resolve problems and update for Bank officials for any CD status..

3.3 Dispatch Requests

BIDDER Incident Management System will take Switch feed from THE BANK and generate various CD Fault tickets. Such Fault tickets shall be dispatched to service providers, appointed by BIDDER, for resolution as per agreed Turn-Around-Time (TAT)

3.4 Managing BIDDER and Third Party Service Providers

BIDDER's Incident Management Service manages the coordination of incidents that require both single and multiple third party dispatches. BIDDER will monitor the receipt of a CD fault and will co-ordinate for end-to-end resolution of all the fault tickets.

3.5 Reporting

BIDDER Management Centre shall maintain data for closure of incident/s and shall provide THE BANK with monthly report on CD channel performance.

4. THE BANK'S RESPONSIBILITIES

4.1 Network Access

THE BANK will provide BIDDER access to THE BANK's DC and DRC. This shall be dedicated links from the BIDDER CD Management Centre to THE BANK's DC & DRC. THE BANK shall ensure that CD health messages reach BIDDER monitoring system without any delay to enable BIDDER to make necessary call dispatches on time.

4.2 Switch Feed

THE BANK shall be responsible for ensuring cooperation from Switch bidder to provide necessary data feed to BIDDER' monitoring tool. The Switch bidder also should coordinate with BIDDER to develop the interface without any inordinate delay.

Bank or Bank's Switch service provider shall provide access to / data for CD Managed Services. Any delay on the part of Bank's Switch service provider shall not be binding on BIDDER on Project time lines, Service performance standards etc.

- CD-wise, Cassette-wise cash position for all the CDs – 3 times a day
- CD-wise, Cassette-wise Cash Dispensed on daily basis
- CD-wise, cassette-wise Cash position at Switch cut-off/EOD
- CD-wise transaction count on daily basis
- Telnet /SSH session (logon) to Switch for giving CD Download, In-Service, Out-of-Service commands

The format details for the above data would be discussed and finalized with the Bank and its existing Switch service provider

4.3 Third Party Service Providers

BIDDER shall share the names and phone numbers of Sub – Contractors/ Consultants/ Outsourced Agents to THE BANK.

APPENDIX- D

FIRST LINE MAINTENANCE (FLM)

This Appendix describes the First Line Maintenance Service (“FLM”) that BIDDER will provide to THE BANK.

1. SCOPE OF SERVICES

1.1 FLM Service includes the following:

(a) Clearing of paper, card & envelope jams and clearing journal/receipt paper jams, clearing of card jams.

(b) Monitoring of site and condition of site equipment; Scheduled visits for checking site’s condition in respect of door, door handle, external glass, visual merchandise, access lock, electrical fittings, earthing, AC, UPS and its batteries, electrically-lit signage, Accessories installed in the CD room for visually challenged persons, painting & other civil requirements, etc. (The list is illustrative and not exhaustive);

(c) **House-Keeping and Site Maintenance includes the following:**

- a. CD lobby and the surroundings are cleaned at least twice a day
- b. CD Lobby is mopped up at least twice a day
- c. Glass Doors and the front panels are cleaned daily
- d. Basket/Bins used for collecting waste paper are emptied daily
- e. Writing desk/platform used by the customer are cleaned daily
- f. No unwanted materials, like cleaning Materials etc., are kept/ stored inside the lobby.
- g. Ensure that closing mechanism of rolling shutters and main glass door is properly working and suitable action initiated wherever necessary
- h. Advertising/Promotional material is suitably segregated and neatly arranged at the space/ holders provided. Inform Bank, if the advertising/promotional material is to be replenished.
- i. Glow sign / Display board is cleaned at least once in 15 days
- j. Proper working of lighting arrangements in the CD lobby and Glow sign board is to be monitored and non-functioning if any, to be reported to Bank
- k. Ensure proper door alignment and door closing. For any problem relating to door alignment (including floor spring) is to be repaired/replaced
- l. Ensure proper working of Air conditioners with timer switching, for alternative functioning of A/Cs at preset intervals and suitable action initiated wherever necessary
- m. Ensure proper working of UPS systems and suitable action initiated wherever necessary including replacement of batteries, if required.
- n. Maintain a log of the activity undertaken with date and time
- o. Any repair/rework of the CD Site interiors, not covered in the scope, are to be brought to the notice of the Bank in writing for rectification.
- p. Submit the feedback-form duly signed by the Branch head, grading quality of the services in categories like Excellent/Good/Satisfactory/Not Satisfactory

- (d) Attending faults / Problems at site including site problems such as lighting facility or environmental conditions including checking of air conditioners for its working and thermostat settings;
- (e) Arrange to display publicity materials, banners, posters etc. supplied by the Bank displayed in the sites as per instructions besides replenishing leaflets, brochures etc. Such publicity materials should be delivered at each city by the Bank.
- (f) Clean the Receipt Printer, Journal Printer and the Card reader at regular intervals.
- (g) Verify satisfactory functioning of Video Surveillance Camera by checking the live recording at least once in two days.
- (h) Checking earthing and providing certificate to Bank on quarterly basis. Bidder has to arrange for re-earthing, if required, on chargeable basis.
- (i) Maintain a log of the activity undertaken with date and time.
- (j) Centralized Monitoring System with features like Dash Board displaying status of CDs with drill down facility.

APPENDIX –E

1. Centralized Monitoring

2. Help Desk

3. Software Management

1. CENTRALISED MONITORING

BIDDER is required to provide the following services / ensure the following:

I. Remote Management Specifications

A. Remote Monitoring

1. CD Cash forecasting.
2. Daily order recommendation.
3. Potential cash out warning for CDs.
4. Detect events that exceed set thresholds.

B. Fault Identification – remote diagnostic tools to be used initially.

1. Notify appropriate agency for activating support.
2. Manage incident from detection to resolution.

C. Performance Management

1. Proactive/predictive analysis & recommendations.
2. Setting event thresholds based on customer availability needs.
3. Tuning performance by correlating events with performance metrics.
4. Order to identify bottlenecks that inhibit availability and performance.
5. Automate collection of key performance metrics.

D. Service Levels

1. 24 X 7 X 365 monitoring and resolution.
2. Unlimited incidents.
3. Toll free number with multiple lines for service requests (minimum 10 lines).

2. HELP DESK Services which include the following:

- a. Provide resources at Bank's Central Office as a single point of contact on all working days of the branch from 9.00 AM to 8.00 PM
- b. Should support Bank's CDs of different brands and models
- c. Support Bank's existing Switch or any Switch if Bank procures in future.
- d. Support Bank's network as also connectivity from VSAT network, through third party service providers, provided to Off-site CDs.

- e. Implement a system which should be auto driven and capable of identifying faults proactively on real time basis and initiate resolution process.
- f. Assign Ticket number on fault detection, update the ticket and on resolution of the fault, close the ticket
- g. All Tickets are to be tracked through an automated process and wherever tickets could not be resolved as per the agreed time lines, are to be escalated for early resolution
- h. Ticket history must be maintained for a minimum period of one Year
- i. Triggering alarm on incidents of unusual nature like tampering by untoward elements, supervisory activities at un-usual times other than the pre-defined times etc., are to be brought to the notice of the concerned authority.
- j. Automatic monitoring of exceeding level of thresholds to pre-empt Problems like - Dispenser failure - PIN failure - Card reader misreading - Communications failure - Journal printer failure
- k. 24*7*365 Help Desk with Toll free number to report CD related problems
- l. Receive telephone call from Branches, Bank's administrative offices, inspecting/ auditing authorities, related bidders, bank's/other customers etc., identify the caller, log and create the incident ticket and assign the incident priority.
- m. Toll Free number of the Bidder to be displayed in the CD Room for use by customers, others in case of need with a caption " This CD is maintained by M/s. _____ for Central Bank of India "

3. SOFTWARE MANAGEMENT

BIDDER shall provide the following services / ensure the following;

- (i) Software and screen distribution from a central source to facilitate individual configuration and screen display. (Maximum of 5MB data to each CD)
- (ii) EJ Pulling on daily basis.

EJ Pulling Services :

- a. Bidder to ensure EJ pulling from the CD at specified time as per Bank's specifications.
- b. CD-Wise EJs pulled are to be spooled separately and pushed to the Bank's designated server on daily basis
- c. Bidder's system to provide log of events taken places while pushing the EJs to Bank's server, with details name of the file, Date, Time of the activity etc
- d. CD wise EJ data should be made available for a minimum period of three months. The EJ data may be purged by the Bidder after seeking confirmation of the Bank, after taking necessary Backup

Screen Loading Services :

Bank provides list file/files as and when the same are to be loaded to the specified locations in CDs.

- I. Bidder to copy files provided by the Bank to the specified directory locations in the CDs
- II. File loading activity is to be initiated as per the instructions of the Bank.

APPENDIX –F

MIS REPORTS

REPORTS: Reports that need to be provided to the Bank by the bidder as per Bank's requirement

Illustrative list of reports required at different frequencies are mentioned below:

A.) Daily

- I. Report of Critical issues with details of escalations
- II. Report on Downtime on account of Equipments/Components /Networks of previous day with Faults, follow-up, escalation and final resolution
- III. 24/48 hours Down Report with Reasons
- IV. Current Status Reports – once in 4 hours giving details of CDs down with reasons. First such report is to be provide at 10 am, second report at 2 pm and finally at 6 pm
- V. Report on unresolved issues
- VI. Cash recommendations, CD-wise and consolidated for optimum cash replenishment
- VII. List of cash-out CDs for non-adherence of Cash recommendations
- VIII. Performance report of Priority CDs
- IX. Report of CD-wise EDC tallying based on Counters
- X. Report of details of CD transactions, CD-wise

B) Weekly Reports

- I. Report of non-critical issues with details of escalations
- II. Report on availability of CD services for the week
- III. Report on CDs down during the week with reasons
- IV. List of CDs which were out-of-service for more than 2 hours with reasons

C) Monthly Reports

- I. Performance of Managed Services with a particular reference to time taken to resolve the problems/faults
- II. Analysis on availability of CD services, down time and suggested means to improve availability to keep the down time at minimal level.
- III. Consolidated Cash Out Report with full details CD-wise
- IV. Consolidated Report on CDs down – with reasons like network failure, hardware failure etc., CD-wise
- V. Analysis of Optimum cash recommendations and instances of cash-outs.
- VI. Performance of the priority CDs
- VII. Performance reports on: each of the Services opted by the Bank.
- VIII. List of CD-wise calls forwarded to third party bidders/service providers
- IX. List of calls escalated to Bank
- X. Review report of hardware performance and service providers" performance in relation to SLAs
- XI. Report on Chronic CDs with repeated down times

Any other report as sought by the Bank from time to time

APPENDIX – G

CONSUMABLES MANAGEMENT

This appendix describes the Consumables Management that BIDDER will provide to THE BANK.

CONSUMABLES MANAGEMENT

- A. BIDDER shall provide consumable management service to THE BANK and shall maintain and manage the consumables in accordance with this Appendix. BIDDER shall be responsible for replenishment of consumables. Consumables include:**
- Receipt paper and Journal paper
 - Printer ribbons
- BIDDER will replenish consumables essential to ensure uninterrupted CD operation as necessary.
- B. Bank shall supply deposit envelopes and pay-in slips as and when such facility is made available in the CD.**
- C. Consumables (Journal paper) shall be used to print the matter related to transactions only. All promotional matter to be printed only on receipt paper.**
- D. Consumables will be supplied without limitation on quantity.**
- E. Stationery, other than specified herein, if required to be procured in future, shall be contracted at mutually agreed terms.**

Consumable Replenishment :

Adequate quantity of consumables suitable for CDs of different Brands/Models are made available to the CD, sufficient enough, till the time replenishment activity is taken up next time. Bidder to ensure that consumables mentioned below are as per the respective CD bidder's specifications and are not dried out or consumable level does not go below the Minimum level set for the Device.

- i. Receipt printer paper (thermal/non-thermal) with the Bank's Name/logo printed in the front and prescribed message printed at the Back
- ii. Journal printer paper with a retention period of a minimum Seven Years.
- iii. Ribbon/ink cartridge for Receipt Printer
- iv. Ribbon/Ink cartridge for Journal Printer
- v. Depository Envelopes as per the design provided by the Bank, in case of need.
- vi. Maintain a log of the above activity undertaken with date and time.

APPENDIX- H

CASH FORECASTING & OPTIMISATION SERVICES
Cash Management and Replenishment Services including reconciliation of
physical Cash with EJ

1. SCOPE:

BIDDER will provide Cash Management Services to monitor and manage the availability of cash in CDs deployed by BIDDER. This service is designed to optimize the amount of Cash in use at CDs. BIDDER will provide cash needs from past usage trends and current cash status updates and forecast future cash requirements and replenishment schedules for each CD.

2. SERVICES AND DELIVERABLES:

BIDDER will provide the following services and deliverables:

- 2.1 Daily order recommendation** - BIDDER shall send the Cash Indent details for CDs along with the amount required to be loaded, on previous day by 5PM. Bank to provide the CD fit currency as per Cash Indent amount and denominations by 10AM on next day.
- 2.2 Potential cash out warning** - On business days, BIDDER will monitor for potential stock-outs at CDs, which may arise as a result of unexpected variations in cash dispensing levels and initiate necessary action.
- 2.3 Managing events and seasonal requirements** (based on historic data) On business days, BIDDER will monitor the potential stock-outs at CDs, which may arise as a result of unexpected variations in cash dispensing levels and initiate necessary action. Bank shall provide the details of Bank holiday, region wise, to BIDDER.
- 2.4 Cash Management Service Performance Report** - BIDDER shall send advice in the form of cash indent to identified Cash Feeding Branch Branch/ Currency Chest by email as and when CD cash needs to be replenished.

3. WARRANTY

- 3.1** BIDDER warrants that it will perform its obligation under this Appendix in a professional and workmanlike manner. BIDDER, at its expense, will promptly re-execute any Services that fail to conform to the requirement of this Appendix.

Bidder may take up these services on its own or may employ a recognized third party, shall be referred to as Agents. The Agents must have a minimum of three years experience in „Cash Management, Replenishment Services and CD Cash tallying services“. Prior approval of Bank has to be obtained for any subsequent addition/deletion in the list of Agents from time to time.

Confirmation need to be given for the following:

A) Vault Facilities :

Furnish details of centre wise vault facilities after mapping the bidder's/Agent's locations with Banks offsite locations:

Confirm availability of the following at VAULT:

- a. Availability of Video Surveillance facility
- b. Availability of security alarm systems
- c. Whether vans are equipped with security equipment as per the local Law enforcing authority
- d. Whether Armed guards are recruited as per the Law enforcing authority.
- e. Whether Employees are subject to police verification and antecedent verification
- f. Whether short arm firearms are used or traditional long arm weapons by the security men

B) Cash Management activities : Confirm the availability of facility of

- a. CD cash forecasting
- b. Recommend cash order to Agents
- c. Pro-active Cash-out warning
- d. Emergency cash order handling
- e. Managing Seasonal requirements
- f. Tracking delivery of cash from Pickup to Loading
- g. Tracking, loading of cash in CDs and remaining cash in vault on a day.

C) Cash Pickup and Loading Activities :

- I. Bidders to follow guidelines issued by Local Authorities/RBI with regard to housing the Cash Chest, cash handling, transportation of cash from one location to another, security precaution etc.
- II. Bidder to estimate the cash requirements for each CD based on the Cash dispensing pattern after taking into consideration the ensuing Bank/Public holidays, seasonal requirements etc.
- III. Bidders/their Agents are required to pick up cash from the Cash Feeding Branch /Currency chest during Business hours of the Branch/Office.
- IV. Once cash requirements are assessed, give advance information a day before or at least two hours, to the Cash Feeding Branch/Currency Chest and the approximate time by which the delivery of cash is going to be taken. The cash in any case has to be picked up during the business hours of the Branch/office.
- V. Bidder to count the cash and then take delivery of cash. Mismatches if any, are to be brought to the knowledge of the concerned at the time of taking delivery of the Cash. Also, Mutilated/Forged/Soiled notes, if any, are to be identified while taking delivery of the cash and be brought to the notice of the concerned.
- VI. Bidder is required to load the cash directly to CD within the shortest possible time and unloaded cash if any, should be remitted back to the Branch/Office from where it was picked. In exceptional cases, Bidder has to hold the cash in their chest/vault. The cash so held in the Bidder's chest should be loaded to the CD or should be remitted back as soon as the Branch/Office opens on the following working day.
- VII. Bidder/his agent invariably should replenish the cash as per system in vogue i.e. updating the counters, Admin and should submit them along with EOD to the Cash Feeding Branch immediately or at the most on next Bank Working Day.
- VIII. Any shortages in loading shall be to the account of bidder and should be made good within a period of 7 calendar days. Any further delay will attract Interest at the rate of commercial rate of the Bank.
- IX. Cash taken for loading to various CDs should be insured comprehensively covering all the perils and copy of the insurance policy to be submitted to the Bank.
- X. Bidder to submit, by the end of the day, a statement giving details of Cash taken, Cash loaded to CDs, Cash remitted back, Cash held in their chest etc., as per the proforma specified by the Bank, for cash reconciliation purposes.

- XI. Any shortage/overage found by the agent at the time of cash replenishment has to be reported to the Bank and action should be undertaken by the agent immediately and the bidder should make good of aggregate shortages during the month within a period of 10 days from close of the month.
- XII. With regard to cash loading the procedure as given by the Bank from time-to-time needs to be followed.

Bidders to confirm having noted above and give undertaking compliance for:

- a. Having noted the details mentioned under Cash Pick up and Loading Activities
- b. Undertaking activity by own arrangements or through a third party agency
- c. Insure cash in transit and in vault for all the perils.
- d. Replenish cash as many times as required per day/per month
- e. Cash pick-up and transportation shall be in secure and armoured vehicles
- f. To do a full CD terminal status check during cash loading activity
- g. Bidder to have an auditable settlement and reporting system
- h. **Physical CASH Tallying:** Bidder to Tally CD-wise EJC with the following details
 - CD Counter-wise :
 - Previous Day's Balance
 - Cash Dispensed
 - CD Closing Cash.
 - **PHYSICAL CASH IN CD TO TALLY WITH CLOSING CASH AS PER COUNTERS**
 - Report of transactions taken place from the previous tallying giving details like Date of Txn, Time of Txn, Trace, Card number, Account number, Response code, Amount.

TOTAL OF THE ABOVE REPORT TO TALLY WITH CASH DISPENSED AS PER COUNTERS

CASH REPLENISHMENT SERVICES

1. SCOPE OF SERVICES

- 1.1 THE BANK and BIDDER have agreed that BIDDER will provide Cash Replenishment Services hereunder through its "Cash Replenishment Agency" (the "CRA") and BIDDER has identified the CRA to THE BANK as its representative for providing the services. For the purposes of this provision, the reference to CRA categorically means and conveys reference to BIDDER for the purposes of performance of Cash Replenishment Services and BIDDER alone remains liable to THE BANK for such services.
- 1.2 BIDDER will manage and report all cash placements, store spare currency for Scheduled and Unscheduled Replenishments, in the manner, frequency and amounts.
- 1.3 THE BANK will provide the required CD fit currency to the CRA, as per denominations as mentioned in indents raised by BIDDER. Cash is to be issued by THE BANK from Cash Feeding Branch to the CRA identified for this purpose. BIDDER shall submit to THE BANK's Cash Feeding Branch a list of (a) CRA's authorized signatories to sign the voucher and (b) CRA's authorized operation staff. CRA shall withdraw cash from Cash Feeding Branch against indent as per format and supporting documents (c) Cash indents will be submitted to the Cash Feeding Branch via E-mail / fax to facilitate them to arrange delivery of cash.
- 1.4 THE BANK shall provide a maximum of 3 (Three) days Cash based on the previous 2 (Two) months dispense pattern.
- 1.5 Cash Replenishment Services includes the following services,
- (a) Administrative Maintenance:- At the time of end of day activity (EOD), CRA will retrieve and account for mutilated cash from the divert cassette; replenish receipt tapes, ribbons and print cartridges, if required. EOD shall be carried out during the Cash replenishment. However, when deposit function is enabled, EOD shall be done on daily basis except Sundays and Bank holidays.
- (b) CD Balancing:- At the time of end of day activity CRA will reconcile physical cash in the CD cassettes and in the purge bin (reject bin) with the ADMIN balance (end cash shown denomination wise in ADMIN slip).
- (c) Cash Replenishment:- Cash Replenishment means CASH ADD i.e. additional cash to be replenished will be added in the CD cassettes OR Cassette Swap method in major CRA as and when required, and the management and reporting of all cash placements in the manner and amounts the BIDDER's cash management tool specifies. If cash replenishment is scheduled for a particular CD the administrative maintenance and CD balancing activity shall be performed along with cash replenishment.
- (d) Currency Vaulting Service:- CRA will store cash in locked and/or sealed containers in the vault, separate from other customers' Valuables maintained at the vault. The amount of cash vaulted at CRA's vault shall be reflecting in CRA's Vault Balance Report.
- (e) Settlement & Vault Reporting:- CRA will prepare end of day activity report and attach JP logs, supervisory counters and admin slips under the signature of CRA's representative/s performing cash replenishment and submit to Bank next working day. BIDDER will provide

cash balance report (CBR), vault closing balance report (VCB) and overage and shortage report (OSR) as per format, mutually agreed, to THE BANK designated linked branch via e-mail.

- (f) Vault Balancing. On a daily basis, BIDDER will provide CRA's records of cash received and cash disbursed to and from the vault with the previous day's verified records.
- (g) Currency Sorting:- THE BANK shall provide CD fit currency for replenishment of CDs. .
- (h) First Line Maintenance (FLM):- FLM calls related to bottom hatch of the CD that requires opening of CD safe / vault shall be attended by BIDDER appointed CRA.

1.6 BIDDER shall not be responsible for cash outs if it arises due to following reasons:

- a. Quantum of cash not received as per indents raised by BIDDER
- b. Cash not received as per denominations indented
- c. If the CD stops dispensing a particular denomination and it is needed that the CD should be configured to continue dispensing the other remaining denomination
- d. If cash is not provided by Bank in time

1.7 For the purpose of cash replenishment CRA will have a crew of two custodians.

1.8 CRA will use appropriate vehicles and one gunman in each vehicle for transportation of cash safely and efficiently.

1.9 CRA agency will allow THE BANK to conduct vault audits at location where currency vaulting services is provided. Audits will be conducted by THE BANK at its own cost during normal business hours. THE BANK representatives shall carry a letter authorizing them to conduct such audits along with their identity cards, any THE BANK official without the said authority letter and identity cards shall not be allowed by CRA to conduct audits.

2. INSURANCE

2.1 BIDDER will at its own cost takes and keeps valid, during the term of this service, insurance policy (ies) adequately covering risks for CD Loss attributable to actions / inactions of the CRA, Transit Loss and Vault Loss. The value to be covered under such insurance policy (ies) shall not be less than the actual amount of cash at any point in the custody of CRA in respect of Cash Replenishment Services to THE BANK under this Cash Appendix. The BIDDER will submit to THE BANK a copy of the insurance policy (ies) so obtained in the Bank's premises during the time of delivery in the presence of Bank's official.

2.2 THE BANK, however, shall insure the Cash in CD

3. LIABILITY

3.1 For the purposes of this Cash Appendix, the amounts of the following defined terms will be:

- (a) The Transit Loss Liability Limit is Rs. 4,00,00,000/- (Rs Four Crores only) (Per transit)
- (b) The Vault Loss Liability Limit is Rs. 4, 00,00,000/- (Rs Four Crores only) (Per vault)
- (c) The transit Loss Liability & the Vault Loss Liability may be increased as per the requirement

- 3.2 BIDDER will be liable for CD Loss, Transit Loss or Vault Loss if such losses directly result from (a) kidnapping or robbery of employees / representative of BIDDER; (b) dishonesty, negligence or intentional act by employees or representative of BIDDER or (c) damage to THE BANK's property caused by employees or representative of BIDDER, normal wear and tear excluded.
- 3.3 BIDDER's total liability for any single CD Loss will in no event exceed the CD Loss Liability Limit.
- 3.4 BIDDER will be liable for any Vault Loss up to the Vault Loss Liability Limit. BIDDER's liability under this Section 7.4 will commence when Currencies have been delivered into a vault or other secured facility owned, operated by, or under the control of CRA, and will terminate when they are delivered to THE BANK or THE BANK's designated consignee or agent.
- 3.5 BIDDER will be liable for any Transit Loss up to the Transit Loss Liability Limit. BIDDER's liability under this Section 7.5 will commence when Currencies have been received by CRA and will terminate when they are either (a) delivered to THE BANK or THE BANK's designated consignee or agent; or (b) delivered to, and deposited in, an CD and CRA has secured the CD vault and departed from the room or immediate area where the CD is located.
- 3.6 As and when BIDDER undertakes CD deposit pick up service, BIDDER will not be liable for claims, actions, damages, liabilities, losses and expenses, including attorneys' fees, arising out of or in connection with any CD Loss, to the extent such claim is the result of (a) the failure of THE BANK's customers to properly seal deposit envelopes giving rise to claims for alleged differences in the amount said to have been deposited and the amount THE BANK actually received; (b) amounts said to be contained in deposit envelopes or deposits opened by THE BANK and found to contain an incorrect amount;
- 3.7 Other than the damages and remedies expressly set forth in this Cash Appendix, BIDDER will not be liable to THE BANK, either directly or by pass-through claims of indemnity or contribution for claims of third parties, for any moneys, damages, relief, or remedies, irrespective of whether the claim arises in common law, tort, statute, or equity.
- 3.8 If THE BANK and BIDDER are unable to agree upon responsibility for an CD Loss, the parties will escalate the issue to their senior management, who will meet either in person or by telephone in an attempt to resolve the dispute. If the parties disagree after that meeting, either Party may invoke binding arbitration.
- 3.9 A formal written claim of loss to BIDDER and such claim shall be made by THE BANK in any event not later than thirty (30) days after BIDDER's delivery of the CD settlement report, or other record through which any discrepancy is discovered. THE BANK and BIDDER agree to assist and cooperate fully with each other relative to any claim arising hereunder. THE BANK agrees at all times to exercise due care in order to discover and investigate any losses/ discrepancies. Immediately upon discovering a loss/discrepancy, THE BANK agrees to furnish to BIDDER reasonably satisfactory written proof of such loss. Acceptance of such information will not be an admission of liability on behalf of BIDDER. THE BANK to provide the daily SUSPECT/RETRACT transaction list to BIDDER to identify the issues related Cash Shortages or Excess

- 3.10 Supporting documentation is necessary for BIDDER to process and investigate cash loss claims. Reasonably satisfactory proof of a claim for loss is required, and includes but is not limited to:
- a. Cash replenishment report, JP logs/ EJ and CD counters for the time period the variance was discovered and the same report(s) for the previous and post settlement periods.
 - b. Copies of THE BANK's CD reconciliation reports indicating the CD's beginning, ending and dispensed totals for the time period the variance was discovered.
 - c. Copies of the suspect transactions report
 - d. THE BANK's calculation of the claimed variance.

4 ACCESS TO EQUIPMENT

THE BANK agrees that neither THE BANK's employees nor any third party will have access to CD vaults.

5. ACCEPTANCE AND VERIFICATION

- 5.1 THE BANK acknowledges that BIDDER through CRA shall accept Currency in sealed packages, from THE BANK or THE BANK's designated agent, but may refuse to accept any package, bag that is not securely locked and sealed, and that is not accompanied by a written receipt which contains a statement of the value of the Currency in the package / bag. BIDDER through CRA will verify the cash in THE BANK's premises for which THE BANK shall provide space and machines for counting of notes. Where THE BANK does not provide space and machine on its premises to count the currency, the BIDDER through CRA will verify by strap count on next working day of receipt any Currency shipments accepted on THE BANK's behalf. . BIDDER will not be liable for discrepancies or shortfalls or forged notes within bulk currency bundles and/or mis-strapped denominations. The CRA's verification of funds will be deemed final and conclusive.
- 5.2 THE BANK will co-operate to recover Valuables, including correcting the transaction (debiting the account) of any customer for an CD Loss due to improperly dispensed Currency as a result of mis-loaded denominations, mis-configured cassettes, or mis-loaded cassettes.

6. RECOVERY OF LOSSES

- 6.1 In case of any CD loss (es), discrepancy/ difference in the report generated on the CD and the physical/actual cash, if after verification, it is found that the shortage/difference of cash, if any, from the reports as well as cash balance, is on account of the lapses on the part of the CRA, BIDDER will make the payment within 30 (Thirty) days from the date of claim.
- 6.2 Vault Loss (es) and Transit Loss (es), if any, shall be by BIDDER to THE BANK within 30 (Thirty) days of occurrence of such loss without waiting for admissibility or settlement of the insurance claim.

7. SERVICE LIMITATIONS

- 7.1 If Service is required on CDs under circumstances that could jeopardize the safety of BIDDER personnel (such as calls to CDs requiring work in the open, where lights are burned out, or where other dangerous conditions exist), BIDDER reserves the right to reschedule or to refuse service. BIDDER will use its best efforts to notify THE BANK immediately if these circumstances apply. BIDDER may recommend changes THE BANK can make to the CD site designed to improve safety and enable BIDDER to service the CD without limitation. If at any

time BIDDER notifies THE BANK the CD site is a “high risk” location that represents a safety risk, thereafter at its option BIDDER may either refuse to service CDs at that location. or increase their service rates to reflect the cost of providing protective measures until the condition(s) creating the risk have been corrected.

8. THE BANK’S RESPONSIBILITIES

- 8.1 Bank shall allow the CRA agency to withdraw cash using “Cash Indent” for the purpose of issuing cash.
- 8.2 THE BANK will provide the required cash (as per denominations as mentioned in indents raised by BIDDER) of CD fit currency.
- 8.3 Cash will be issued by THE BANK from the identified Cash Feeding Branch/es to CRA identified for this purpose.

APPENDIX-J

RECONCILIATION & SETTLEMENT

BIDDER shall provide reconciliation and settlement mechanism pertaining to BIDDER deployed CD transactions. The activity shall be carried out in BIDDER premises. BIDDER shall have the software to provide reconciliation and settlement for all such transactions of CDs.

1. BIDDER' Responsibilities:

BIDDER shall be responsible for reconciliation of the following transactions:

- a. CD Cash reconciliation
- b. CD to Switch reconciliation (EJ to switch)
- c. Generation of MIS report – Matched & unmatched entries
- d. Report of unrecon entries.

2. REPORT GENERATION

All the reports, Audit Trails necessary for branch accounting and inter branch reconciliation shall be generated at the end of the day. The following reports shall be generated on daily basis

- a. Daily CD wise EJ Report
- b. Daily CD Settlement Report
- c. Daily Exception Report
- d. Audit trail and the details of incomplete transactions
- e. Any other reports as deemed necessary by the Bank from time to time.

3. THE BANK Responsibilities:

- a. Provision of Switch & Host data to BIDDER as per format agreed between THE BANK & BIDDER
- b. Host to Switch reconciliation
- c. Inter branch reconciliation
- d. Settlement between the Bank, VISA / MasterCard, NFS, other institutions, and merchant establishments
- e. Reconciliation of all POS transactions – inter-branch, inter-bank pertaining to cardholders of the Bank.
- f. Managing suspect transaction
- g. Management of charge back and settlement wherein BIDDER shall provide the required data
- h. Managing Suspense items

Suspense items may occur in the following situations

- a. Different cutover times for other institutions/interchanges.
- b. As the Bank has an option to share Bank's CD network with other Banks, the switch shall support and be configurable for separate cut-over time for the Bank's network that could be different from that of the CD sharing consortium
- c. The Switch shall support both automatic cutover and member initiated cutover.

CD/CR UPTIME & PENALTY

SERVICE LEVEL & PENALTIES

1. COMPUTATION OF UPTIME AND PENALTY:

2. PENALTY FOR DELAY IN PROJECT IMPLEMENTATION:

In case the bidder fails to implement the services as stipulated above within 30 days from the date of acceptance of PO, bank reserves its right to terminate the contract and invoke the guarantee. In such an event the Bank will call for new Bids. The bank also reserves its right to inform IBA / RBI / any other regulatory agencies, for blacklisting as deemed fit for such project implementation delay and cancellation.

3. CD/CR UPTIME

The BIDDER shall ensure that each CD/CR gives 99% uptime. Procedure for calculation of Uptime for the CD/CR Machine is as under:

FACTORS FOR CALCULATION OF UPTIME:

CD/CR breakdown due to technical reason, excluding:

- Network Failure at VSAT due to satellite failure or sun outages
- Existing Switch failure (if switch services are availed at later stage, then this will not be taken into account as exclusions).
- Non-availability of host.
- Admin activities.
- Planned maintenance.
- Night /Restricted/Sensitive area accessibility as approved by the Bank.
- Second Level Maintenance Time for the CD/CRs that are not under bidders' scope of work.
- Any reason either due to the action or inactions of THE BANK and its representatives or for any reason beyond the reasonable control of BIDDER.
- Actual downtime of the Switch

The exclusions detailed above shall be reckoned for while computing CD/CR downtime calculations.

(a) BIDDER shall ensure an uptime of 99% per CD/CR. However, Bank will be reasonable while imposing penalties so that BIDDER is not penalized for the downtime factors which are beyond the control of BIDDER (for e.g. Power downtime beyond agreed back-up, scheduled maintenance, cash replenishment and eod activity, any downtime which is caused due to Banks infrastructure/ network, critical, restricted, unsafe area, etc.)

b) Total time for which CD/CR machine was in breakdown condition, for any reason i.e. Cash Out, One currency dry or Dispenser issue, Consumable exhausted.

c) Total time for the specified period (For Ex. a month period it is $31 \times 24 = 744$)

4. CALCULATION OF PERCENTAGE UPTIME FOR A SINGLE CD/CR MACHINE

= (Total Time for the specified period – Down Time for that CD/CR)

CENTRAL BANK OF INDIA
RFP FOR 900 CDs (including buyback) & 300 CRs
TENDER No. CO: ATM: 2017-18:640 dt 14.09.2017
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=====x 100

Total Time for the specified period

For the calculation of total uptime for a specified period for all the CD/CR's, sum of all the percentage uptime for each and every CD/CR will be taken and average calculated.

The bidder will maintain a minimum up time for CD/CRs as detailed below:

Metro & Urban Centers : 99 %

Semi-Urban & Rural Centers : 98 %

For the purpose of calculation of Uptime, the Bank will treat CD/CR as "UP" if Successful transactions are taking place reported in CD/CR Switch including business declines on cash withdrawals such as insufficient balance and wrong PIN entries but excluding suspected transactions. The CD/CRs in rural areas will be operational for 14 hours from 6.00 am to 8.00 pm and uptime for rural CD/CRs will be calculated accordingly.

PENALTY FOR DELAY / DEFECT IN CD/CR SERVICES:

FALL IN CD UPTIME:

The performance of the BIDDER shall be judged on various parameters like Uptime for each CD/CR, Effective Cash Management, Cash Replenishment Services, Report from the concerned Regional/Zonal Offices, about the house keeping & cleaning services . A performance report for each CD/CR is to be submitted to concerned Regional / Zonal Office

The availability of CD/CR Delivery Channel by 24 x 7 is of critical importance for the Bank and therefore, it requires uptime of 99 % monthly. A fall in this uptime could result in penalties. The extent of penalty for fall in uptime of the CD/CR due to various services as described as under:

Fall in uptime of CD/CR (for total or partial failure of CD services).	Amount of penalty
Total fall in uptime (down time) is more than One Hour and up to Twenty Four Hours, after providing for scheduled down time and / or exclusions as stated for that particular month.	0.10% on monthly charges payable for that particular site for every hour for that CD/CR which remains out of order.
Total fall in uptime (downtime) is more than Twenty Four Hours and up to Forty Eight Hours, after providing for scheduled down time and / or exclusion as stated if any, for that particular month.	0.20% on monthly charges payable for that particular site for every hour for that CD/CR which remains out of order on cumulative basis.
Total fall in uptime is more than Forty Eight Hours and up to One hundred and twenty Hours, after providing for scheduled down time and / or exclusion as stated if any, for that particular month.	0.30% on monthly charges payable for that particular site for every hour for that CD which remains out of order on cumulative basis.
Total fall in uptime is more than One hundred and twenty hours, after providing	0.50% on monthly charges payable for that particular site for every hour for that CD/CR

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for scheduled down time and / or exclusion as stated if any, for that particular month.	which remains out of order on cumulative basis.
Ceiling for Maximum penalty for each CD/CR during the month	Will not exceed the total monthly charges payable to Service Provider for that CD/CR for the particular month

Additional penalty of Rs.1000/- per day per CD/CR will be charged if CD/CR remains cash out due to the fault of Bidder/agent. total penalty per CD/CR for a particular month will not exceed total monthly charges payable to service Provide for that CD/CR for that month.

Additional Penalty of Rs 1000.00 per day will be levied in case the CD/CR remains non-functional for a period of more than 7 days, and this shall be over and above the penalties defined above

14. CD/CR SITE MANAGEMENT.

The BIDDER shall ensure that services as prescribed in Annexure 16 should be carried out as per the specification provided therein, failing which, shall attract a penalty @ 0.1% per day on the CD/CR managed service` charges payable for that particular CD/CR site.

15. BIDDER is provided the option to escalate any issue relating to penalty to Deputy General Manager, Central Bank of India , ATM department, Mumbai.

16. THE BANK, at its sole discretion may not levy penalty under this clause, subject to BIDDER providing sufficient proof to the satisfaction of the Bank, for non-levying of penalty and a third party bidder not engaged by BIDDER has been proved solely responsible for the downtime.

17. THE BANK reserves the right to review continuation of availing the services including termination of the contract, if necessary, if:

- i) BIDDER or his contractors are found to be indulging in unfair practices / committing frauds.
- ii) The general maintenance of the sites and equipment is poor and there is no improvement despite bringing it to the notice of the BIDDER.
- iii) The bank suffers a reputation loss on account of any activity of the BIDDER.
- iv) BIDDER is declared insolvent.

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Annexure	Name of Annexure
Annexure-1	Bank Guarantee
Annexure-2	Compliance Certificate
Annexure-3	Bidder Profile
Annexure-4	Details of Track Record
Annexure-5	Details of Service Center
Annexure-6	COMPLIANCE CHECKLIST WITH QUALIFICATION CRITERIA.
Annexure-6-A	COMPLIANCE CHECKLIST WITH QUALIFICATION CRITERIA IN CASE OF A NEW VENTURE.
Annexure-7	Technical Specification
Annexure-8	Bill of Material
Annexure-9	Manufacturer's Authorization Form (MAF)
Annexure-10	DETAILS OF PAST CONTRACTS /ORDER EXECUTED
Annexure-11	List of Regional /Zonal Offices
Annexure-12	LETTER OF INDEMNITY TO BE GIVEN IN THE COMPANY LETTER HEAD
Annexure-13	Non- Disclosure Agreement (NDA) and Integrity Pact
Annexure-14	Performance Bank Guarantee
Annexure-15	Network Connectivity
Annexure-16	Managed Services
	Appendix-A
	SCOPE OF WORK Managed Services
	Appendix-B
	VSAT NETWORK SERVICES & LEASED LINE NETWORK and SCOPE
	APPENDIX- C
	INCIDENT MANAGEMENT SERVICES
	APPENDIX- D
	FIRST LINE MAINTENANCE (FLM)
	APPENDIX –E
	APPENDIX(1) Centralized Monitoring
	APPENDIX(2) Help Desk
	APPENDIX(3) Software Management
	APPENDIX(4) CENTRALISED MONITORING
	APPENDIX –F MIS REPORTS
	APPENDIX – G CONSUMABLES MANAGEMENT
	APPENDIX- H
	CASH FORECASTING & OPTIMISATION SERVICES Cash Management and Replenishment Services including reconciliation of physical cash with EJ
	APPENDIX –I CASH REPLENISHMENT SERVICES
	APPENDIX-J RECONCILIATION AND SETTLEMENT
	APPENDIX-K CD/CR UPTIME & PENALTY

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