



REQUEST FOR PROPOSAL/ OPEN TENDER ENQUIRY
FOR PROCUREMENT
OF AUTOMATED TELLER MACHINES (ATMs) with Comprehensive Annual
Maintenance Contract (AMC) SERVICES – Phase XV ,2023.

Ref: SBI/ACV/2022-23/3-B dated 31st March 2023.

**State Bank of India,
Anytime Channel Department,
Corporate Centre
3rd Floor World Trade Centre Arcade
Cuffe Parade
Mumbai – 400005**

Schedule of Events

| SI No | Particulars | Remarks |
|-------|---|--|
| 1 | Contact details of issuing department (Name, Designation, Mobile No., Email and office address for sending any kind of correspondence regarding this RFP) | Name: Sh S. Subramanian Designation: DGM(I&R) State Bank of India, Anytime Channel Department 3 rd floor World Trade Centre Arcade Cuffe Parade, Mumbai 400005. Email ID: dgmac.ir@sbi.co.in Contact Number: 9619792119 |
| 2 | Bid Document Availability including changes/amendments if any to be issued | RFP may be downloaded from Bank's website https://etender.sbi/SBI procurement news from 31 st March 2023 @ 03:00 PM |
| 3 | Last date for requesting clarification | Up to 5:00 pm on 06 th April 2023. All communications regarding points / queries requiring clarifications shall be given in writing or by e-mail. |
| 4 | Pre - bid Meeting at (venue) | State Bank of India, Corporate Centre Anytime Channel Department 3 rd floor World Trade Centre Arcade Cuffe Parade, Mumbai 400005. On 10 th April 2023 at the above mentioned (venue) or through online meeting |
| 5 | Clarifications to queries raised at pre-bid meeting will be provided by the Bank. | On 17 th April 2023. |

| SI No | Particulars | Remarks |
|-------|--|--|
| 6 | Last date and time for Bid submission | Upto 14:00 Hrs (time) on 24 th April 2023. |
| 7 | Address for submission of Bids (Please incorporate details of e-Procurement Agency portal wherein online bid has to be submitted) | State Bank of India, Corporate Centre Anytime Channel Department 3 rd floor World Trade Centre Arcade Cuffe Parade, Mumbai 400005. |
| 8 | Date and Time of opening of Technical Bids | 17:00 hrs on 24 th April 2023. Authorized representatives of Bidders may be present online during the opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of the Bidder representatives. |
| 9 | Opening of Indicative Price Bids | Indicative price bid of technically qualified bidders only will be opened on a subsequent date. |
| 10 | Reverse Auction | On a subsequent date which will be communicated to such Bidders who qualify in the Technical Bid. |
| 11 | Tender Fee | Rs.25000/- Amount should be deposited through Demand Draft, favoring State Bank of India payable at Mumbai, against this RFP before submission of bid. The tender fee will be non-refundable. Draft date should not be prior to 31.03.2023. |
| 12 | Earnest Money Deposit | The EMD for an amount of Rs 2.00 crores in the form of a bank guarantee as per the format prescribed under Appendix R . EMD shall be valid up to 180 days from bid submission date, to be submitted physically to State Bank of India, Corporate Centre |

| SI No | Particulars | Remarks |
|-------|---|---|
| | | Anytime Channel Department 3 rd floor World Trade Centre Arcade Cuffe Parade, Mumbai 400005. Subscribed EMD for RFP no. SBI/ACV/2022-23/003-B dated: 31st March 2023 issued by Scheduled commercial Bank in India other than State Bank of India drawn in favor of State Bank of India payable at Mumbai. Bidder should submit EMD and Tender Fee separately. EMD date should not be prior to 31.03.2023. |
| 13 | Performance Bank Guarantee (PBG). | 3% of Total Cost of Ownership (TCO) for the entire period of the contract. Bank Guarantee [on the lines of Appendix-J , issued by Scheduled Commercial Bank in India, other than State Bank of India, drawn in favour of State Bank of India payable at Mumbai. Bank guarantee should be valid for 96 months (including claim period) from the effective date of the Contract. In case bank extends the contract further, PBG may be provided as per the percentage specified in original contract. |
| 14 | Contact details of e-Procurement agency appointed for e-procurement | Please visit : https://etender.sbi/SBI |

Part-I

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All the procurements for New ATM installation/replacement under this Request For Proposal (RFP) will be for the period of seven years from the date of installation, which can be extended upto 10 years, at the sole discretion of the Bank.

1. INVITATION TO BID:

1.1. **State Bank of India**, herein after referred to as '**SBI/the Bank**', is having its Corporate Centre at Mumbai, various other offices (LHOs/ Head Offices /Zonal Offices/Global Link Services, Global IT Centre, etc. of State Bank of India and branches/other offices located in India and foreign, other exchange companies available at various locations and managed by the Bank) collectively referred to as **State Bank Group or 'SBG'** hereinafter. This Request for Proposal (RFP) has been issued by the **Bank** for **procurement of 6750 New Automated Teller Machines (ATM) with Comprehensive Annual Maintenance Contract (AMC) Services** for installation across the length and breadth of the country, **with scope for up to 20% additional (+ or-) machines (1350)**, if required, at the sole discretion of the Bank. The procurement of ATMs is, for replacement of old machines of the BANK, however there may be few installations at new Sites under the Bank's ATM expansion plan.

The procurement under this RFP includes : -

- 1.1.1. **New 6,750 ATMs with 20 percent +/- as buffer quota ATMs.**
- 1.1.2. Provision of new UPS with Fast charging Lithium-ion Batteries for the Integrated Power Management Solution, for each ATM.
- 1.1.3. **Provision of additional set of new lockable cassettes** with lock and key (cash dispensing cassettes, reject bins, any other type of cassette / bin / component holding currency) for each machine as and when required by the Bank to implement RBI cassette swap guidelines.
- 1.1.4. **Comprehensive AMC of ATM machine, UPS and Batteries** with spare parts replacements, cassettes and/or machine replacement without additional cost to the bank for the entire contract period and any extensions thereof (Contract extensions at the sole discretion of the Bank). The procurement will be for a period of 7 years and extension up to 3 years at the sole discretion of the Bank from the date of installation of the ATMs. The date of installation will be considered as the date on which the ATM becomes cash live.
- 1.1.5. Each new machine should be grouted, and all wires should be concealed during machine installation as per the specifications mentioned in this RFP. Old machine(s) under buyback, wherever applicable, should be de-grouted and disposed off as per e-waste policy of the Bank.

1.2. The procurement is for 6,750 ATMs (Plus/minus 20 percent) wherein the Bank reserves the right to change the numbers under new/ replacement/ damaged/ vandalized ATMs to change the allocation quota of new and replacement units within the total procured quantity. If the Bank decides to procure the additional new machines, Bank will be free to decide whether they will be installed as

new installations, against replacement of old machines or as additional machines.

- 1.3. To meet the ATMs and AMC services, the Bank proposes to invite bids from eligible vendors as per eligibility criteria mentioned in Appendix B, to undertake supply, installation, testing, commissioning, and maintenance of hardware as per details/**scope of work** mentioned in Appendix E of this RFP document.
- 1.4. Bidder shall mean any entity (i.e., juristic person) who meets the eligibility criteria given in Appendix-B of this RFP and willing to provide the goods and services as required in this bidding document. The interested Bidders who agree to all the terms and conditions contained in this document may submit their Bids with the information desired in this bidding document (Request for Proposal). Consortium bidding is not permitted under this RFP.
- 1.5. Address for submission of Bids, contact details including email address for sending communications are given in the Schedule of Events of this RFP document.
- 1.6. The purpose of this RFP is to seek a detailed technical and commercial proposal for procurement of the ATMs and AMC Services desired in this document. The proposed (ATMs) and AMC Services must integrate with Bank's existing infrastructure seamlessly.
- 1.7. This RFP document shall not be transferred, reproduced, or otherwise used for purpose other than for which it is specifically issued.
- 1.8. Interested Bidders are advised to go through the entire RFP document before submission of Bids to avoid any chance of elimination. The eligible Bidders desirous of taking up the project for supply of (ATMs) and AMC Services for SBI are invited to submit their technical and commercial proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful Bidder will be entirely at Bank's discretion. This RFP seeks proposal from Bidders who have the necessary experience, capability & expertise to provide SBI the proposed (ATMs) and AMC Services adhering to Bank's requirements outlined in this RFP.

2. DISCLAIMER:

- 2.1. The information contained in this RFP document or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of State Bank of India (Bank), is subject to the terms and conditions set out in this RFP document.
- 2.2. This RFP is not an offer by State Bank of India, but an invitation to receive responses from the eligible Bidders.
- 2.3. The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the

information each Bidder may require. Each Bidder should conduct its own investigations, analysis, should check the accuracy, reliability and completeness of the information contained in this RFP wherever necessary obtain independent advice/clarifications. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

- 2.4. The Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process.
- 2.5. The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.
- 2.6. The issue of this RFP does not imply that the Bank is bound to select a Bidder or to appoint the Selected Bidder or Concessionaire, for the Project and the Bank reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.
- 2.7. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding document. Failure to furnish all information required by the bidding document or to submit a Bid not substantially responsive to the bidding document in all respect will be at the Bidder's risk and may result in rejection of the Bid.

3. DEFINITIONS:

In this connection, the following terms shall be interpreted as indicated below in the RFP:

- 3.1. **“Bank / Purchaser / SBI”** ‘means State Bank of India (Corporate Center at Mumbai) body corporate constituted under the State Bank of India Act, 1955, having its Corporate Centre at Madam Cama Road, Nariman Point, Mumbai and various other offices & branches including, various other offices (LHOs/Head Offices/Administrative Offices/Regional Business Offices/Global Link Services, Global IT Centre etc.) of State Bank of India, domestic and foreign branches/other offices, other exchange companies available at various locations and managed by the Bank.
- 3.2. **“Applicant/ Bidder/ Service Provider/System Integrator”** means an eligible entity/ firm/ company submitting a Proposal/the Bid in response to this RFP. The Bidder means an OEM (Original Equipment Manufacturer)

or their Authorized Distributors/ Agents in India and must be an Indian firm / company/ organization registered under Companies Act.

- 3.3. **“Proposal/ Bid”** means the written reply or submission of response to this RFP.
- 3.4. **“The Contract”** means the agreement entered between the Bank and the successful bidder (Vendor), as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- 3.5. **“Vendor/ Supplier/ Contractor/ Service Provider/ ATM Provider”** is the successful Bidder found eligible as per eligibility criteria set out in this RFP, whose technical Bid has been accepted and who has emerged as one of the Successful Bidder(s) as per the selection criteria set out in the RFP and to whom notification of award has been given by Bank.
- 3.6. **“Automated Teller Machines (ATMs) / ATM”** means – Bank has defined the name of Cash Dispenser as Automated Teller Machines (ATMs).
- 3.7. **“Solution Provider / MVS Vendor”** means the Vendor Selected by the Bank for implementation of Multi-Vendor Software Solution and ATM Protection Solution.
- 3.8. **Project Cost and Total Cost of Ownership (TCO): “The Contract Price/Project Cost”** means the price payable to the Vendor under the Contract for the product and services for the entire period of contract as discovered in the price bid through the reverse auction process.
- 3.9. **“The Equipment / ATM / Machine / Product/ Cash Dispenser/ Recycler/Automated Teller Machines/Terminal, i.e., Cash Dispenser/Cash Point”** means all the hardware, it's all components, peripheral apparatus, associated software/ firmware/ operating software, Software Agent(s) which the Vendor is required to supply to the Bank under the RFP / Contract. “
- 3.10. **“OEM Native Application”** means an application provided by OEM (Original Equipment Manufacturer) to run the ATMs (excluding OS, Firmware, Middleware, Device drivers, CEN XFS, Terminal Diagnostic Tools/Utilities etc), following NDC or DDC message emulation protocol.
- 3.11. **“The Services”** means those services ancillaries to the supply of the equipment/ product, such as testing, transportation, transit insurance, installation, commissioning, customization, integration, provision of technical assistance, training, certifications, auditing, maintenance, its

support, troubleshooting and other such obligations of the Vendor covered under the Contract and required by the Bank.

- 3.12. **“The Project”** means supply, installation, testing and commissioning, integration of hardware, software and services with support etc. under Warranty and annual maintenance contract, if required for the contract period and the extensions thereof. The installation of the ATM will include grouting and degROUTING of the machines.
- 3.13. **“The Project Site”** means locations where supply and services as desired in this RFP document are to be provided.
- 3.14. **“Annual Maintenance Contract (AMC)”** means It would be the annual cost of maintenance of equipment (Hardware & Software) and Services associated thereto and annual maintenance contract is a business arrangement for ongoing maintenance agreed by the manufacturing facility and service provider.
- 3.15. **“RFP” means** the request for proposal (this document) in its entirety, inclusive of any addenda that may be issued by the Bank.
- 3.16. **“ATS”** means Annual Technical Support Services required especially at ATM level to keep the ATM up and running smoothly and without interruption.
- 3.17. **“VIP ATMs”** are those ATMs which have been installed at Prime/ VIP/ High-hit locations like Airports, In-touch Branches, E-corners/ e-lobby, Railway/ Metro Stations, shopping malls, Market Areas, Tech Parks, Important/ main Bank Branches or any other location as identified by the Circles. Bank shall identify specific ATMs not exceeding 20% of the ATMs at the whole Bank level as ‘VIP ATMs’ The list of VIP ATMs is subject to review by the Bank.
- 3.18. **“Regular ATMs”** are all the other ATMs not included in the VIP category.
- 3.19. **ATM Software** should fully support to resolve any issue/ bug related software/hardware/components/services/parameters/configurations/OS/X FS layer /devices/drivers/terminal diagnostic tools/utilities/patches provided by ATM provider for smooth running of solutions.
- 3.20. **MVS: Multi-Vendor Software (MVS)** -A standardized secure software solution and platform to run, manage and improve the functionality of the ATM network while providing additional functions like online monitoring of the ATMs.

- 3.21“**Business Day /working day**” means a day which is not declared as Public Holiday under NI Act.
- 3.22“**Warranty Effective Date**” means the date when the machine is **cash-live** i.e. commencement of cash withdrawal transactions.
- 3.23“**Warranty Period**” shall mean a period of one year from the Warranty Effective Date.
- 3.24“**Maintenance Effective Date**” shall the date immediately succeeding the completion of Warranty Period.
- 3.25“**Maintenance Renewal Date**” shall mean six years from the Maintenance Effective Date(i.e. After warranty period of one year) and each anniversary thereafter.
- 3.26“**Public Holidays**” shall mean public holidays under NI Act, at the place where the Equipment is located, when banks are closed for business.
- 3.27“**Occurrence**” means a single event or a series of related event resulting in a loss or losses.
- 3.28“**Response Time**” means interval between the trigger or alert generated by Bank’s ATM-ADWM Online Monitoring Tool / MVS vendor to the ATM provider and latter’s arrival time at the respective ATM.
- 3.29“**Bank Preventable Calls**” means a service call to ATM/ Service provider and / or their subcontractors, if any. Bank preventable calls include but are not limited to, calls for FLM to replenish supplies, calls to CRA/CIT Agencies etc.
- 3.30-“**L1 / L2 / L3so on... price / rate**” The L1 price / rate is the lowest TCO value discovered during the Online Reverse Auction Process. The next price / rate with subsequently higher quoted value than L1 price / rate will be L2 price / rate and so on.
- 3.31 “**ATM Loss**” means loss of Valuables from a particular ATM(s) in respect of which the services are provided. The amount of loss is the face value of the Currency, plus the reasonable cost of reconstructing the negotiable instruments or other items of value (including re-issuance and stop-payment fees), stolen, lost or destroyed as a direct result of the Occurrence. ATM Losses do not include any loss of Valuables occurring outside the immediate physical proximity of the ATM, including but not limited to losses occurring while such Valuables are in transit or are in storage at a vault or similar location. The amount of an ATM Loss does not include the face value of stolen, lost or destroyed negotiable instruments or other items of value, or any loss of any nature to the extent such loss results from :
- 1) ATM equipment malfunctions in respect of non-ATM Provider machines.

- 2) mistakes in ATM loading including, without limitation, Currency dispensed due to mis-loaded denominations, mis-configured cassettes, or mis-loaded cassettes.
- 3) discrepancies between network reports and ATM bill counter totals (in the event of such discrepancies, bill counter totals shall be deemed conclusive);
- 4) Bank's mistakes in verification.
- 5) burglary; or
- 6) damage from breakage and
- 7) vandalism.

3.32 **"Commencement of Services"** shall mean the date on which the newly commissioned machine under this RFP is made **"cash-live"** and available for customer cash transactions. **"Cash-live"** means that the cash has been replenished in the machine and ATM performs cash withdrawal transactions successfully.

4 SCOPE OF WORK:

As given in **Appendix-E** of this document.

5 ELIGIBILITY AND TECHNICAL CRITERIA:

5.1 Bid is open to all Bidders who meet the eligibility criteria and Technical & functional specifications as given in **Appendix-B & Appendix-C** of this document respectively. The Bidder must submit the documents substantiating eligibility criteria as mentioned in this RFP document.

5.2 Bidder to note that:

- (a) Bidders shall source ATM machines (cash dispenser), UPS & fast charging lithium-ion batteries, additional set of new cassettes and such other items which are available locally, only from class I/ class II local suppliers. Imported items shall not be supplied for aforesaid items.
- (b) The ATM machine of a particular OEM can be supplied by one or more bidders.
- (c) One bidder can supply ATM machines of one or more OEMs. In this scenario the classification of the bidder as Class I or Class II will be defined based on the local content percentage of the

proposed machines which ever has the lowest local content percentage.

(d) The OEM must supply the same model with same specifications to all the bidders who propose to supply machine from that OEM.

5.3 The Bidder shall also submit **PRE-CONTRACT INTEGRITY PACT** along with technical Bid as prescribed by the Govt. of India (**Appendix-Q**) duly signed by the Bidder on each page and witnessed by two persons. KYC documents of the signatories (including witnesses) should be submitted. The agreement shall be stamped as applicable in the State where it is executed. Bid submitted without PRE-CONTRACT INTEGRITY PACT, as per the format provided in RFP, shall not be considered.

5.4 Bank's Multi-vendor Software (MVS), EPS, OMS, Other software testing will be a criterion for the successful bidders. The successful bidders must deliver 2 machines with 2 UPSs + Fast Charging Lithium-ion Batteries with at least 4 hours backup (having Integrated Power Management feature) for testing at the Bank's ATM test Lab located in CBD Belapur Navi Mumbai within 10 days (calendar days) from the issuance of Letter of Intent (LOI) and the machines have to be tested successfully for Bank's MVS platform including completion of EMV L3 certification from all the scheme (wherever necessary) within 45 days (calendar days) of delivery of machines. A penalty of Rs 10,000/- per day will be imposed on the selected bidders if their machines are either undelivered or not tested for MVS within the prescribed timelines. The Bank however has the discretion to review the penalty.

5.5 During testing of the supplied machine in the Bank's IT-Lab, if the machine is found to be incompatible with Bank's existing MVS, EPS, other software, and despite several developments / customizations / modifications by the OEMs, the machine remains incompatible, Bank reserves the right to disqualify that successful bidder (who supplied that machine) and assign the allocated quota (of this disqualified bidder) to other successful bidder of this RFP whose machine is tested to be compatible. The timeframe for testing Bank's existing MVS, EPS, other software, and several developments / customizations / modifications by the OEMs to make their machines compatible shall be within 90 calendar days (including the initial 45 days of testing) from the date of commencement of testing by the Bank. Bank may, at its sole discretion, provide extensions to this timeframe, if deemed necessary. The penalty mentioned in clause 5.3 shall be applicable. In case, if the machines of both L1, L2, L3 bidders are incompatible, Bank at its sole discretion may allocate the respective quotas of L1, L2 & L3 to L4, L5 L6... (identified in Reverse Auction process and in accordance to the Make in India Order Preference), subject to their matching of L1 prices. Bank, at its

discretion, may give the entire procurement to a single vendor whose machine is tested to be compatible in case a single bidder situation arises.

6 COST OF BID DOCUMENT:

6.1 The participating Bidders shall bear all the costs associated with or relating to the preparation and submission of their Bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstration or presentations which may be required by the Bank or any other costs incurred in connection with or relating to their Bid. The Bank shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder regardless of the conduct or outcome of the bidding process.

7 CLARIFICATION AND AMENDMENTS ON RFP/PRE-BID MEETING:

7.1 Bidder requiring any clarification of the bidding document may notify through On-line e-tender Portal **strictly as per the format given in Appendix-O** within the date/time mentioned in the schedule of events.

7.2 A pre-Bid meeting will be held on the date and time specified in the schedule of events which may be attended by the authorized representatives of the Bidders interested to respond to this RFP.

7.3 The queries received (without identifying source of query) and response of the Bank thereof will be posted at the e-tender portal and/ or on the Bank's website.

7.4 Bank reserves the right to amend, rescind or reissue the RFP, at any time prior to the deadline for submission of Bids. The Bank, for any reason, whether, on its own initiative or in response to a clarification requested by a prospective Bidder, may modify the bidding document, by amendment which will be made available to the Bidders by way of corrigendum/addendum through the Bank's Website and /or e-tender portal. The interested parties/Bidders are advised to check the Bank's website regularly till the date of submission of Bid document specified in the schedule of events/email and ensure that clarifications / amendments issued by the Bank, if any, have been taken into consideration before submitting the Bid. Such amendments/clarifications, if any, issued by the Bank will be binding on the participating Bidders. Bank will not take any responsibility for any such omissions by the Bidder. SBI, at its own discretion, may extend the deadline for submission of Bids to allow prospective Bidders a reasonable time to prepare the Bid, for taking the amendment into account.

7.5 No request for change in commercial/legal terms and conditions, other than

what has been mentioned in the RFP or any addenda/corrigenda or clarifications issued in connection thereto, will be entertained and queries in this regard, therefore will not be entertained.

7.6 Queries received after the scheduled date and time will not be responded/acted upon.

7.7 In case of conflict w.r.t. any clause between the Pre-bid responses released by Bank and this RFP {with its Corrigendum(ia)}, the content mentioned in the RFP {with its Corrigendum(ia)} will prevail.

8 CONTENTS OF BID DOCUMENT:

8.1 The Bidder must thoroughly study/ analyze and properly understand the contents of this RFP document, its meaning and impact of the information contained therein.

8.2 Failure to furnish all information required in the bidding document or submission of Bid not responsive to the bidding documents in any respect will be at the Bidder's risk and responsibility and the same may finally result in rejection of its Bid. SBI has made considerable effort to ensure that accurate information is contained in this RFP and is supplied solely as guidelines for Bidders.

8.3 Nothing in this RFP or any addenda/ corrigenda or clarifications issued in connection thereto is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed in this RFP or any addenda/ corrigenda or clarifications issued in connection thereto.

8.4 The information provided by the Bidders in response to this RFP will become the property of SBI and will not be returned. Incomplete information in Bid document may lead to non-consideration of the proposal. If bidders made any concealment or false statement in RFP then their proposal / bid to be cancelled / rejected.

9 EARNEST MONEY DEPOSIT (EMD):

9.1 The Bidder shall furnish EMD for the amount and validity period mentioned in Schedule of Events of this RFP.

9.2 EMD is required to protect the Bank against the risk of Bidder's conduct.

9.3 The EMD should be in form of Bank Guarantee (as prescribed in **Appendix-R**) issued in favor of State Bank of India by any scheduled commercial bank in India. In case, SBI is the sole banker of the Bidder, a Letter of Comfort from SBI would be acceptable. However, if EMD is in form of Bank Guarantee, scanned copy

of original EMD Bank Guarantee should be uploaded on portal of e-Procurement agency along with technical bid. Original EMD Bank Guarantee should be delivered through registered post/courier or given in person to the Bank at the address specified in Schedule of Event Sl. No. 1, within the bid submission date and time for the RFP.

9.4 Any Bid not accompanied by EMD for the specified amount and not submitted to the Bank as mentioned in this RFP will be rejected as non-responsive.

9.5 The EMD of the unsuccessful Bidder(s) would be refunded/returned by the Bank within 2 weeks of the Bidder being notified as being unsuccessful.

9.6 The EMD of successful Bidder will be discharged upon the Bidder signing the Contract and furnishing the Bank Guarantee for the amount and validity as mentioned in this RFP, which should be strictly on the lines of format placed at **Appendix-R**.

9.7 No interest is payable on EMD.

9.8 The EMD may be forfeited: -

- (a) if a Bidder withdraws his Bid during the period of Bid validity specified in this RFP; or
- (b) if a technically qualified Bidder do not participate in the auction by not logging in, in the reverse auction tool; or
- (c) if a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract; or
- (d) if the successful Bidder fails to accept Purchase Order and/or sign the Contract with the Bank or furnish Bank Guarantee, within the specified time period in the RFP.
- (e) If the machines supplied by the successful bidder(s) are incompatible with the Bank's existing MVS, EPS, other software, and despite several developments / customizations / modifications by the OEMs, and the Bank disqualifies the successful bidder(s).

9.9 If EMD is forfeited for any reasons mentioned above, the concerned Bidder shall be debarred from participating in the RFPs floated by the Bank/this

department, in future, as per sole discretion of the Bank.

10 BID PREPARATION AND SUBMISSION:

e-Tendering

10.1.1 This tender will follow e-Tendering process [e-bids] as under which will be conducted by Banks' authorized e-Tendering Vendor/ M/s. e procurement Technologies Ltd (Auction Tiger) .

- 10.1.1.1. Vendor Registration.
- 10.1.1.2. Publish of Tender
- 10.1.1.3. Online Pre-Bid Queries
- 10.1.1.4. Pre-Bid Meeting: Offline
- 10.1.1.5. Online Response of Pre-Bid Queries.
- 10.1.1.6. Corrigendum/Amendment (if required)
- 10.1.1.7. Bid Submission
- 10.1.1.8. Tender Opening
- 10.1.1.9. Pre-Qualification
- 10.1.1.10. Tender Evaluation
- 10.1.1.11. Reverse Auction with Qualified bidders.
- 10.1.1.12. Tender Award.

10.1.2 Representative of Vendors will be given training for e-Tendering by M/s M/s. e procurement Technologies Ltd (Auction Tiger).

The Vendors are required to have digital certificates well in advance to participate in e-Tendering to be conducted by M/s. e procurement Technologies Ltd (Auction Tiger).

Vendors will have to abide by e-Business rules framed by the Bank in consultation with M/s M/s. e procurement Technologies Ltd (Auction Tiger).

10.1.3 No consideration will be given to e-bids received after the date and time stipulated and no extension of time will normally be permitted for submission of e-Bids. Bank reserves the right to accept in part or in full or extend or reject the entire e-bid and cancel the entire tender without assigning any reason thereof at any stage.

10.1.4 The decision of the bank regarding this tender shall be final and binding on all the bidders. All disputes or differences in connection with this tender shall be subject to the jurisdiction of the courts at Mumbai or the place of execution of documents.

10.1.5 Bidders may please note:

- 10.1.5.1 The Bidder should quote for the entire package on a single responsibility basis for hardware / software / services, Software Solution/ services it proposes to supply.
- 10.1.5.2 While submitting the Technical Bid, literature on the hardware and its associated operating software, Software Solution/ service should be uploaded.
- 10.1.5.3 Care should be taken that the Technical Bid shall not contain any price information. Such proposal, if received, will be rejected.
- 10.1.5.4 The Bid document shall be complete in accordance with various clauses of the RFP document, or any addenda/corrigenda or clarifications issued in connection thereto, duly signed by the authorized representative of the Bidder and stamped with the official stamp of the Bidder. Board resolution authorizing representative to Bid and make commitments on behalf of the Bidder is to be uploaded.
- 10.1.5.5 Bids are liable to be rejected if only one (i.e., Technical Bid or Indicative Price Bid) is received.
- 10.1.5.6 Prices quoted by the Bidder shall remain fixed for the period during the terms of contracts and shall not be subjected to variation on any account, including exchange rate fluctuations and custom duty. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
- 10.1.5.7 If deemed necessary, the Bank may seek clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substances of the Bid already submitted or the price quoted.
- 10.1.5.8 The Bidder may also be asked to give a presentation for the purpose of clarification of the Bid.
- 10.1.5.9 The Bidder must provide specific and factual replies to the points raised in the RFP.
- 10.1.5.10 The Bid shall be typed or written in indelible ink and shall be digitally signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract and to be uploaded in the portal.
- 10.1.5.11 All the enclosures (Bid submission) shall be serially numbered with rubber stamp of the participating Bidder's Company. The person or

persons signing the Bids shall initial all pages of the Bids, except for un-amended printed literature and to be uploaded in the portal.

10.1.5.12 Any inter-lineation, erasures or overwriting shall be valid only if these are initialed by the person signing the Bids.

10.1.5.13 The Bank reserves the right to reject Bids not conforming to above.

10.1.5.14 All the envelopes shall be addressed to the Bank and uploaded at the address given as per schedule of events and should have name and address of the Bidder.

10.1.5.15 It is mandatory for all the bidders to have class III Digital Signature Certificate (DSC) (in the name of the person who will sign the bid from any of the licensed certifying agency to participate in this RFP. DSC should be in the name of authorized signatory. It should be in Corporate Capacity (that is in Bidder Capacity).

10.1.5.16 Bidder(s) should prepare and submit their online Bids well in advance before the prescribed date and time to avoid any delay or problem during the bid submission process. The Bank shall not be held responsible for any sort of delay, or the difficulties faced by the Bidder(s) during the submission of online Bids.

10.1.5.17 Bidder(s) should ensure that the Bid documents submitted should be free from virus and if the documents could not be opened due to virus or otherwise, during Bid opening, the bid is liable to be rejected.

10.2 Documents to be submitted OFFLINE:

10.2.1 The envelope is to be prominently marked as “**Technical Proposal for providing ATMs and Comprehensive AMC Services in response to the RFP No. SBI/ACV/2022-23/3-B dated 31st March 2023**”. This envelope should contain following documents and properly sealed:

10.2.1.1 Index of all the documents, letters, bid forms etc. submitted in response to RFP along with page numbers.

10.2.1.2 Bid covering letter/Bid form on the lines of **Appendix-A** on Bidder's letter head

10.2.1.3 Tender Fee Demand Draft

10.2.1.4 EMD Bank Guarantee as per format in Appendix-R.

10.2.1.5 Pre-Contract Integrity Pact as per format in Appendix-Q

10.2.1.6 Specific response with supporting documents in respect of Eligibility Criteria as mentioned in Appendix-B and technical eligibility criteria on the lines of Appendix-C.

10.2.1.7 Bidder's details as per Appendix-D on Bidder's letter head

10.2.1.8 Audited financial statement and profit and loss account statement as mentioned in RFP.

- 10.2.1.9 A copy of latest and specific board resolution along with copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the Bid document.
- 10.2.1.10 KYC (Aadhar and PAN) of Authorized Signatory.
- 10.2.1.11 A complete write up on security features of the ATMs must be provided with the relative technical bid and all tech specs Brochure.
- 10.2.1.12 Manufacturer's Authorization Form as per Annexure H with the required attachments of Board Resolution / Power of Attorney of authorized signatory.
- 10.2.1.13 Copy of local content certificate as mentioned in appendix I and I2.
- 10.2.1.14 This RFP document duly stamped and signed on each page by an authorized signatory.

10.2.2 Separate sealed Envelope "**Indicative Commercial Bid**" as per format in Annexure F, F1, F2 duly signed and sealed by the Authorized Signatory.

11 DEADLINE FOR SUBMISSION OF BIDS:

- 11.1 Bids must be received at the portal and by the date and time mentioned in the Notice Inviting e-Tender as per schedule of events.
- 11.2 In the event of the specified date for submission of Bids being declared a holiday for the Bank, the Bids will be received up to the appointed time on the next working day.
- 11.3 In case the Bank extends the scheduled date of submission of Bid document, the Bids shall be submitted at the portal by the time and date rescheduled. All rights and obligations of the Bank and Bidders will remain the same.
- 11.4 Any Bid received after the deadline for submission of Bids prescribed at the portal, will be rejected.
- 11.5 Wherever applicable, the bidder shall submit the original EMD Bank Guarantee and Pre-Contract Integrity Pact together with their respective enclosures and seal it in an envelope and mark the envelope as "Technical Bid". The said envelope shall clearly bear the name of the project and name and the address of the bidder. In addition, the last date for bid submission should be indicated on the right and corner of the envelope. The original documents should be submitted within the bid submission date and time for the RFP at the address mentioned in of schedule of events, failing which bid will be treated as non-responsive.

12 MODIFICATION AND WITHDRAWAL OF BIDS:

12.1 The Bidder may modify or withdraw its Bid after the Bid's submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received at the portal, prior to the deadline prescribed for submission of Bids.

12.2 No modification in the Bid shall be allowed, after the deadline for submission of Bids.

12.3 No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form. Withdrawal of a Bid during this interval may result in the forfeiture of EMD submitted by the bidder.

13 PERIOD OF BID VALIDITY AND VALIDITY OF PRICE QUOTED IN REVERSE AUCTION (RA):

13.1 Bid shall remain valid for duration of 6 calendar months from Bid submission date.

13.2 In exceptional circumstances, the Bank may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder is free to refuse the request. However, in such case, the Bank will not forfeit its EMD. However, any extension of validity of Bids or price will not entitle the Bidder to revise/modify the Bid document.

13.3 Once Purchase Order or Letter of Intent is issued by the Bank, the said price will remain fixed for the entire Contract period and shall not be subjected to variation on any account, including exchange rate fluctuations and custom duty. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

14 BID INTEGRITY:

14.1 Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that the Bank may take. All the submissions, including any accompanying documents, will become property of SBI. The Bidders shall be deemed to license, and grant all rights to SBI, to reproduce the whole or any portion of their equipment for the purpose of evaluation, to disclose the contents of submission to other Bidders and to disclose and/ or use the contents of submission as the basis for RFP process.

15 BIDDING PROCESS/OPENING OF TECHNICAL BIDS:

15.1 All the technical Bids received up to the specified time and date will be opened for initial evaluation on the time and date mentioned in the schedule of events. The technical bids will be opened in the presence of representatives of the bidders who choose to attend the same on portal of e Procurement agency. However, bids may be opened even in the absence of the representatives of one or more of the bidders.

15.2 In the first stage, only technical Bid will be opened and evaluated. Proposals of such Bidders satisfying eligibility criteria and agree to comply with all the terms and conditions specified in the RFP, will be evaluated for technical criteria/specifications/eligibility. Only those Bids complied with technical criteria shall become eligible for commercial Bid opening and further RFP evaluation process.

15.3 The Bank will examine the Bids to determine whether they are complete, and all documents/appendix(es) have been submitted, required formats have been furnished, the documents have been properly signed, EMD for the desired amount and validity period is available and the Bids are generally in order. The Bank may, at its discretion waive any minor non-conformity or irregularity in a Bid which does not constitute a material deviation.

15.4 Prior to the detailed evaluation, the Bank will determine the responsiveness of each Bid to the bidding document. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the bidding document in toto, without any deviation.

15.5 The Bank's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.

15.6 After opening of the technical Bids and preliminary evaluation, some or all the Bidders may be asked to make presentations on the Software, service, hardware, operating software/firmware proposed to be offered by them.

15.7 If a Bid is not responsive, it will be rejected by the Bank and will not subsequently be made responsive by the Bidder by correction of the non-conformity.

16 TECHNICAL EVALUATION:

16.1 Technical evaluation may include technical information submitted as per technical Bid format, demonstration/presentation of proposed product/services, reference calls and site visits, wherever required. The Bidder may highlight the noteworthy/superior features of their product. The Bidder will demonstrate/substantiate all claims made in the technical Bid to the satisfaction of the Bank, the capability of the Equipment, Software and

Services to support all the required functionalities at their cost in their lab or those at other organizations where similar product is in use.

16.2 The Bank reserves the right to evaluate the Bids on technical & functional parameters including factory/workplace visit and witness demos of the system and verify functionalities, response times, etc.

16.3 Bank may evaluate the technical and functional specifications of all the equipment quoted by the Bidder.

16.4 During evaluation and comparison of Bids, the Bank may, at its discretion ask the Bidders for clarification on the Bids received. The request for clarification shall be in writing and no change in prices or substance of the Bid shall be sought, offered or permitted. No post Bid clarification at the initiative of the Bidder shall be entertained.

16.5 The evaluation may also consider:

- 16.5.1 'The product to be supplied/services offered by the Bidder to any noticeable bank in India. The Bidder should furnish the details.
- 16.5.2 Does the proposed product handle the projected volumes and offers a proven solution to meet the requirements?
- 16.5.3 Is the product offered by the Bidder a complete system or does it have integrations with third party solutions?
- 16.5.4 Upgrade(s) assurance by the Bidder as per requirements of the Bank for the duration of the project.
- 16.5.5 Capability of the proposed product to meet future requirements outlined in the RFP.
- 16.5.6 Support on open platforms and product based on latest technology (both hardware, software, operating software/firmware, database).
- 16.5.7 Bidder support facilities: Support requirement like online support/ email support/ offline support, time period.
- 16.5.8 Bidder will support the Bank as required in peak days of business (month-end and start of the month) and during switching over process from PR to DR and vice versa.
- 16.5.9 Bidder should comply with the mandatory requirements as given in appendix C.

17 AWARD CRITERIA AND AWARD OF CONTRACT:

17.1 The Bank intends to allocate the procurement quantity among Maximum of Three (03) Bidders (L1 to L3). The Bidders will be selected as L1, L2, L3, on the basis of the total cost of ownership (TCO) price discovered in the Reverse Auction, provided L2, L3, match the Reverse Auction TCO rate of L1, including all the line-item wise rates of L1 (i.e., discovered rate of the Indicative Commercial Bid). The allocation of percentage and Number of ATMs shall be as per the following: -

| BIDDER | L1 | L2 | L3 | TOTAL |
|-------------------------------|-------|-------|-------|-------|
| PERCENTAGE ALLOCATION | 50% | 30% | 20% | 100% |
| NUMBER OF MACHINES ALLOCATION | 3,375 | 2,025 | 1,350 | 6,750 |

17.2 In case only 2 bidders qualify the technical bid, irrespective of the number of bids submitted for this RFP, the Bank may proceed for the Reverse Auction with 2 bidders and the Bank reserves its right to allocate / award the quantities to a single bidder OR distribute among the 2 bidders,(50:50) provided L2 matches the L1 price (including the line-item wise prices of L1) subject to following of PPP-MII policy regarding purchase preference.

17.3 If only 1 bidder qualifies the technical bid, then Bank reserve the rights to Re-float the RFP OR award the contract to the qualified single bidder as per Bank's sole discretion.

17.4 In any scenario mentioned above, if any bidder does not match the discovered reverse auction rate of L1, the Bank may offer the next bidder to match the L1 rate and allocate the quantities among the remaining bidders as per the scenarios mentioned above.

17.5 In case, none of the bidders match the discovered reverse auction rate of L1, the Bank reserves the right to allocate the entire procurement quantity to L1.

17.6 Bank will notify successful Bidder(s) (**L1, L2, L3 etc.**) in writing by letter or email that its Bid has been accepted. The Selected Bidder has to return the duplicate copy of the same to the Bank within 2 (Two) **working days**, duly Accepted, Stamped and Signed by Authorized Signatory in token of acceptance.

17.7 The notification of award will constitute the formation of the Contract.

17.8 Until the execution of a formal contract, this RFP document with its corrigenda (if any), together with the Bank's notification of award and the vendor's acceptance thereof, would constitute a binding contract between the Bank and the successful Bidder(s).

17.9 The successful bidder shall be required to enter into a Bank's Standard contract / SLA Service Level Agreement as per the clauses provided in RFP with the Bank, within 30 days from the date of Bank's communication in this regard or within such extended period as may be decided by the Bank along with the letter of acceptance, Non-Disclosure Agreement, Performance Bank Guarantee for the amount and validity as desired in para 26 (i) and strictly on the lines of format given at **Appendix-J** and other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and acceptance thereof. The contract/ agreement will be based on Bidders' offer document with all its enclosures, modifications arising out of negotiation /clarifications etc and will include SLA, project plan – phases & milestones and schedule, copies of all necessary documents, licenses, certifications etc.

17.10 Copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the acceptance letter, contract and NDA should be submitted.

17.11 The Bank reserves the right to stipulate, at the time of finalization of the contract, any other document(s) to be enclosed as a part of the final contract.

17.12 Failure of the successful Bidder to comply with the requirements/terms and conditions of this RFP shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD and/or PBG.

17.13 Basis of allotment:

17.13.1 Guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPP-MII Order and subsequent revisions in 2018~19 with last revision thereto will be applicable for this RFP and Public Procurement (Preference to Make in India), Order 2017 – Revision vide Order No. P-45021/2/2017-PP (BE-II) dated May 28, 2018 -Revision order No. P-45021/2/2017-PP (BE-II) dated 16.09.2020 and as per subsequent guidelines issued by Govt of India procurement manual updated up to June 2022 and clarification office memorandum 04th March, 2021 regarding non-local suppliers in respect of imported products shall be applicable .

17.13.2 Definitions for the purpose of Preference to Make in India, Order 2017 (PPP-MII Order) and revision thereto:

17.13.2.1 “Local content” means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the

value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.

17.13.2.2 “Class-I local supplier” means a supplier or service provider whose goods, services or works offered for procurement meets the minimum local content as prescribed for ‘Class-I local supplier’ hereunder.

17.13.2.3 “Class-II local supplier” means a supplier or service provider whose goods, services or works offered for procurement meets the minimum local content as prescribed for ‘Class-II local supplier’ Class-II local supplier shall not get any purchase preference under this RFP.

17.13.2.4 “Non-local supplier” means a supplier or service provider whose goods, services or works offered for procurement has ‘local content’ less than that prescribed for ‘Class-II local supplier’ under this RFP.

17.13.2.5 Minimum Local content” for the purpose of this RFP, the ‘local content’ requirement to categorize a supplier as ‘Class-I local supplier’ is minimum 50%. For ‘Class-II local supplier’, the ‘local content’ requirement is minimum 20%. If Nodal Ministry/Department has prescribed different percentage of minimum ‘local content’ requirement to categorize a supplier as ‘Class-I local supplier’/ ‘Class-II local supplier’, same shall be applicable.

17.13.2.6 “Margin of purchase preference” means the maximum extent to which the price quoted by a ‘Class-I local supplier’ may be above the L1 for the purpose of purchase preference. The margin of purchase preference shall be 20%.

17.13.2.7 As per instructions / clarifications from Government of India Ministry of Commerce and Industry vide Office Memorandum No. P-45021/102/2019-BE-II-Part (1) (E-50310) dated 04th March 2021, **the bidders offering imported products will fall under the category of non-local suppliers they cannot claim themselves as Class I Local Suppliers/ class II Local Suppliers** by claiming the services such as transportation, insurance, installation, commissioning, training and after sales services like AMC/ CMC etc. as local value addition and as per clarification given by DPIIT from time to time. Hence for the purpose of deciding the local content, the local content of the ATM only shall be considered.

17.13.2.8 Bidders shall source ATM machines (cash dispenser), UPS & fast charging lithium-ion batteries, additional set of new cassettes and such other items which are available locally, only from class I/ class II local suppliers. Imported items shall not be supplied for aforesaid items.

17.13.3 The allotment will be done in terms of said Order, as under:

(a) **In case when all bidders are Class-1 Local Supplier:** - Allocation among the bidders will be done as mentioned in the “**AWARD CRITERIA AND AWARD OF CONTRACT**” clause(s) of this RFP.

(b) **In case of Mix of bidders i.e., Class-I Local supplier and Class-II Local supplier only:** Purchase Preference in allotment of order quantity to Class-I Local supplier over Class-II shall be given as under: -

i Among all qualified bids, the lowest bid (as quoted in reverse auction) will be termed as L1. If L1 is ‘Class-I Local Supplier’, the contract for 50 percent of the order quantity will be awarded to L1. Thereafter, for L2, the lower bidder among the next ‘Class-I local supplier’, will be invited to match the L1 price (including the line-item wise prices of L1) for the 30% quantity, subject to the quoted price falling within the margin of purchase preference and 30% quantity will be awarded to L2. Thereafter, for L3, the lower bidder among the next ‘Class-I local supplier’, will be invited to match the L1 price (including the line-item wise prices of L1) for the 20% quantity, subject to the quoted price falling within the margin of purchase preference and 20% quantity will be awarded to L3. However, in case the next ‘Class I Local suppliers’ do not qualify for award of contract for the tendered quantities purchase preference should be given to the next other ‘Class I local supplier’ over ‘Class II local suppliers’ provided that their quoted rate falls within 20 (twenty) percent margin of purchase preference. In case, no other ‘Class I Local suppliers’ qualify for award of contract for the tendered quantities (30% or 20%), ‘Class II local suppliers’ will be invited as L2 / L3 (as the case may be), provided that they match the L1 price (including the line-item wise prices of L1) and quantities will be awarded accordingly. In case, if no other ‘Class I Local suppliers’ / ‘Class II local suppliers’ agree to match the L1 price, the entire quantity (100%) will be allocated L1. Bank decision in this regard shall be final and binding to all Bidders.

ii If L1 price is from a Class II Local Supplier, then at least 50% quantities will be allocated among Class I Local Suppliers bidder(s) subject to the

Class I local suppliers match the L1 price (including the line item-wise price of L1), provided the Class-I local supplier's quoted price falls within the margin of purchase preference. In case, if no other 'Class I Local suppliers'/ class II Local Supplier's agree to match the L1 price, the entire quantity (100%) will be allocated L1. Bank's decision in this regard shall be final and binding to all Bidders.

- iii Benefits to Micro and Small Enterprises (MSEs) as per the guidelines of Public Procurement Policy issued by Government of India: As per the above policy, Bank reserves the rights to procure atleast 25% of the total requirements, from Micro and Small Enterprises (MSEs) provided such MSEs are complying with the eligibility criteria and technical specifications of this RFP, quote their price within the price band of L1+15% and agree to bring down their price to L1 price. {Note: L1 is the least price discovered through the Reverse Auction Process}. Bank decision in this regard shall be final and binding to all Bidders.

- iv In case,

- i. all bidders are "Class-I local supplier" **or**
- ii. all bidders are "Class-II local suppliers" **or**

the allocation shall be done as under:→ Allocation between L1,L2 and L3 will be in the ratio of **50:30:20** based on the Total Cost of Ownership discovered in the Reverse Auction, provided L2 and L3 match not only Reverse Auction price of L1 but also match the L1 prices worked out after reverse auction in respect of line items of the Indicative Commercial Bid.

- v In case of any dispute / ambiguity/ doubt, provisions of public procurement (preference to make in India) order 2017 revision dated 16th Sept 2020 and procurement policy updated as on June 2022 and clarification given by DPIIT from time to time, will prevail. Bank decision in this regard shall be final and binding to all Bidders.

17.14.1 Verification of Local content:

- 17.14.1.1** The 'Class-I local supplier'/ 'Class-II local supplier' at the time of submission of bid shall be required to provide a certificate as per **Appendix-I** from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) and Company Secretary of the company giving the percentage of local content requirement for 'Class-I local supplier'/ 'Class-II local supplier' as the case may be and as per appendix I2 for self-certification.

17.14.1.2 False declaration (verification of local content) will be in breach of the code of integrity under rule 175 (1) (i) (h) of the General Financial Rules for which a bidder or its successors can be debarred for up to 2 years as per rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.

17.14.2 For any scenario after award of contract to successful bidders:

- i. If L1 refuses or non-compliant to any of the terms and conditions of the RFP / SLA at any stage of RFP / in any year of contact period, L2 becomes L1 and L3 becomes L2 and so on, if L3 and so on.. are awarded the Contract under this RFP.
- ii. If L2 refuse or non-compliant to any of the terms and conditions of the RFP / SLA at any stage of RFP / in any year of contact period, L3 becomes L2 and so on, if L3 and so on.. are awarded the Contract under this RFP.
- iii. In the event L2/L3 and so on, are not willing to take or L2/L3 and so on are non-compliant to any of the terms and conditions of the RFP/SLA at any stage of RFP / in any year of contact period, entire procurements will be awarded to declared L1 bidder, if L3 and so on. are awarded the Contract under this RFP.

17.14.3 Total cost of Products / Services along with cost of all items specified in **Appendix- F** would be the Total Cost of Ownership (TCO) / Total Project Cost and should be quoted by the Bidder(s) in indicative price bid and reverse auction.

17.14.4 Bank will notify successful Bidder in writing through letter or email that its Bid has been accepted. The selected Bidder must return the duplicate copy of the same to the Bank within **2_working days**, duly Accepted, Stamped and Signed by Authorized Signatory in token of acceptance.

17.14.5 The successful Bidder will have to submit Non-disclosure Agreement, Bank Guarantee for the amount and validity as desired in this RFP and strictly on the lines of format given in Appendix N of this RFP together with acceptance of all terms and conditions of RFP.

17.14.6 Copy of board resolution and power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the acceptance letter, contract and NDA should be submitted.

17.14.7 The successful Bidder shall be required to enter into a Contract with the Bank and submit the Bank Guarantee, within 30 days from issuance

of Purchase Order or within such extended period as may be decided by the Bank.

17.14.8 Till execution of a formal contract, the RFP, along with the Bank's notification of award by way of issuance of purchase order and Service Provider's acceptance thereof, would be binding contractual obligation between the Bank and the successful Bidder.

17.14.9 The Bank reserves the right to stipulate, at the time of finalization of the Contract, any other document(s) to be enclosed as a part of the final Contract.

17.14.10 Failure of the successful Bidder to comply with the requirements/terms and conditions of this RFP shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD and/or BG.

17.14.11 Upon notification of award to the successful Bidder, the Bank will promptly notify the award of contract to the successful Bidder on the Bank's website. The EMD of each unsuccessful Bidder will be discharged and returned.

18 EVALUATION OF INDICATIVE PRICE BIDS AND FINALIZATION:

18.1 The envelope containing the indicative Commercial Bids of only those Bidders, who are short-listed after technical evaluation, would be opened.

18.2 All the Bidders who qualify in the evaluation process shall have to participate in the online reverse auction to be conducted by Bank's authorized service provider on behalf of the Bank, details of which are given in schedule of events.

18.3 Shortlisted Bidders shall be willing to participate in the reverse auction process and must have a valid digital signature certificate. Such Bidders will be trained by Bank's authorized service provider for this purpose. Bidders shall also be willing to abide by the e-business rules for reverse auction framed by the Bank / Authorized service provider. The details of e-business rules, processes and procedures will be provided to the short-listed Bidders.

18.4 Successful Bidders (L1/ L2/ L3 etc.) will be selected on the basis of total cost of ownership as discovered through the Reverse Auction Process and not on the basis of individual components of the Price Bid.

18.5 After the Reverse Auction, the Bidder(s) will be required to submit the confirmation of the price quoted by bidder in the Reverse Auction within 24 hours of conclusion of the Reverse Auction, failing which Bank may take appropriate action.

18.6 if in case, the Bank desires to run ATMs on native application instead of MVS, bidder will provide native software, electronic Journal (ej) services, others related services and its AMC as per the cost discovered in RFP.

18.7 As per the guidelines from the Government of India, Department of Procurement for Industry, and Internal Trade, (DPIIT) the bidders must ensure that all the items supplied under this RFP should be sourced from Indian manufacturers only.

18.8 Errors, if any, in the price breakup format will be rectified as under:

- (a) If there is a discrepancy between the unit price and total price which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the Bidder does not accept the correction of errors, the Bid will be rejected.
- (b) If there is a discrepancy in the unit price quoted in figures and words, the unit price in figures or in words, as the case may be, which corresponds to the total Bid price for the Bid shall be taken as correct.
- (c) If the Bidder has not worked out the total Bid price or the total Bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.
- (d) The Bidder should quote for all the items/services desired in this RFP. In case, prices are not quoted by any Bidder for any specific product and / or service, for the purpose of evaluation, the highest of the prices quoted by other Bidders participating in the bidding process will be reckoned as the notional price for that service, for that Bidder. However, if selected, at the time of award of Contract, the lowest of the price(s) quoted by other Bidders (whose Price Bids are also opened) for that service will be reckoned. This shall be binding on all the Bidders. However, the Bank reserves the right to reject all such incomplete Bids.

18.9 The basis of arriving at the item-wise price break-up i.e. price of individual components to the discovered price in reverse auction shall be in the same proportion as was given in the Indicative Commercial Bid, which shall be advised to the selected bidder by Bank while issuing the Purchase Order.

This is explained by way of an example below:

Example: (Will apply also to sub-items under each Serial Number)

Illustration

| Particulars | Indicative Price Bid Quote (INR) | Proportion to Total Cost (in %age) | L1 Price (INR) Through reverse auction | Final price should be(INR)* |
|-------------------------------------|----------------------------------|------------------------------------|--|-----------------------------|
| A | B | C | D | E |
| (1) Sr.No.1 | 25 | 16.67 | | 8.33 |
| (2) Sr.No.2 | 50 | 33.33 | | 16.67 |
| (3) Sr.No.3 | 75 | 50.00 | | 25.00 |
| (5) Grand Total (1 + 2 + 3) | 150 | 100 | 75 | |

19. CONTACTING THE BANK:

19.1 No Bidder shall contact the Bank on any matter relating to its Bid, from the time of opening of Price Bid to the time, the Contract is awarded.

19.2 Any effort by a Bidder to influence the Bank in its decisions on Bid evaluation, bid comparison or contract award may result in the rejection of the Bidder's Bid.

20 POWERS TO VARY OR OMIT WORK:

20.1 No alterations, amendments, omissions, additions, suspensions, or variations of the work (hereinafter referred to as variation) under the contract shall be made by the successful Bidder except as directed in writing by Bank. The Bank shall have full powers, subject to the provision herein after contained, from time to time during the execution of the contract, by notice in writing to instruct the successful Bidder to make any variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If any, suggested variations would, in the opinion of the finally selected Bidder, if carried out, prevent him from fulfilling any of his obligations under the contract, he shall notify Bank thereof in writing with reasons for holding such opinion and Bank shall instruct the successful Bidder to make such other modified variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If the Bank confirms its instructions, the successful Bidder's obligations shall be modified to such an extent as may be mutually agreed, if such variation involves extra cost. Any agreed difference in cost

occasioned by such variation shall be added to or deducted from the contract price.

20.2 In any case in which the successful Bidder has received instructions from the Bank as to the requirements for carrying out the altered or additional substituted work which either then or later, will in the opinion of the finally selected Bidders, involve a claim for additional payments, such additional payments shall be mutually agreed in line with the terms and conditions of the order.

20.3 If any change in the work is likely to result in reduction in cost, the parties shall agree in writing to the extent of change in contract price, before the finally selected Bidder(s) proceeds with the change.

21 WAIVER OF RIGHTS:

21.1 Neither any sign-off, nor any payment by the Bank for acceptance of the whole or any part of the work, nor any extension of time, nor any possession taken by the Bank shall affect or prejudice the rights of Bank against the finally selected Bidder(s), or relieve the finally selected Bidder(s) of his obligations for the due performance of the contract, or be interpreted as approval of the work done, or create liability in the Bank to pay for alterations/ amendments/ variations, or discharge the liability of the successful Bidder(s) for the payment of damages whether due, ascertained, or certified or not or any sum against the payment of which he is bound to indemnify the Bank nor shall any such certificate nor the acceptance by him of any such amount paid on account or otherwise affect or prejudice the rights of the successful Bidder against Bank.

22 CHANGE IN ORDERS:

22.1 The Bank may, at any time, by a written order given to the Vendor, make changes within the general scope of the Contract in any one or more of the following:

22.1.1 Method of shipment or packing.

22.1.2 Place of delivery.

22.1.3 ATM Quantities to be supplied with their associated support services subject to 20 % above or below the originally declared quantities.

22.1.4 If due to lack of technical feasibility or lack of commercial viability or due to unforeseen circumstances, the Bank finds that it is unable to buy certain components or services or will need to substitute one component or service with another the Bank may change the quantities

beyond 20 % plus or minus in respect of following items. The Bank also reserves the right to discontinue the following products/services in respect of following items, during the term of the contract:

| Price Bid Item No. as per Appendix F-Indicative Price Bid | Description of Product/Service | If the Need for Variation Arises |
|---|--|--|
| 1a, b, c d, e, f and g. | Cost of the machine with 1 set of additional cassettes and its AMC for six years and extension thereof along with the additional lockable cassettes and reject bin. Cost of grouting, degROUTING, cost of UPS and fast charging lithium-ion batteries. | Bank may change the quantities 20% plus or minus from the specified quantity of 6750 ATMs. In case Bank requires lockable cassettes, reject bin for its existing CAPEX machines procured under different RFP, the vendor should provide them at the discovered unit rate of this RFP if these cassettes, reject bin are compatible with existing CAPEX machines. |
| 2 a, b, c, | Optional products and services: Perpetual Client License – OEM Native Application with warranty and its AMC for six years and extension thereof. eJ / DVSS / Content Management Services | These are optional services. Cost will be paid as per actual requirements, if availed by the Bank. |
| 2 d. | Buyback of old machines | This is part of optional items. The cost will be adjusted in the price of the new machines. |

22.1.5 If any such change causes an increase or decrease in the cost of, or the time required for the Vendor's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Vendor for adjustment under this clause must be asserted within 15 days from the date of Vendor's receipt of Bank's change order.

23 CONTRACT AMENDMENT:

No variation in or modification of the terms of the Contract shall be made, except by written amendment, signed by the parties.

24 BANK'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:

The Bank reserves the right to accept or reject any Bid in part or in full or to cancel the bidding process and reject all Bids at any time prior to contract award as specified in Award Criteria and Award of Contract, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Bank's action.

25. DOCUMENTARY EVIDENCE ESTABLISHING BIDDER'S ELIGIBILITY AND QUALIFICATIONS:

25.1 On acceptance of the Bid by the Bank, the Bidder needs to submit the undertaking of authenticity on the lines of **Appendix-G** along with documentary evidence of their eligibility/qualifications to perform the Contract to the Bank's satisfaction:

25.2 that in case of a Bidder offering to supply products and/or services mentioned in the scope of work, the Bidders need to provide the evidence that Bidder has been duly authorized by the OEM strictly on the lines of authorization letter **Appendix S4 and Appendix-H** as the case may be.

25.3 that adequate, specialized expertise are available with the Bidder to ensure that the services are responsive, and the Bidder will assume total responsibility for the fault-free operation of the product proposed and maintenance thereof during the support (warranty/annual maintenance contract) period.

26. PERFORMANCE BANK GUARANTEE (PBG):

26.1. Performance Bank Guarantee [PBG] of the amount 3% of the Total Cost of Ownership (TCO) based on the Final reverse auction price (which shall be calculated and advised by the Bank to Selected Bidder(s) with validity period of 96 months (including claim period). The PBG furnished hereunder should strictly be on the format at Appendix J by the finally selected Bidder(s). For the buffer quota units, additional PBG on same terms and conditions on applicable TCO computed for the same should be submitted by the vendor(s). The PBG must be issued by a Scheduled Commercial Bank other than SBI and needs to be submitted within the specified time of receipt of formal communication from the Bank about their Bid finally selected. Purchase Order (PO) will be released only after receipt of the Performance Bank Guarantee. In case, SBI is the sole Banker for the Bidder, a Letter of Comfort from SBI may be accepted.

26.2. The PBG is required to protect the interest of the Bank against delay in supply/installation and or the risk of non-performance or failure to perform any obligation(s), either fully or partially, of the successful Bidder in respect of

implementation of the project, or performance of the agreement(s) pursuant to this RFP or material or services sold, which may warrant invoking of PBG. In case any act of the supplier results in imposition of Liquidated Damages then also the Bank reserves the right to invoke the PBG.

26.3 If Service Provider fails to submit Performance Bank Guarantee within the stipulated time schedule as specified in this Agreement, the Bank may without prejudice to its other remedies under the Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the project cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of total Project Cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.

27. SYSTEM INTEGRATION TESTING:

The Vendor should integrate the software with the existing systems as per requirement of the Bank and carry out thorough system integration testing.

System integration testing will be followed by user acceptance testing, plan for which should be submitted by the Vendor to the Bank. The UAT includes functional tests, resilience tests, benchmark comparisons, operational tests, load tests etc. SBI staff / third Party Vendor designated by the Bank will carry out the functional testing. This staff / third party vendor will need necessary on-site training for the purpose and should be provided by the Vendor. Vendor should carry out other testing like resiliency/benchmarking/load etc. Vendor should submit result log for all testing to the Bank.

On satisfactory completion of the afore mentioned tests and ISD Clearance and pilot, successful commission and acceptance of solution letter will be issued to the vendor by the competent authority on the line of **Appendix-K1 and Appendix K2**.

28. COUNTRY OF ORIGIN / ELIGIBILITY OF PRODUCTS & SERVICES:

28.1 All Products and components thereof to be supplied under the Contract shall have their origin in eligible source countries, as per the prevailing import trade control regulations in **India**.

28.2 For purposes of this clause, "origin" means the place where the Products are mined, grown, or manufactured or produced, or the place from which the related product is supplied. Products are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.

29. DELIVERY, INSTALLATION AND COMMISSIONING:

29.1 The Vendor shall provide such packing of the products as is required to prevent its damage or deterioration during transit thereof to the location given by the Bank. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperature, salt and precipitation during transit and open storage. Size and weight of packing cases shall take into consideration, where appropriate, the remoteness of the Products destination and the absence of heavy handling facilities at all transit points.

29.2. Delivery, installation, and commissioning of the equipment shall be made by the Vendor in accordance with the system approved / ordered and within the time schedule given in the Scope of work given in **Appendix-E** of this document.

29.3 The delivery will be deemed complete when the equipment/ components/ associated software/firmware are received in good working condition at the designated locations.

29.4 The installation will be deemed to be completed, when the product including all the hardware, accessories/components, firmware/system software, and other associated software have been supplied, installed and operationalized as per the technical specifications and all the features as per the technical specifications are demonstrated and implemented as required, on the systems, to the satisfaction of the Bank and certification as per Appendix K and (Appendix K1 and Appendix K2) issued by the Bank. The Bidder must resolve any problem faced during installation and operationalization.

29.4.1 "Installation of ATM": The installation of ATM and Digital VSS camera is said to be completed when all the below conditions are fulfilled:

- i. Machine is made cash-live successfully i.e., on successful cash withdrawal is done at the machine.
- ii. a balance enquiry transaction is completed.
- iii. Both Digital VSS cameras are made operational, and images are captured for the first time (with the transaction details) evidenced by installation certificate issued by Vendor.
- iv. Grouting of machine.
- v. Bank issuing Installation Certificate **as per Appendix K1**.

29.5 In addition, vendor will supply all associated documentation relating to the products/hardware, system software/firmware, etc. The product(s) are considered accepted (commissioned and operationalized) after signing the **Acceptance Test Plan (ATP) document** jointly by the representative of the Bank and the engineer from the vendor. The component level checking for individual item may be included during the acceptance test. The 'Acceptance

Test Plan' document shall be deemed to form a part of the Agreement, to be signed between the vendor and the SBI. On the evaluation of the Acceptance Test results, if required, in view of the performance of the products/services (including hardware equipment/ components/ software), as observed during the Acceptance Test, the Bidder shall take remedial measures including upgradation of any of the components there under, including replacement thereof, at no additional cost to the Bank within a fortnight from the date of notification of the same to the vendor. All upgradations will be done by the vendor free of cost and any new type of Hardware (with associated software /drivers for that Hardware) in the ATM will be done at mutually agreed price between the Bank and the vendor. The vendor should ensure that the product meets the requirements of the Bank as envisaged in the RFP.

29.6 The details of the documents to be furnished by the Vendor are specified hereunder: -

29.6.1 Copy of relative purchase order.

29.6.2 2 copies of Vendor's Invoice showing contract number, products description, quantity, unit price and total amount.

29.6.3 Delivery Note or acknowledgement of receipt of products from the Consignee or in case of products from abroad, original and two copies of the negotiable clean Airway Bill.

29.6.4 2 copies of packing list identifying contents of each of the package.

29.6.5 Insurance Certificate (Vendor may take single Insurance Policy for the total number of ATMs allotted).

29.6.6 Manufacturer's / Vendor's warranty certificate.

29.6.7 Installation Certificate as per **Appendix K1**

29.7 The above documents shall be received by the Bank before arrival of products (except where it is handed over to the Consignee with all documents). If these documents are not received, the Vendor will be responsible for any consequent expenses.

29.8 Penalties as specified in **Appendix-L** will be applicable for the any kind of default or delay in delivery, installation/commissioning/support etc. expected in scope of work which will be deducted at the time of making payment(s).

29.9 In addition to the penalty on delayed supplies, Bank also reserves the right to cancel the Purchase Order and forfeit the EMD. In the event of such cancellation, the vendor is not entitled to any compensation, whatsoever.

29.10 Service provider will have to supply the Product(s) in Factory Sealed Boxes with System OEM seal. Seal and logo of the OEM vendor on the packaging and the ATM.

29.11 For the System & other Software/firmware required with the hardware ordered for, the following will apply: -

29.11.1 The vendor shall supply standard software/firmware package published by third parties in or out of India in their original publisher-packed status only and should have procured the same either directly from the publishers or from the publisher's sole authorized representatives only.

29.11.2 The Vendor shall provide complete and legal documentation of all sub systems, licensed operating systems, licensed system software/firmware, licensed utility software and other licensed software. The Vendor shall also provide licensed software for all software/firmware whether developed by them or acquired from others.

29.11.3 In case the Vendor is providing software/firmware which is not its proprietary software then the Vendor must submit evidence in the form of agreement he has entered with the software/firmware vendor which includes support from the software/firmware vendor for the proposed software for the entire period of contract with the Bank.

30. SERVICES:

30.1. All professional services necessary to successfully implement the proposed '**product/solution/services**' will be part of the RFP/contract. These services include, but are not limited to, Project Management, Training, Deployment methodologies etc.

30.2. The Bidder should also submit as part of technical Bid an overview of Project Management approach of the proposed product.

30.3. Bidder should ensure that vendor's key personnel with relevant skill-sets are available to the Bank.

30.4. Bidder should ensure that the quality of methodologies for delivering the products and services, adhere to quality standards/timelines stipulated therefor.

30.5. Bidder shall be willing to transfer skills to relevant personnel from the Bank, by means of training and documentation.

30.6. Bidder shall provide and implement patches/ upgrades/ updates for products (Software/ Firmware/ OS/hardware/ software/ Operating System / Middleware etc.) as and when released by the Vendor/ OEM or as per requirements of the Bank without any additional cost. Bidder should bring to notice of the Bank all releases/ version changes. All upgradations will be done by the vendor free of cost and any new type of Hardware (with associated software /drivers for that Hardware) in the ATM will be done at mutually agreed price between the Bank and the vendor. For example, if the ATM needs to be upgraded on operating system or any other component etc. which is already a part of the ATM (like RAM, card reader, anti-skimming solutions, Biometric, contactless reader, new features in DVSS cameras etc.), this must be done by the vendor free of cost. If the ATM needs to be installed with extra Hardware such as QR code reader, Bar code reader, ink-stain technology in cassettes etc., as per regulatory guidelines, such installations can be done at mutually agreed price between the Bank and the vendor.

Note: The Bank shall only pay for the initial procurement of such new hardware (and associated software/driver, if any) at the negotiated prices. The maintenance, repair and replacement of such procured hardware should be done by the vendor, without any cost to the Bank.

30.7. Bidder shall obtain a written permission from the Bank before applying any of the patches/ upgrades/ updates. Bidder must support older versions of the hardware/ software/ Operating System/OS/firmware/Middleware etc in case the Bank chooses not to upgrade to latest version.

30.8. Bidder shall provide maintenance support for Hardware/ Software/ Operating System/ Middleware over the entire period of contract.

30.9. All product updates, upgrades & patches shall be provided by the Bidder/ Vendor free of cost during warranty and AMC period.

30.10. Bidder shall provide legally valid firmware/software solution. The detailed information on license count and type of license should also be provided to the Bank.

30.11. The ownership of the software/firmware license and the hardware shall be that of the Bank from the date of delivery of the same to the Bank. In other words, wherever the ownership of the licenses/hardware is indicated, the name "State Bank of India" must appear to indicate that the Bank is the perpetual owner of the hardware/operating software/firmware, etc. associated with the hardware. Evidence in this regard must be submitted before the payment is released.

30.12. The Bidder shall keep the Bank explicitly informed the end of support dates on related products/hardware/firmware/Software and should ensure support during warranty and AMC.

31. WARRANTY AND COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT:

31.1. The selected Bidder shall support the machine/ equipment/ product and its associated items/components including Operating System (OS) /firmware/Software during the period of warranty and AMC as specified in Scope of work in this RFP from the ***date of installation of ATM.***

31.2. During the warranty and AMC period, the Bidder will have to undertake comprehensive support of the entire product (hardware/components/ operating software/firmware/software) supplied by the Bidder and all new versions, releases, and updates for all standard software supplied to the Bank at no additional cost to the Bank. During the support period, the Bidder shall maintain the machine/ equipment/ product (hardware/Software etc.) to comply with parameters defined for acceptance criteria and the Bidder shall be responsible for all costs relating to labour, spares, maintenance (preventive and corrective), compliance of security requirements and transport charges from and to the Site (s) in connection with the repair/ replacement of the product (hardware/ equipment/ components/ software or any component/ part thereunder), which, under normal and proper use and maintenance thereof, proves defective in design, material or workmanship or fails to conform to the specifications, as specified.

31.3. During the support period (warranty, AMC and extension thereof at the discretion of the Bank, the vendor shall ensure that services of professionally qualified personnel are available for providing comprehensive on-site maintenance of the machine/ equipment/ product and its components as per the Bank's requirements. Comprehensive maintenance shall include, among other things, day to day maintenance of the system as per the Bank's policy, reloading of firmware/software, compliance to security requirements, etc. when required or in the event of system crash/malfunctioning, arranging and configuring facility as per the requirements of the Bank, fine tuning, system monitoring, log maintenance, etc. The Bidder shall provide services of an expert engineer at SBI GITC, Belapur or at other locations wherever required, whenever it is essential. In case of failure of product (hardware, system software or any of its components), the Bidder shall ensure that product is made operational to the full satisfaction of the Bank within the given timelines. The selected Bidder shall provide preventive maintenance schedules as per periodicity, which shall be specified in advance.

- 31.4. Onsite comprehensive warranty, Comprehensive Annual Maintenance Contract and extension of AMC thereof at the discretion of the Bank for the product would include free replacement of spares, parts, kits, resolution of problem, if any, in Product.
- 31.5. Warranty/ AMC and extension of AMC thereof at the discretion of the Bank for the system software/ off-the shelf software will be provided to the Bank as per the general conditions of sale of such software.
- 31.6. Support (Warranty/ AMC) would be on-site and comprehensive in nature and must have back-to-back support from the OEM/Service Provider. Undertaking on the lines of **Appendix-H** of this RFP document is required to be submitted by the vendor, duly endorsed by the OEM that in case vendor fails to provide services then OEM shall provide the same at no extra cost, to the satisfaction of the Bank. The vendor will warrant products against defect arising out of faulty design, materials, etc. during the specified support period. The vendor will provide support for operating systems and other pre-installed software components/system software during the specified period of the hardware on which these software and operating system will be installed. The vendor shall repair or replace worn out or defective parts including all plastic parts of the equipment at his own cost including the cost of transport.
- 31.7. In the event of system break down or failures at any stage, protection available, which would include the following, shall be specified:
- a. Diagnostics for identification of systems failures
 - b. Protection of data/ Configuration
 - c. Recovery/ restart facility
 - d. Backup of system software/ Configuration
- 31.8. Prompt support shall be made available as desired in this RFP during the support period at the locations as and when required by the Bank.
- 31.9. The Bidder shall be agreeable for on-call/on-site support during peak weeks (last and first week of each month) and at the time of switching over from Production (PR) to Disaster Recovery (DR) and vice-versa. No extra charge shall be paid by the Bank for such needs, if any, during the support period.
- 31.10. Bidder support staff should be well trained to effectively handle queries raised by the customers/employees of the Bank.

31.11. Updated escalation matrix shall be made available to the Bank once in each quarter and each time the matrix gets changed.

32. COMPLIANCE WITH IS SECURITY POLICY:

32.1 The Vendor shall have to comply with Bank's IT & IS Security policy in key concern areas relevant to the RFP, details of which will be shared with the finally selected Bidder. Some of the key areas are as under:

- 32.1.1 Responsibilities for data and application privacy and confidentiality
- 32.1.2 Responsibilities on system and software access control and administration
- 32.1.3 Custodial responsibilities for data, software, hardware and other assets of the Bank being managed by or assigned to the Vendor
- 32.1.4 Physical Security of the facilities
- 32.1.5 Physical and logical separation from other customers of the Vendor
- 32.1.6 Incident response and reporting procedures
- 32.1.7 Password Policy of the Bank
- 32.1.8 Data Encryption/Protection requirements of the Bank.
- 32.1.9 In general, confidentiality, integrity and availability must be ensured.
- 32.1.10 The proposed solution must comply with Banks IS policy and procedures, Data Governance and Cyber Security policy.
- 32.1.11 The bidder/ vendor shall have obligation to comply with Bank's IS policy and implement all the recommendations// close all the vulnerabilities reported in the various information security reviews, IS audit, UAT etc conducted by the Bank, bank appointed third party professionals, Regulators during the contract period without any additional cost to the Bank.
- 32.1.12 The solution provider will implement the controls pertaining to third party risk from IS perspective.
- 32.1.13 Bidders are also required to comply with the points mentioned under **Appendix U** and submit their compliance on their letter heads.

33. PENALTIES:

As mentioned in **Appendix-L** of this RFP.

34. RIGHT TO VERIFICATION:

34.1 The Bank reserves the right to verify any or all of the statements made by the Bidder in the Bid document and to inspect the Bidder's facility, if

necessary, to establish to its satisfaction about the Bidder's capacity/capabilities to perform the job.

35. PURCHASE PRICE:

- 35.1. Total Cost of Ownership (TCO) has to be quoted in Reverse Auction.
- 35.2. Bidders should ensure that exchange rate fluctuations, changes in import duty/other taxes should not affect the rupee value of commercial Bid over the validity period defined in this RFP.
- 35.3. The order will be placed for total Cost of "hardware, software/firmware/services/warranty and AMC//Support & Services.
- 35.4. The applicable TDS will be deducted at the time of payment of invoices.
- 35.5. Terms of payment are given in Appendix – F-1 – Payment Terms. Selected bidder must have an account with the State Bank of India and payment for all deliverables shall be credited to the account of the Successful Bidder(s) / Vendor(s).
- 35.6. Prices payable to the Vendor as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, any upward revision in duties, charges, etc.
- 35.7 The Bidder will pass on to the Bank, all fiscal benefits arising out of reductions, if any, in Government levies viz. custom duty, GST etc. or the benefit of discounts if any announced in respect of the cost of the items for which orders have been placed during that period.

36. INSPECTION AND TESTING:

- 36.1 The Bank reserves the right to carry out pre-shipment factory / godown inspection by a team of Bank officials or demand a demonstration of the product on a representative model at Bidder's place.
- 36.2 The Inspection and Quality Control tests before evaluation, prior to shipment of goods and at the time of final acceptance would be as follows:
 - 36.2.1 Inspection/Pre-shipment Acceptance Testing of Goods as per quality control formats including functional testing, burn-in tests and mains fluctuation tests at full load, facilities etc., as per the standards / specifications and may be done at factory site of the supplier before

dispatch of goods, by the Bank / Bank's Consultants / Testing Agency.

- 36.2.2 The Vendor shall intimate the Bank before dispatching the goods to various locations/offices for conduct of pre-shipment testing. Successful conduct and conclusion of pre-dispatch inspection shall be the sole responsibility of the supplier.
- 36.2.3 Provided that the Bank may, at its sole discretion, waive inspection of goods having regard to the value of the order and/or the nature of the goods and/or any other such basis as may be decided at the sole discretion of the Bank meriting waiver of such inspection of goods.
- 36.2.4 In the event of the product failing to pass the acceptance test, as per the specifications given, a period not exceeding two weeks will be given to rectify the defects and clear the acceptance test, failing which, the Bank reserves the right to cancel the Purchase Order.
- 36.2.5 The inspection and quality control tests may also be conducted at the point of delivery and / or at the Goods' final destination. Reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors, at no charge to the Bank. In case of failure by the Vendor to provide necessary facility / equipment at his premises, all the cost of such inspection like travel, boarding, lodging & other incidental expenses of the Bank's representatives to be borne by the vendor.
- 36.2.6 Nothing stated herein above shall in any way release the supplier from any warranty or other obligations under this Contract.
- 36.2.7 The Bank's right to inspect, test and where necessary reject the products after the products arrival at the destination shall in no way be limited or waived by reason of the products having previously being inspected, tested and passed by the Bank or its representative prior to the products shipment from the place of origin by the Bank or its representative prior to the installation and commissioning.
- 36.2.8 Nothing stated hereinabove shall in any way release the Vendor from any warranty or other obligations under this contract. System integration testing and User Acceptance testing will be carried out as per requirement of the Bank.

37. RIGHT TO AUDIT:

- 37.1 The Selected Bidder (Service Provider) shall be subject to annual audit by internal/ external Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ Software) and services etc. provided to the Bank and Service Provider is required to submit such certification by such Auditors to the Bank. Service Provider and or his / their outsourced agents / sub – contractors (if allowed by the Bank) shall facilitate the same The Bank can make its expert assessment

on the efficiency and effectiveness of the security, control, risk management, governance system and process created by Service Provider. Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank. Except for the audit done by Reserve Bank of India or any statutory/regulatory authority, the Bank shall provide reasonable notice not less than 7 (seven) days to Service Provider before such audit and same shall be conducted during normal business hours.

37.2 Where any deficiency has been observed during audit of Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, Service Provider shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by Service Provider shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.

37.3 Service Provider further agrees that whenever required by the Bank, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and/or any regulatory authority(ies). The Bank reserves the right to call for and/or retain any relevant information /audit reports on financial and security review with their findings undertaken by Service Provider. However, Service Provider shall not be obligated to provide records/data not related to Services under the Agreement (e.g. internal cost breakup etc.).

38. SUBCONTRACTING:

38.1 As per scope of the RFP, subcontracting is prohibited. However, if the Bidder subsequently wishes to sub-contract the scope of work, it will have to obtain specific written permission from the Bank before contracting any work to subcontractors. Bank at its own discretion may permit, deny and review the same. The bank may at any time during the contract may cancel the permission given for the subcontracting vendor.

38.2 In case subcontracting is permitted by the Bank, the contracting vendor will be responsible for all the services provided to the Bank regardless of which entity is conducting the operations. The contracting vendor is also responsible for ensuring that the sub-contractor comply with all security/ statutory, RBI/MHA

guidelines etc requirements of the contract and the Bank can obtain independent audit report for the same. In such a case, the Bidder shall provide subcontracting details along with the copy of the executed Service Level Agreement (SLA)/ contract to the Bank and if require, Bank may evaluate the same.

38.3 In case of Sub-Contracting (if allowed by the Bank), the Service Provider shall provide the complete details of services sub contracted by it including the details of sub-contractor(s) and /or its agent to the Bank as and when requested.

39.INSURANCE:

39.1. The insurance shall be for an amount equal to 110 percent of the value of the Products from “Warehouse to final destination” on “All Risks” basis, valid for a period of one month after delivery and installation of products at the defined destination.

39.2. Should any loss or damage occur, the Vendor shall:

39.2.1. initiate and pursue claim till settlement and

39.2.2. Promptly make arrangements for repair and / or replacement of any damaged item to the satisfaction of the Bank, irrespective of settlement of claim by the underwriters.

40.VALIDITY OF AGREEMENT:

The Agreement / SLA will be valid for the period of seven years including warranty and AMC which can be extended up to 10 years, solely at the discretion of the Bank.

The Bank reserves the right to terminate the Agreement as per the terms of RFP.

41.LIMITATION OF LIABILITY:

41.1 The maximum aggregate liability of Service Provider, subject to clause 41.2, in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement shall not exceed the total Project Cost. Under no circumstances shall either Party be liable for any indirect, consequential, or incidental losses, damages or claims including loss of profit, loss of business or revenue. Service Provider will be liable for actual and proven losses incurred by the Bank which are attributable to Service Provider

41.2 The limitations set forth herein shall not apply with respect to:

- (a) claims that are the subject of indemnification pursuant to infringement of third-party Intellectual Property Right;
- (b) damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider,
- (c) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations,
- (d) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank due to inaction on the part of vendor, provided such guidelines were brought to the notice of service provider. The regulatory and statutory fines will be recovered from the vendor for the reasons attributable to the vendor under the product and services provided by the vendor to the Bank under the project.

For the purpose of clause 41(ii)(b) **“Gross Negligence” means** any act or failure to act by a party which was in reckless disregard of or gross indifference to the obligation of the party under this Agreement and which causes injury, damage to life, personal safety, real property, harmful consequences to the other party, which such party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act for which such Party is legally liable. Notwithstanding the foregoing, Gross Negligence shall not include any action taken in good faith. **“Willful Misconduct” means** any act or failure to act with an intentional disregard of any provision of this Agreement, which a party knew or should have known if it was acting as a reasonable person, which would result in injury, damage to life, personal safety, real property, harmful consequences to the other party, but shall not include any error of judgment or mistake made in good faith.

42. CONFIDENTIALITY:

42.1. Bidder acknowledges and agrees that all tangible and intangible information obtained, developed or disclosed including all documents, contract, purchase order to be issued, data papers and statements and trade secret of the Bank relating to its business practices and their competitive position in the market place provided to the selected Bidder by the Bank in connection with the performance of obligations of Bidder under the purchase order to be issued, in part or complete shall be considered to be confidential and proprietary information (“Confidential Information”) and shall not be disclosed to any third party/published without the written permission of the Bank.

42.2. The Confidential Information will be safeguarded, and Bidder will take all the necessary action to protect it against misuse, loss, destruction, alterations,

or deletions thereof. In the event of a breach or threatened breach by Bidder of this section, monetary damages may not be an adequate remedy; therefore, Bank shall be entitled to injunctive relief to restrain Bidder from any such breach, threatened or actual.

- 42.3. Any document, other than the Contract itself, shall remain the property of the Bank and shall be returned (in all copies) to the Bank on completion of the Vendor's performance under the Contract, if so required by the Bank.

43. DELAY IN SERVICE PROVIDER'S PERFORMANCE:

- 43.1. Delivery installation, commissioning of the Products/Solution and performance of Services shall be made by the Vendor within the timelines prescribed in the RFP.

43.2 If at any time during performance of the Contract, the Vendor should encounter conditions impeding timely delivery of the Products and performance of Services, the Vendor shall promptly notify the Bank in writing of the fact of the delay, its likely duration and cause(s). As soon as practicable after receipt of the Vendor's notice, the Bank shall evaluate the situation and may, at its discretion, extend the Vendors' time for performance, in which case, the extension shall be ratified by the parties by amendment of the Contract.

43.3 Any delay in performing the obligation/ defect in performance by the supplier may result in imposition of penalty, liquidated damages, invocation of Performance Bank Guarantee and/or termination of contract (as laid down elsewhere in this RFP document).

44. SERVICE PROVIDER'S OBLIGATIONS:

44.1 The Vendor is responsible for and obliged to conduct all contracted activities in accordance with the contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.

44.2 The vendor will be responsible for arranging and procuring all relevant permissions / Road Permits etc. for transportation of the equipment to the location where installation is to be done. The Bank would only provide necessary letters for enabling procurement of the same.

44.3 The Vendor is obliged to work closely with the Bank's staff, act within its own authority and abide by directives issued by the Bank from time to time and complete implementation activities.

44.4 The Vendor will abide by the job safety measures prevalent in India and will free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Vendor's negligence. The Vendor will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.

44.5 The Vendor is responsible for managing the activities of its personnel or sub-contracted personnel (where permitted) and will hold itself responsible for any misdemeanors.

44.6 Vendor shall provide necessary training from the OEM to the designated SBI officials on the configuration, operation/ functionalities, maintenance, support & administration for software/ hardware and components, installation, troubleshooting processes of the proposed solution.

44.7 The Vendor shall treat as confidential all data and information about SBI, obtained in the process of executing its responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of the Bank as explained under 'Non-Disclosure Agreement' in **Appendix-N** of this document.

45. TECHNICAL DOCUMENTATION:

45.1. The Vendor shall deliver the following documents to the Bank for every firmware/software including third party software before software/ service become operational, which includes, user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, software requirement specification, on-line tutorials/ CBTs, system configuration documents, system/database administrative documents, debugging/diagnostics documents, test procedures etc.

45.2. The vendor shall also provide documents related to Review Records/ Test Bug Reports/ Root Cause Analysis Report, list of all Product components, list of all dependent/external modules and list of all documents relating to traceability of the Product as and when applicable.

- a. The Vendor should also provide the MIS reports as per requirements of the Bank. Any level/ version changes and/or clarification or corrections or modifications in the above-mentioned documentation should be supplied by the Vendor to the Bank, free of cost in timely manner. The vendor shall develop customized documentation as per Bank's requirement, if desired by the Bank.

46. INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP:

46.1 For any technology / software / product used/supplied by Service Provider for performing Services for the Bank as part of this RFP, Service Provider shall have valid license to right to use as well as right to license such technology/ software / product. The Bank shall not be liable for any license or IPR violation on the part of Service Provider.

46.2 Without the Bank's prior written approval, Service provider will not, in performing the Services, use or incorporate link to or call or depend in any way upon, any software or other intellectual property that is subject to an Open Source or Copy left license or any other agreement that may give rise to any third-party claims or to limit the Bank's rights under this RFP.

46.3 Subject to clause 46 (4) and 46 (5) of this RFP, Service Provider shall, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all costs, claims, damages, demands, expenses and liabilities whatsoever nature arising out of or in connection with all claims of infringement of Intellectual Property Right, including patent, trademark, copyright, trade secret or industrial design rights of any third party arising from the Services or use of the technology / software / products or any part thereof in India or abroad.

46.4 The Bank will give (a) notice to Service Provider of any such claim without delay/provide reasonable assistance to Service Provider in disposing of the claim; (b) sole authority to defend and settle such claim and; (c) will at no time admit to any liability for or express any intent to settle the claim provided that (i) Service Provider shall not partially settle any such claim without the written consent of the Bank, unless such settlement releases the Bank fully from such claim, (ii) Service Provider shall promptly provide the Bank with copies of all pleadings or similar documents relating to any such claim, (iii) Service Provider shall consult with the Bank with respect to the defense and settlement of any such claim, and (iv) in any litigation to which the Bank is also a party, the Bank shall be entitled to be separately represented at its own expenses by counsel of its own selection.

46.5 Service Provider shall have no obligations with respect to any infringement claims to the extent that the infringement claim arises or results from: (i) Service Provider's compliance with the Bank's specific technical designs or instructions (except where Service Provider knew or should have known that such compliance was likely to result in an infringement claim and Service Provider did not inform the Bank of the same); or (ii) any unauthorized modification or alteration of the deliverable (if any) by the Bank.

46.6. Service provider agrees that the Bank owns the entire right, title and interest to any inventions, designs, discoveries, writings and works of authorship, including all intellectual property rights, copyrights. Any work made

under this RFP shall be deemed to be 'work made for hire' under any Indian/U.S. or any other applicable copyright laws.

46.7 The Intellectual Property Rights on the software code, copyright and source code for various applications/ interfaces developed under this RFP, and any other component/ framework/ middleware used/ developed as pre-built software assets to deliver the solution, shall belong to the Bank and the Bank shall have complete and unrestricted rights on such property. However, Service Provider shall hold All Intellectual Property rights in any pre-built software per se, except for those which have been assigned under this RFP.

46.8 All information processed by Service provider during software maintenance belongs to the Bank. Service provider shall not acquire any other right in respect of the information for the license to the rights owned by the Bank. Service provider will implement mutually agreed controls to protect the information. Service provider also agrees that it will protect the information appropriately.

47. LIQUIDATED DAMAGES:

If the Service Provider fails to deliver and perform any or all the Services within the stipulated time, as specified in the RFP/Agreement, the Bank may, without prejudice to its other remedies under the Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost payable under the agreement(Appendix M), as liquidated damages a sum equivalent to 0.5% of the total value of each order placed by the bank/ respective Circle(s) (from time to time) for delay of each week or part thereof maximum up to 5%of the said purchase order. Once the maximum deduction is reached, the Bank may consider termination of the particular purchase order or the Agreement.

48. CONFLICT OF INTEREST:

48.1. Bidder shall not have a conflict of interest (the "Conflict of Interest") that affects the bidding process. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Bank shall be entitled to forfeit and appropriate the Bid Security and/or Performance Security (Performance Bank Guarantee), as the case may be, as mutually agreed upon genuine estimated loss and damage likely to be suffered and incurred by the Bank and not by way of penalty for, inter alia, the time, cost and effort of the Bank, including consideration of such Bidder's proposal (the "Damages"), without prejudice to any other right or remedy that may be available to the Bank under the bidding documents and/ or the Concession Agreement or otherwise.

Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the bidding process, if:

48.1.1 the Bidder, its Member or Associate (or any constituent thereof) and any other Bidder, its Member or any Associate thereof (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding of a Bidder, its Member or an Associate thereof (or any shareholder thereof having a shareholding of more than 5% (five per cent) of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its Member or Associate, has less than 5% (five per cent) of the subscribed and paid up equity share capital thereof; provided further that this disqualification shall not apply to any ownership by a bank, insurance company, pension fund or a public financial institution referred to in section 2 (72) of the Companies Act, 2013. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows:

48.1.1.1 where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "Subject Person") shall be considered for computing the shareholding of such controlling person in the Subject Person; and

48.1.1.2 subject always to sub-clause (i) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause if the shareholding of such person in the intermediary is less than 26% of the subscribed and paid up equity shareholding of such intermediary; or constituent of such Bidder is also a constituent of another Bidder; or

48.1.1.3 such Bidder, its Member or any Associate thereof receives or has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder, its Member or Associate, or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Bidder, its Member or any Associate thereof; or

48.1.1.4 Such Bidder has the same legal representative for purposes of this Bid as any other Bidder; or

48.1.1.5 such Bidder, or any Associate thereof, has a relationship with another Bidder, or any Associate thereof, directly or through common third party/parties, that puts either or both of them in a position to have access to each other's information about, or to influence the Bid of either or each other; or

- 48.1.1.6 such Bidder or any of its affiliates thereof has participated as a consultant to the Bank in the preparation of any documents, design, or technical specifications of the Project.

49 CODE OF INTEGRITY

- 49.1 The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding Process. Notwithstanding anything to the contrary contained herein, the Bank shall reject Bid without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the bidding Process.
- 49.2 Bidders are obliged under code of integrity to Suo-moto proactively declare any conflicts of interest (pre-existing or as and as soon as these arise at any stage) in RFP process or execution of contract. Failure to do so would amount to violation of this code of integrity.
- 49.3 Any Bidder needs to declare any previous transgressions of such a code of integrity with any entity in any country during the last three years or of being debarred by any other procuring entity. Failure to do so would amount to violation of this code of integrity.
- 49.4 For the purposes of this clause, the following terms shall have the meaning hereinafter, respectively assigned to them:
- (a) **“Corrupt practice”** means making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process or contract execution;
 - (b) **“Fraudulent practice”** means any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained, or an obligation avoided. This includes making false

declaration or providing false information for participation in a RFP process or to secure a contract or in execution of the contract;

- (c) **“Coercive practice”** means harming or threatening to harm, persons or their property to influence their participation in the procurement process or affect the execution of a contract;
- (d) **“Anti-competitive practice”** means any collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, between two or more bidders, with or without the knowledge of the Bank, that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels;
- (e) **“Obstructive practice”** means materially impede the Bank’s or Government agencies investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false statements to investigators and/or by threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding the Bank’s rights of audit or access to information;

50 DEBARMENT /BANNING

50.1 Empanelment/participation of Bidders and their eligibility to participate in the Bank’s procurements is subject to compliance with code of integrity and performance in contracts as per terms and conditions of contracts. Following grades of debarment from empanelment/participation in the Bank’s procurement process shall be considered against delinquent Vendors/Bidders:

(a) **Holiday Listing (Temporary Debarment – suspension):**

Whenever a Vendor is found lacking in performance, in case of less frequent and less serious misdemeanors, the vendors may be put on a holiday listing (temporary debarment) for a period upto 12 (twelve) months. When a

Vendor is on the holiday listing, he is neither invited to bid nor are his bids considered for evaluation during the period of the holiday. The Vendor is, however, not removed from the list of empaneled vendors, if any. Performance issues which may justify holiday listing of the Vendor are:

- Vendors who have not responded to requests for quotation/tenders consecutively three times without furnishing valid reasons, if mandated in the empanelment contract (if applicable);
- Repeated non-performance or performance below specified standards (including after sales services and maintenance services etc.);
- Vendors undergoing process for removal from empanelment/participation in procurement process or banning/debarment may also be put on a holiday listing during such proceedings.

(b) Debarment from participation including removal from empanelled list

Debarment of a delinquent Vendor (including their related entities) for a period (one to two years) from the Bank's procurements including removal from empanelment, wherever such Vendor is empaneled, due to severe deficiencies in performance or other serious transgressions. Reasons which may justify debarment and/or removal of the Vendor from the list of empaneled vendors are:

- Without prejudice to the rights of the Bank under Clause 49(i) hereinabove, if a Bidder is found by the Bank to have directly or indirectly or through an agent, engaged or indulged in any corrupt/fraudulent/coercive/undesirable or restrictive practices during the bidding Process, such Bidder shall not be eligible to participate in any EOI/RFP issued by the Bank during a period of 2 (two) years from the date of debarment.
- The Vendor fails to abide by the terms and conditions or to maintain the required technical/operational staff/equipment or there is change in its production/service line affecting its performance adversely, or fails to cooperate or qualify in the review for empanelment.
- If Vendor ceases to exist or ceases to operate in the category of requirements for which it is empaneled.
- Bankruptcy or insolvency on the part of the vendor as declared by a court of law; or
- Banning by Ministry/Department or any other Government agency.

- Other than in situations of force majeure, technically qualified Bidder withdraws from the procurement process or after being declared as successful bidder: (i) withdraws from the process; (ii) fails to enter into a Contract; or (iii) fails to provide performance guarantee or any other document or security required in terms of the RFP documents.
- If the Central Bureau of Investigation/CVC/C&AG or Vigilance Department of the Bank or any other investigating agency recommends such a course in respect of a case under investigation.
- Employs a Government servant or the Bank's Officer within two years of his retirement, who has had business dealings with him in an official capacity before retirement; or
- Any other ground, based on which the Bank considers, that continuation of Contract is not in public interest.
- If there is strong justification for believing that the partners/directors/proprietor/agents of the firm/company have been guilty of violation of the code of integrity or Integrity Pact (wherever applicable), evasion or habitual default in payment of any tax levied by law; etc.

(c) Banning from Ministry/Country-wide procurements

For serious transgression of code of integrity, a delinquent Vendor (including their related entities) may be banned/debarred from participation in a procurement process of the Bank including procurement process of any procuring entity of Government of India for a period not exceeding three years commencing from the date of debarment.

51 TERMINATION FOR DEFAULT:

- 51.1 The Bank, without prejudice to any other remedy for breach of contract, shall have the right to terminate the contract in whole or part, at any time by giving a written notice of 30 days to the Service Provider, if Service Provider fails to deliver any or all of the deliverables within the period(s) specified in this RFP/Agreement, or within any extension thereof granted by the Bank pursuant to conditions of RFP/Agreement or if service provider fails to perform any other obligation(s) and/or breach any of terms and conditions of the RFP/Agreement provided a cure period of not less than 60 days(term) is given to service provider to rectify the defects.
- 51.2 In the event the Bank terminates the Contract in whole or in part for the breaches attributable to the Vendor, the Bank may procure, upon such terms and in such manner as it deems appropriate, Products and Services similar to those undelivered, and the Vendor shall be liable to the Bank for any increase in cost for such similar Products and/or Services. However,

the Vendor shall continue performance of the Contract to the extent not terminated.

- 51.3 If the contract is terminated under any termination clause, the vendor shall handover all documents/ executable/ Bank's data or any other relevant information to the Bank in timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another vendor or to the Bank.
- 51.4 During the transition, the vendor shall also support the Bank on technical queries/support on process implementation or in case of software provision for future upgrades.
- 51.5 The Bank's right to terminate the Contract will be in addition to the penalties /liquidated damages and other actions as deemed fit.
- 51.6 In the event of failure of the Service Provider to render the Services or in the event of termination of agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of contract until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services. If existing vendor is breach of this obligation, they shall be liable for paying a penalty as **provided in Appendix L of RFP** on demand to the Bank, which may be settled from the payment of invoices or Performance Bank Guarantee for the contracted period or by invocation of Performance Bank Guarantee.

52 FORCE MAJEURE:

- i. Notwithstanding the provisions of terms and conditions contained in this RFP, neither party shall be liable for any delay in performing its obligations herein if and to the extent that such delay is the result of an event of Force Majeure.
- ii. For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, epidemic, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, viz Major, acts of Government in their sovereign capacity, curfew and lockdowns by the State / District Govts impeding reasonable performance of Service Provider

and / or Sub-Contractor but does not include any foreseeable events, commercial considerations or those involving fault or negligence on the part of the party claiming Force Majeure.

- iii. If a Force Majeure situation arises, Service Provider shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- iv. If the Force Majeure situation continues beyond 30 (thirty) days, either party shall have the right to terminate the Agreement by giving a notice to the other party. Neither party shall have any penal liability to the other in respect of the termination of the Agreement as a result of an event of Force Majeure. However, Service Provider shall be entitled to receive payments for all services rendered up to the date of the termination of the Agreement.

53 TERMINATION FOR INSOLVENCY:

The Bank may, at any time, terminate the Contract by giving written notice to Service Provider, if Service Provider becomes Bankrupt or insolvent or any application for bankruptcy, insolvency or winding up has been filed against it by any person. In this event, termination will be without compensation to Service Provider, 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.

54 TERMINATION FOR CONVENIENCE:

- i. The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period).
- ii. In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.

**55 DISPUTES / ARBITRATION (APPLICABLE IN CASE OF
SUCCESSFUL BIDDER ONLY):**

- i. All disputes or differences whatsoever arising between the parties out of or in connection with the Contract (including dispute concerning interpretation) or in discharge of any obligation arising out of the Contract (whether during the progress of work or after completion of such work and whether before or after the termination of the Contract, abandonment or breach of the Contract), shall be settled amicably. If however, the parties are not able to solve them amicably within 30 (thirty) days after dispute occurs as evidenced through the first written communication from any Party notifying the other regarding the disputes, either party (SBI or Service Provider), give written notice to other party clearly setting out there in specific dispute(s) and/or difference(s) and shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus about the single arbitrator, the dispute may be referred to an arbitration panel; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be settled in accordance with the applicable Indian Laws and arbitration proceeding shall be conducted in accordance with Arbitration and Conciliation Act 1996 and any amendment thereto. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai.
- ii. Service Provider shall continue work under the Contract during the arbitration proceedings unless otherwise directed by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.
- iii. Arbitration proceeding shall be held at Mumbai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

56 GOVERNING LANGUAGE:

The governing language shall be English.

57 APPLICABLE LAW:

The Contract shall be interpreted in accordance with the laws of the Union of India and shall be subjected to the exclusive jurisdiction of courts at Mumbai.

58 TAXES AND DUTIES:

- 58.1 The Vendor shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by the Vendor shall include all such taxes in the contract price.
- 58.2 Prices quoted should be exclusive of all Central / State Government taxes/duties and levies but inclusive of Custom duty, corporate taxes, Income tax as also cost of incidental services such as transportation, road permits, insurance etc. The quoted prices and taxes/duties and statutory levies such as GST, Service tax, VAT/ Sales tax, Excise duty, Custom duty, Octroi, etc. should be specified in the separate sheet (**Appendix-F2**).
- 58.3 Custom duty as also cost of incidental services such as transportation, road permits, insurance etc. in connection with delivery of products at site including any incidental services and commissioning, if any, which may be levied, shall be borne by the Vendor and the Bank shall not be liable for the same. Only specified taxes/ levies and duties in the **Appendix-F2** will be payable by the Bank on actuals upon production of original receipt wherever required. If any specified taxes/ levies and duties in **Appendix-F2** are replaced by the new legislation of Government, same shall be borne by the Bank. The Bank shall not be liable for payment of those Central / State Government taxes, levies, duties or any tax/ duties imposed by local bodies/ authorities, which are not specified by the Bidder in **Appendix-F2**.
- 58.4 Prices payable to the Vendor as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, any upward revision in Custom duty. The Bidder will pass on to the Bank, all fiscal benefits arising out of reductions, if any, in Government levies viz. custom duty or the benefit of discounts if any announced in respect of the cost of the items for which orders have been placed during that period.
- 58.5 Income / Corporate Taxes in India: The Bidder shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws

and regulations applicable from time to time in India and the price Bid by the Bidder shall include all such taxes in the contract price.

58.6 All expenses, stamp duty and other charges/ expenses in connection with the execution of the Agreement as a result of this RFP process shall be borne by the Vendor.

58.7 Bank is not assessed for any tax relating to the purchase of equipment. Consequently, any claim from local or central govt. against the Bank relating to tax for these purchases/ site implementations/ AMC, etc shall have to be defended/settled by Vendor. In case of failure to do so, Bank reserves the right to make the payment demanded by the authorities and adjust it from payments due to Vendor. It shall be Vendor's responsibility to comply with local/ central tax requirements/ laws. Bank on its part shall not withhold providing any document that may be required under the law.

59 TAX DEDUCTION AT SOURCE:

59.1 Wherever the laws and regulations require deduction of such taxes at the source of payment, the Bank shall affect such deductions from the payment due to Service Provider. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Bank as per the laws and regulations for the time being in force. Nothing in the Contract shall relieve Service Provider from his responsibility to pay any tax that may be levied in India on income and profits made by Service Provider in respect of this Contract.

59.2 Service Provider's staff, personnel and labour will be liable to pay personal income taxes in India in respect of such of their salaries and wages as are chargeable under the laws and regulations for the time being in force, and Service Provider shall perform such duties in regard to such deductions thereof as may be imposed on him by such laws and regulations.

60 RIGHT TO USE DEFECTIVE PRODUCT:

- a. If after delivery, acceptance, and installation and within the warranty period, the operation or use of the product is found to be unsatisfactory, the Bank shall have the right to continue to operate or use such product until rectification of defects, errors, or omissions by partial or complete replacement is made without interfering with the Bank's operation.
- b. The ATMs reports should clearly indicate the cash dispensation/ status in case of any incorrect dispensation/ due to faulty functioning of the machine,

the vendor should make good the loss within 30 days from the date of reporting of incidents and take corrective measures immediately. The Bank should not suffer loss due to any defect of the machine. The Bank's decision regarding faulty functioning of the machine will be final and binding on the bidder. In case the defect resolution requires development / R&D from OEM of the ATM, the bidder should ensure that the OEM does the required development within the stipulated time agreed by the Bank. A penalty of Rs.1000 per day per non-complied machine shall be applicable for delay after the agreed stipulated timeframe.

61 TENDER FEE:

The same should be furnished by the Bidders as stated in schedule of events. The Bids without tender fee will not be considered valid.

62 EXEMPTION OF EMD AND TENDER FEE:

Micro & Small Enterprises (MSE) units and Start-up* company are exempted from payment of EMD, and tender fee provided the Products and/or Services they are offering, are manufactured and/or Services rendered by them. Exemption as stated above is not applicable for selling products and/or services, manufactured/ rendered by other companies.

Bidder should submit supporting documents issued by competent Govt. bodies to become eligible for the above exemption.

Bidders may please note:

- i. NSIC certificate/ Udyog Aadhar Memorandum/ Udyam Registration Certificate should cover the items tendered to get EMD/tender fee exemptions. Certificate/ Memorandum should be valid as on due date / extended due date for Bid submission.
- ii. "Start-up" company should enclose the valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India with the technical bid.
- iii. *Start-ups which are not under the category of MSE shall not be eligible for exemption of tender fee.
- iv. Bidder who solely on its own, fulfils each eligibility criteria condition as per

the RFP terms and conditions and who are having MSE or Start-up company status, can claim exemption for EMD/ tender fee.

- v. If all these conditions are not fulfilled or supporting documents are not submitted with the technical Bid, then all those Bids without tender fees /EMD will be summarily rejected and no queries will be entertained.

63 NOTICES and OTHER TERMS AND CONDITIONS

- 63.1** Any notice given by one party to the other pursuant to this contract shall be sent to other party in writing or by email(designated) and confirmed in writing to other Party's address. The notice shall be effective when delivered or on the notice's effective date whichever is later.

Selected Bidder's Obligations:

- 63.1.1 If the proposal includes machine/ equipment or software marketed and/or supported by other companies or individuals, the selected bidder, as the prime contractor for the delivery, testing, installation and maintenance of the entire system, must ensure and declare that they possess the requisite permission/ license for the machine/ equipment/ software. Also, the selected bidder commits to support/ repair/ replace/ maintain all parts of the ATM, irrespective of the position whether the parts are manufactured by the Bidder or outsourced by them.
- 63.1.2 The Bidder is responsible for and obliged to conduct all contracted activities in accordance with the contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in Contract.
- 63.1.3 The bidder will be responsible for arranging and procuring all relevant permissions / Road Permits etc. for transportation of the machine to the location where installation is to be done. The Bank would only provide necessary letters for enabling procurement of the same.
- 63.1.4 The Bidder is obliged to work closely with the Bank's staff, act within its own authority and abide by directives issued by the Bank and implementation activities.
- 63.1.5 The Bidder will abide by the job safety measures prevalent in India and will free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Bidder's negligence.

63.1.6 The Bidder is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanors.

63.1.7 The Selected bidder(s) shall be responsible for compliance with all laws, rules, regulations, orders, notifications, and directions applicable in respect of its personnel (including, but not limited to, the Contract Labour (Prohibition and Regulation) Act 1986, the Payment of Bonuses Act 1965, the Minimum Wages Act 1948, the Employees' Provident Fund Act 1952, and the Workmen's Compensation Act 1923,) and shall maintain all proper records, including, but not limited to, accounting records required under the Applicable Laws, or any code, practice or corporate policy applicable to it from time to time.

64. CONTRADICTION BETWEEN RFP/SLA :

64.1 In case of any contradiction between or among them the priority in which a document would prevail over another would be as laid down below beginning from the highest priority to the lowest priority:

- (i) The executed Agreement (SLA);
- (ii) Annexure of Agreement (SLA);
- (iii) Purchase Order issued; and
- (iv) RFP and amendments hereto

64.2 Clauses written in any of the above documents stand valid for the procurement project for the entire contract period and extensions thereof.

Part-II

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Appendix –A: Bid Form

BID FORM (TECHNICAL BID)

[On Company's letter head]
(To be included in Technical Bid)

To:

**The Deputy General Manager (I&R),
State Bank of India,
Corporate Centre,
Anytime Channels Dept.,
3rd floor, World Trade Centre Arcade,
Cuffe Parade, Mumbai – 400005.**

Dear Sir,

Ref: RFP No. SBI/AC/2022-23/003-B dated 31st March 2023.

We have examined the above RFP with its corrigendum(a), the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/ modifications / revisions, if any, furnished by the Bank and we offer to supply, Install, test, commission and support the desired Products detailed in this RFP. We shall abide by the terms and conditions spelt out in the RFP. We shall participate and submit the commercial Bid through online auction to be conducted by the Bank's authorized service provider, on the date advised to us.

i. While submitting this Bid, we certify that:

- The undersigned is authorized to sign on behalf of the Bidder and the necessary support document delegating this authority is enclosed to this letter.
- We declare that we are not in contravention of conflict-of-interest obligation mentioned in this RFP.
- Indicative prices submitted by us have been arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition.
- The indicative prices submitted by us have not been disclosed and will not be disclosed to any other Bidder responding to this RFP.
- We have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition.

- We have quoted for all the Products/Services mentioned in this RFP in our indicative price Bid.
 - The rate quoted in the indicative price Bids are as per the RFP and subsequent pre-Bid clarifications/ modifications/ revisions furnished by the Bank, without any exception.
- ii. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act 1988”.
- iii. We undertake that we will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Bank, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- iv. We undertake that we will not resort to canvassing with any official of the Bank, connected directly or indirectly with the bidding process to derive any undue advantage. We also understand that any violation in this regard, will result in disqualification of bidder from further bidding process.
- v. It is further certified that the contents of our Bid are factually correct. We have not sought any deviation to the terms and conditions of the RFP. We also accept that in the event of any information / data / particulars proving to be incorrect, the Bank will have right to disqualify us from the RFP without prejudice to any other rights available to the Bank.
- vi. We certify that while submitting our Bid document, we have not made any changes in the contents of the RFP document, read with its amendments/clarifications provided by the Bank.
- vii. We agree to abide by all the RFP terms and conditions and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the RFP, which shall remain binding upon us.
- viii. On acceptance of our technical bid, we undertake to participate in Reverse auction by way of login in Reverse auction tool. In case of declaration as

successful Vendor on completion of Reverse auction process, we undertake to complete the formalities as specified in this RFP.

- ix. The commercial bidding process will be through the reverse auction process to be conducted by the Bank or a company authorized by the Bank. We understand that our authorized representative who would participate in the reverse auction process would be possessing a valid digital certificate for the purpose.
- x. Till execution of a formal contract, the RFP, along with the Bank's notification of award by way of issuance of purchase order and our acceptance thereof, would be binding contractual obligation on the Bank and us.
- xi. We understand that you are not bound to accept the lowest or any Bid you may receive and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.
- xii. We hereby certify that our name does not appear in any "Caution" list of RBI / IBA or any other regulatory body for outsourcing activity.
- xiii. We hereby certify that on the date of submission of Bid for this RFP, <<**we do not have / we have**>> any past / present litigation which adversely affect our participation in this RFP or we are not under any debarment / blacklist period for breach of contract / fraud / corrupt practices by any Scheduled Commercial Bank / Public Sector Undertaking/ State or Central Government or their agencies/departments. (In case of past litigations between Jan 2017 till date, - We submit the past litigations / present litigations as per **Appendix _S-8**).
- xiv. We hereby certify that we (participating in RFP as OEM) / our OEM have a support center and level 3 escalation (highest) located in India. The MAF format is submitted as per **Appendix-H**. We propose to supply and install(model) of ATM (Cash Dispenser) from (OEM name).
- xv. We hereby certify that on the date of submission of Bid, we do not have any Service Level Agreement pending to be signed with the Bank for more than 6 months from the date of issue of purchase order.

- xvi. We hereby certify that we have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from a country, has been registered with competent authority. We certify that we and our OEM fulfil all the requirements in this regard and are eligible to participate in this RFP.
- xvii. If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form and we shall be solely responsible for the due performance of the contract.
- xviii. We, further, hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the RFP document.

Dated this day of 20..

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Seal of the company.

Appendix-B : Bidder's Eligibility Criteria

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected.

Bidders who do not fulfil any of the below criteria need not apply. Bidders who are capable of PAN India mass deployment and can start deployment quickly with full functionalities need only apply.

| SI | Eligibility Criteria (Amended) | Upload documents | Compliance (Yes/No) |
|----|---|--|---------------------|
| 1 | The Bidder must be an Indian firm / company/ organization registered under Companies Act, 2013 or under any other act stipulated by the Law of land/ Govt of India, and in existence for three years and continuing as on date of notification of RFP. | Copy of the Partnership deed/Bye Law/ Certificate of Incorporation issued by Registrar of Companies along with Memorandum & Articles of Association and full address of the registered office. | |
| 2 | <p>The bidder must have an average annual turnover of minimum Rs 60 crore during last 03 Three financial year(s_)</p> <p>Option 1- FY 2019-20,20-21 and 21-22.</p> <p>OR</p> <p>Option2- FY 2018-19,19-20 and 20-21.</p> <p>The bidder who classifies into Micro and Small Enterprises (MSE), should have an annual turnover of Minimum Rs. 35 Crores during last 03 Three financial year(s).</p> | <p>Copy of the audited balance sheets/ along with profit and loss statement full set of documents in the audited annual report for last three FY :</p> <p>In addition, provisional financials for financial year 2021-22 duly certified by statutory auditor of that firm / company to be submitted (FOR OPTION 2 ONLY).</p> | |

| SI | Eligibility Criteria (Amended) | Upload documents | Compliance (Yes/No) |
|----|--|---|---------------------|
| 3 | The Bidder should be profitable organization (on the basis of Profit before tax) during at least three of the last five financial years, Option 1- FY2017-18,18-19, 19-20,20-21 and 21-22. OR Option2- FY2016-17,17-18 18-19,19-20 and 20-21. | Copy of the audited balance sheets/ along with profit and loss statement full set of documents in the audited annual report for last FIVE FY : In addition, provisional financials for financial year 2021-22 duly certified by statutory auditor of that firm / company to be submitted. (FOR OPTION 2 ONLY). | |
| 4 | Bidder's Declaration: Bidder to comply with requirements given in Appendix S | Bidder should specifically confirm on their letter head in this regard as per Appendix S | |
| 5 | Bidder should have experience of minimum 3 years in supply / installation of ATMs(i.e. cash dispensers) and its Maintenance in India. | Duly signed Letter from the client as per Appendix S1. OR Copy of the orders/SLAs / Certificate of completion of work | |
| 6 | Two Client references which can be Public sector Banks(PSUs) / private Sector Banks, in India, from whom Bidder has executed similar projects (supply/ installation) and annual maintenance services (AMC) either as OEM or as a supplier as on 31.3.2022. | Clients details required as per Appendix P. | |
| 7 | Bidder should submit the Manufacturers' Authorization Form for ATMs | If bidder is OEM, Appendix H to be submitted on letter head of OEM. If the OEM itself is not the bidder/applicant, Appendix H to be submitted on letter head of OEM countersigned by the applicant/bidder. | |
| 8 | Bidder to submit OEM's Certificate cum Letter of undertaking. | OEM's Certificate cum Letter of undertaking on their letter head in this regard as per Appendix S4 (Strictly without any change) | |

| SI | Eligibility Criteria (Amended) | Upload documents | Compliance (Yes/No) |
|----|--|--|---------------------|
| 9 | The local Manufacturing facility of the Bidder should have ISO 9001:2015 / Equivalent international certification OR higher. | Relevant certificates | |
| 10 | Equipment to be provided should be working on Base24 Switch. | <p>One of the following is required to be uploaded:</p> <p>(a) Self-declaration of OEM required – If the proposed model of ATM is currently working at SBI, OR</p> <p>(b) Self-declaration of OEM required – If the proposed model of ATM is new and not installed in any other scheduled commercial bank in India but earlier versions / previous model(s) of that OEM is/are currently working at SBI or in any other scheduled commercial bank in India. OR</p> <p>I Certificate from any scheduled commercial bank certifying that the proposed model offered under this RFP is Tech live on its Base24 switch-Classic and working satisfactory.</p> | |
| 11 | <p>Certificate(s) from Bank/Client(s) about:</p> <p>(a) Original Equipment Manufacturers of ATM / CD / CDM / Recycler (ADWM) their authorized distributors/ agents in India with at least 7000 ATM / CD/ CDM / Recycler (ADWM) installations in India / worldwide as on 31.03.2022 and</p> <p>b) A certificate of satisfactory performance from at least one Bank in India with installed base</p> | <p>(A) {Duly signed Letter from the client as per Appendix S2 OR</p> <p>Copy of the orders/SLAs / Certificate of completion of work indicating the no. of ATMs.}. Certificate from minimum one client as per appendix S2 is required that machines are working satisfactorily.</p> <p>AND</p> <p>(B) {Duly signed Letter from the</p> | |

| SI | Eligibility Criteria (Amended) | Upload documents | Compliance (Yes/No) |
|----|---|---|---------------------|
| | of at least 500 ATMs (Cash dispensers)as on 31.03.2022 of a particular OEM and same / previous version / model , as being offered to our Bank should be submitted. In case bidder is offering ATMs from multiple OEMs, certificate for each OEM to be submitted. | client as per Appendix S3 | |
| 12 | <p>a. The Applicant or Applicant's Authorized Partner or OEM or OEM's Authorized Partner should have Online Helpdesk/ Management Centre Support Set up – 24 x 7 in India and providing Technical support services on phone at least 7000 ATMs and support centers at various locations.</p> <p>b. The Bidder should agree to complete establishment of the Service Centers at all the LHO/RBO centers for rollout of machines and deploy adequate manpower in the service centers subject to satisfaction of the Bank, within 60 days of issuance of purchase order, failing which the Bank may terminate the Agreement fully or partially and re-distribute the order to other selected vendors.</p> | Bidder to provide the details as per Appendix S5 | |
| 13 | The bidder should classify as class I or class II local supplier as per the guidelines on Public Procurement (preference to make in India) order 2017 and subsequent amendments up to date of issuance of this RFP. | <p>As per format in Appendix-I and I2: Certificate of Local Content</p> <p>Appendix-I and I2 to be submitted by all bidders irrespective of the estimated value of procurement.</p> | |

| SI | Eligibility Criteria (Amended) | Upload documents | Compliance (Yes/No) |
|----|---|--|---------------------|
| 14 | The Bidder to give the confirmation letter for providing support for MVS, EPS and OMS (of SBI) implementation in their ATM supplied. | <p>Duly signed Letter on the letter head of ATM Provider/Bidder countersigned by OEM as per Appendix S6, without any change.</p> <p>If bidder is not an OEM, it is required to be signed by Bidder & countersigned OEM. If bidder is an OEM, it is required to be signed by Bidder as Bidder as well as OEM.</p> | |

Appendix-C:

Technical & Functional Specifications

To qualify in the Technical Evaluation, a Bidder must comply with all the requirements as listed in the table below. Bidder(s) must submit their response in **YES** or **NO** only with indication **F / C1 / N**, as detailed below. Any NO or N with qualified statement shall be treated as non-compliance.

| | Technical Bid Rules for Appendix-C |
|--------|--|
| F | Available Out of Box- Fully as part of Solution |
| C1 | Will be provided as Customization between 1- 180 days. |
| N | It is not possible to provide this feature. |
| | |
| Note 1 | Applicant needs to give one of the above value in column F/C1/N in the following table as regards to compliance. |
| Note 2 | Applicant to give supporting technical brochures / documents / presentation etc. in support of the undernoted each of the Technical / Functional / Requirement of Solution. |
| Note 3 | F / C1 / N : Any wrong reporting in the column 'F / C1 / N ', which subsequently transpired during the pilot testing shall render the Applicant liable to be blacklisted for the future participation in the RFPs/Tenders of the Bank and forfeit the EMD |
| Note 4 | Map your module: Applicant to clearly spell out against each of the Technical/Functional Specifications/Requirement of Solution, the name of the applicant's module where 'F/C1' have been given in the column Validation Criteria. |
| Note 5 | Mention Page No. of RFP Submitted : Applicant to invariably mention the page number of RFP against each of the Technical / Functional Specification with supporting technical brochures / documents / presentation etc, failing which, it will be at the discretion of the Bank to treat the same as Not Feasible – 'N' , which may render the bidder ineligible in the future process of RFP. |
| Note 6 | Mandatory : Means Requirements/functionality should either be available Fully as part of the solution [F] or through Customization [C1]. Any comment or caveat or exception or assumption against each of the point or separately will not be considered and Bank reserve the right to treat the same as 'N', which may render the bidder ineligible in the further process of RFP. |
| Note 7 | Applicant need to give one of the values(C1), if the feature is not readily available and needs to be customized based on the readiness duration as mentioned above. |

Appendix C1 – Hardware

| Module | Item | Feature Id | Features | Mandato ry | Validati on Criteria (F/C1/N) | Response (YES / NO) | Map your modul e | Page no. of RFP Submi tted |
|--------|-----------|------------|--|---------------|--|---------------------------|---------------------------|--|
| ATM | Processor | 1.1.0 | 9 th Generation Intel® Core™ i5 Processor or higher with minimum 3.3 GHz or above and 3 MB cache or above is permitted. The minimum specified GHz in Turbo mode is permitted. Vendor to provide the supported OS/patching related software/ hardware upgrades without any cost to the Bank during the contract period. Higher Processor Means Higher or above is clarified from below example: 10 th generation i5 processor is considered higher. 9 th Generation i7 processor is considered higher. 6 th or lower Generation i7 processor is not considered higher. | Y | F/N | | | |
| ATM | Processor | 1.2.0 | 8 GB DDR3 RAM or higher with scope to increase capacity in existing motherboard whenever required. There should be extra RAM slots in the motherboard to increase capacity whenever required. | Y | F/N | | | |
| ATM | Processor | 1.3.0 | 500 GB SSD (primary) or higher and 1 TB SATA / e-SATA HDD (secondary). In case, Bank requires primary SSD of 1 TB, the same should be installed without any additional cost to the Bank. | Y | F/N/C1 | | | |
| ATM | Processor | 1.4.0 | USB ports in front for front access ATMs | Y | F/N | | | |
| ATM | Processor | 1.5.0 | Microsoft Windows 11 Else Microsoft Windows 10–Enterprise IOT LTSC 2019 or above with latest service packs. In case supplied OS is declared end of support by Microsoft, the bidder has to replace the same with a supported OS including the supported hardware changes or provide compensating controls without any cost to Bank. | Y | F/N | | | |
| ATM | Processor | 1.6.0 | OS Hardening (with local firewall) guidelines issued by the OS supplier and the Bank's IS Policy should be strictly followed. | Y | F/N | | | |
| ATM | Device SW | 2.1.0 | Software with CEN XFS 3.1 or above compliant and cross vendor support, documentation, and terminal diagnostics/ utilities and capable of running Multi-Vendor Software without any hardware changes. Testing, installation and operationalization of same without any additional cost to the Bank. | Y | F/N | | | |
| ATM | Device SW | 2.2.0 | Software with drivers(for non-XFS devices), API documentation, and terminal diagnostics/ utilities. | Y | F/N | | | |
| ATM | Device SW | 2.3.0 | Capable of supporting any ATM Protection/Whitelisting solution procured by Bank with a view to prevent malware including viruses, worms and Trojans should enter and affect the system. | Y | F/N | | | |

RFP FOR PROCUREMENT OF ATMs
WITH SUPPORT SERVICES, PHASE XV,
2023.



| | | | | | | | | |
|-----|----------------|-------|---|---|-----|--|--|--|
| ATM | Device SW | 2.4.0 | OEM/Service provider is required to provide latest OS and Cen XFS application version to support Regulatory requirement or Bank's need to support MVS and EPS applications during the contract period. | Y | F/N | | | |
| ATM | Currency Chest | 3.1.0 | S&G / KABA /Securam (or an equivalent make, of high international repute) , Centrally / Remote controlled dual electronic combination lock of 6 + 6 digits with capability for one-time combination(OTC) and audit trail without any hardware change. Lock should be programable from a central system to generate OTC as per the schedule by Bank / CIT. Any key/ hardware required to operationalize and use OTC must be supplied with the machine. | Y | F/N | | | |
| ATM | Currency Chest | 3.3.0 | Alarm sensors for temperature status, seismic or vibration status and chest open status while sending signal/messages to Switch/Management Centre. CD should have alarm sensors capable of monitoring the above status and having capability to send signals/ messages/ alerts in case of Chest Door Open status/ thermal status/ vibration status | Y | F/N | | | |
| ATM | Currency Chest | 3.4.0 | Terminal should be able to change automatically to Supervisory /Maintenance/Out-Of- Service mode, in following cases when : (a) when cabinet/Hood Door is opened (b) Chest/Safe door is opened. The Terminal should not dispense / initiate dispensation process when in Supervisory /Maintenance /Out-Of-Service mode except when required for Testing / fault resolution by Engineer. | Y | F/N | | | |
| ATM | Currency Chest | 3.5.0 | Terminal should be able to change automatically to In- Service/Transaction mode, after Chest door and Hood door is locked. | Y | F/N | | | |
| ATM | Currency Chest | 3.6.0 | UL 291 Level 1/CEN 1 Certified Secure Chest or higher It is preferred that CEN 1 Certified Secure Chest be provided, ab initio. In case, CEN 1 is not readily available, machines can be provided with UL 291 Level 1 chest. | Y | F/N | | | |
| ATM | Dispenser | 4.1.0 | Dispense minimum 40 currency notes per transaction. | Y | F/N | | | |
| ATM | Dispenser | 4.2.0 | Dispense used notes | Y | F/N | | | |
| ATM | Dispenser | 4.3.0 | Capable to retract notes but this functionality should be in disabled mode | Y | F/N | | | |
| ATM | Dispenser | 4.4.0 | Indication (visible / audible and software) of proper insertion of all cassettes. | Y | F/N | | | |
| ATM | Dispenser | 4.5.0 | 2 x Double Pick Module, and 4 currency cassettes and reject bin with lock & key(2 sets) | Y | F/N | | | |

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| ATM | Dispenser | 4.6.0 | Reject BIN or Divert cassette bin with lock and key with capacity to hold at least 200 notes. The balance in the reject bin should be mentioned after each transaction in the EJ, along with the denomination wise pieces. Machine should be capable to mention the currencies sent to the reject bin and update the counter and admin balances accordingly. | Y | F/N | | | |
| ATM | Dispenser | 4.7.0 | Each Cassette should hold minimum of 2500 currency notes. | Y | F/N | | | |
| ATM | Dispenser | 4.8.0 | Capable of Multi currency dispensing | Y | F/N | | | |
| ATM | Dispenser | 4.9.0 | Capable of dispensing all denominations Rs.50, Rs.100, Rs. 200/-,Rs. 500/-, Rs.2000, as well as new denominations, if any, issued subsequently without any extra cost to the Bank. All cassettes should be adjustable to hold and dispense the currency notes if dimensions of currency notes are changed without any additional component requirement. | Y | F/N | | | |
| ATM | Dispenser | 4.10.0 | Dispense at least 5 notes per second | Y | F/N | | | |
| ATM | Dispenser | 4.11.0 | Machines should not dispense soiled, mutilated notes | Y | F/N | | | |
| ATM | Dispenser | 4.12.0 | Encrypted communication and trust relation should be established between PC core and dispenser. | Y | F/N | | | |
| ATM | Dispenser | 4.13.0 | Should not have any hardware module sensors which could be accessible by any end consumer either during idle state or during transaction processing | Y | E/N | | | |
| ATM | Dispenser | 4.14.0 | Multi-media dispenser (ticket/coupon/stamp/ receipt) with bunch presenter | Y | F/N | | | |
| ATM | Dispenser | 4.16.0 | Friction / Vacuum pick technology | Y | F/N | | | |
| ATM | Dispenser | 4.17.0 | Vendor to provide all the model of ATMs as specified in the submitted MAFs of not more than one OEMs. Any vandalized machine will also be replaced with the same make & model. | Y | F/N | | | |
| ATM | Dispenser | 4.18.0 | Dispensation status should be logged for every withdrawal transaction. There cannot be any withdrawal transaction with status as 'Dispensation status unknown' | Y | F/N/C1 | | | |
| ATM | Dispenser | 4.19.0 | Any new foreign material inside the dispenser or at the presenter area should be sensed. If found, machine should be put out of service till be error is cleared | Y | F/N/C1 | | | |
| ATM | Dip Card Reader (Hybrid) | 5.1.0 | Smart Card, Chip Card EMVCo Version 4.0 or later, as certified, with supporting EMVCo L1 LOA. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank. | Y | F/N | | | |
| ATM | Dip Card Reader (Hybrid) | 5.2.0 | EMVCo Level 2 approved terminal application/kernel. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank. | Y | F/N | | | |

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| ATM | Dip Card Reader (Hybrid) | 5.3.0 | Should provide necessary certificates/approvals from VISA, Master Card, Amex, Union Pay, Rupay, Discover including TQM(IFM) certificates. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank. | Y | F/N | | | |
| ATM | Dip Card Reader (Hybrid) | 5.4.0 | Card reader should be compatible to work with any valid EMVCo certified EMV Kernels. | Y | F/N | | | |
| ATM | Dip Card Reader (Hybrid) | 5.5.0 | ATM should be ready for using the new EMV Chip Cards i.e. EMV Chip Card Reader enabled. | Y | F/N | | | |
| ATM | Dip Card Reader (Hybrid) | 5.6.0 | Dip Smart Card Reader with anti-skimming device and anti-shimming device installed and integrated with the card reader of the ATM. 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 and Online Monitoring Solution of the Bank, iii) Capable of enabling the switch to put the machine Out-Of-Service as well as block the card reader from accepting any more card insertions. XFS needs to send out error status so that the SNMP/MVS can pick it up and notify the monitoring system. iv) should be equipped with solution/device for protecting from Deep insert skimming and shimming. | Y | F/N | | | |
| ATM | Dip Card Reader (Hybrid) | 5.7.0 | Communication link between the card reader and system should be encrypted by latest encryption standards. (This is between the Card Reader and the ATM) Communication link between the card reader and XFS application should be encrypted by latest encryption standards. Communication link between the XFS and ATM application should be encrypted by latest encryption standards. | Y | F/N | | | |
| ATM | Dip Card Reader (Hybrid) | 5.8.0 | Card reader should be capable of disabling reading the magstrip as and when required by the Bank. If physical visit is required for disablement, vendor to arrange the same at no additional cost to the Bank | Y | F/N | | | |
| ATM | Dip Card Reader (Hybrid) | 5.9.0 | Capable to read magnetic tracks 1 & 2 | Y | F/N | | | |
| ATM | Customer Interface / Fascia | 6.1.0 | 15" LCD/ LED or higher touch screen with standard bright and full screen display In case, the touch screen of the machine without FDK, is frequently down due to non-working of touch screen, then Vendor should replace the machine with the model which has FDK with Touch Screen or install FDK in the existing machine. | Y | F/N | | | |
| ATM | Customer Interface / Fascia | 6.3.0 | Vandal screen with Privacy filter. Resistance to Indian weather, vandal proof and pertinent to and Indian usability condition | Y | F/N | | | |

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|-----|-----------------------------|-------|---|---|--------|--|--|--|
| ATM | Customer Interface / EPP | 6.4.0 | <p>Rugged spill proof Triple DES enabled keyboard with polycarbonate tactile/stainless Steel EPP pin pad. EPP Keypads to be PCI-PTS compliant with sealed metal keypad. PIN Pads shall be covered to prevent PIN disclosure via shoulder surfing. EPP should be designed so as to prevent overlaying of fake pin pad. Forcible removal of EPP should bring the machine down resulting in loss of data stored in the EPP, so as to prevent compromise even with high end decryption. Please provide details of the technology / solution. Should accompany with PCI certificate. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank.</p> <p>EPP Pin Pad Should be with Braille Embossing.</p> <p>In case, Braille Keypad (as shown pictures in this RFP) is not readily available, bidders can supply machine without Braille embossings in each key. However, in case any guideline is issued by any entity (RBI/IBA/NPCI/ GoI etc.) to ensure each key with Braille Embossing, then the same should be provided by the bidder at no extra cost to the Bank. In case, any penalty is imposed on the Bank for not having the braille embossing in each key, the same should be made good by the bidder.</p> | Y | F/N/C1 | | | |
| ATM | Customer Interface / Fascia | 6.4.1 | <p>There shall be SBI's YONO branding colour scheme on the fascia of the machine. The fascia should be factory painted in the SBI INK BLUE COLOUR (L481-105899 RGB 40-0-113 Hex #280071) scheme and YONO PRINTED vinyl wraps SHOULD BE STUCK ONTO THE MACHINES. During the life of the machine, any repair/replacement of fascia should have the same original branding.</p> <p>The acrylic parts should be of the single SBI Blue colour specified in the RFP. The visible screen, keypad, front console can be as per OEM's default colour. The final colour appearance will be discussed with the successful bidders before implementation & rollout. The successful bidders should provide a 3D model representation for visualization and clarity. The Bank's decision will be binding on the successful bidder. The final appearance will be decided by the Bank after taking into consideration the 3D model.</p> | Y | F/N | | | |
| ATM | Customer Interface / Fascia | 6.5.0 | Touch Screen (with support for visually handicapped through Function Keys / EPP wherever required). Braille stickers and text speech device on all devices as per requirement to support the visually challenged | Y | F/N | | | |
| ATM | Customer Interface / Fascia | 6.6.0 | All devices to have features as per requirements to support the visually challenged. All ATMs to meet the requirement of 'Talking ATMs' as per IBA guidelines (EP needs to ensure that braille supported keys(Pin Pad, Function Keys, Locations of key devices, Audio jack) are present on the ATM. SP can support with voice guidance/headphone audio from the MVS software standpoint.) | Y | F/N | | | |
| ATM | Customer Interface / Fascia | 6.7.0 | Trilingual Screen Support (English, Hindi, Regional Language), in static graphics(PCX, JPEG, etc) and video files(incl. MP4) | Y | F/N | | | |

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| ATM | Customer Interface / Fascia | 6.8.0 | Terminal should be capable to display graphic screen and video files in commonly available picture formats(MPEG, MP4, PCX, JPEG, BMP etc.). | Y | F/N | | | |
| ATM | Customer Interface / Fascia | 6.9.0 | Voice guidance support with internal speakers and headphone jack 5 (hardware as well as software both to be provided with ATM). Capable of voice guidance to the customer and digitalized wave files in the Indian accent for the same in Hindi & English languages to be provided by the vendor. There should be support for text to speech for full-fledged voice guidance solution implementation as per IBA guidelines without any extra cost to the Bank. | Y | F/N | | | |
| ATM | Customer Interface / Fascia | 6.10. | Provide Text-to-Speech(TTS) support in English, Hindi and regional languages. | Y | F/N | | | |
| ATM | Customer Interface / Fascia | 6.11.0 | Terminal should be capable to integrate with custom/3rd party Text-to- Speech(TTS) software. | Y | F/N | | | |
| ATM | Customer Interface / Fascia | 6.12.0 | Terminal should report status (XFS) whether headphone is present/ not present in headphone jack, to the monitoring system | Y | F/N | | | |
| ATM | Customer Interface / Fascia | 6.13.0 | Voice guidance support with internal speakers and head phone jack | Y | F/N | | | |
| ATM | Customer Interface / Fascia | 6.14.0 | MPEG - 4 full motion video support, and support for common video codecs. | Y | F/N | | | |
| ATM | Integrated ATM Surveillance Solution | 7.1.0 | Solution must be motion- sensitive and capable of capturing image of the person while doing transaction in the ATM. Camera should be suitably positioned to take image of the person even under extreme / difficult lighting conditions. It shall be the responsibility of the bidder to ensure that the images so captured are able to identify the persons entering the ATM room. The cameras should be pilfer-proof. | Y | F/N | | | |
| ATM | Integrated ATM Surveillance Solution | 7.2.0 | Solution should be able to store the images in a digital format for minimum 6 months at an average of 400 transactions per day. The back-up should be taken at quarterly intervals or earlier as per requirement by the Bank and supervised by the Vendor. The images will be stored on one of the 2 Hard Disks in the machine. Vendor to increase storage capacity for machines having more than average 400 hits per day accordingly. | Y | F/N | | | |
| ATM | Integrated ATM Surveillance Solution | 7.3.0 | The resolution of the camera should be sufficient enough to capture the quality image of the object for clear identification | Y | F/N | | | |
| ATM | Integrated ATM Surveillance Solution | 7.4.0 | Solution must provide an interface to browse, search and archive the stored images on hard disk or external media. | Y | F/N | | | |
| ATM | Integrated ATM Surveillance Solution | 7.5.0 | Solution must be able to capture & stamp the transaction information (card number masked to comply with PCI-DSS) on the images. | Y | F/N | | | |
| ATM | Integrated ATM Surveillance Solution | 7.6.0 | The solution must have a search facility to locate an image/event by date & time, card no., transaction reference no. and ATM ID. | Y | F/N | | | |

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| ATM | Integrated ATM Surveillance Solution | 7.7.0 | The solution must be capable of monitoring from a central location. The Solution should be able to pull the required images from the central location and share the same over e- mail/sftp/other communication medium with bank officials , as and when required. | Y | F/N | | | |
| ATM | Integrated ATM Surveillance Solution | 7.8.0 | The image surveillance solution must not degrade the performance of ATM, e.g. speed of normal transaction. The solution should be able to pull the required images from the Central Location and share the same over e- mail with Bank officials, as and when required. | Y | F/N | | | |
| ATM | Integrated ATM Surveillance Solution | 7.9.0 | The image surveillance hardware should be integrated within the ATM. | Y | F/N | | | |
| ATM | ATM | 7.10.0 | ATM must be capable of performing under extreme conditions. Temperature: 0 degree Celsius to +50 degree Celsius (Without Air Conditioner) Relative Humidity : 5 to 95 % (Without Air Conditioner) | Y | F/N | | | |
| ATM | ATM | 7.12.0 | Solution should be able to integrated with any Multi- Vendor ATM Software available with Bank to facilitate the pulling of images centrally. | Y | F/N | | | |
| ATM | ATM | 7.13.0 | The Solution should be capable of notifying the Switch in case the DVSS camera is covered/ blocked by any means so that the Cash Dispenser does not dispense cash. | Y | F/N/C1 | | | |
| ATM | DES Chip / Security | 8.1.0 | Capable of Remote Key Management - Triple DES/RSA, Certificate or Signature-based. | Y | F/N | | | |
| ATM | DES Chip / Security | 8.2.0 | Triple DES chip with encryption/ verification/ validation software. Should support AES without any additional hardware | Y | F/N | | | |
| ATM | DES Chip / Security | 8.3.0 | ATM should be with in-built security features to trigger alarm in case of fire, hammering/tilting of the machine | Y | F/N | | | |
| ATM | Connectivity | 9.1.0 | Should have Network Interface Card(NIC) 10/100/1000 Mbps | Y | F/N | | | |

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| ATM | Connectivity | 9.2.0 | Equipment to be provided should be certified with full EMV compliance, should be capable of connecting to the existing ATM Switch (Base24) or any other Switch introduced by the Bank in future, using existing device handlers (NDC version 4.0/ D912) at no additional cost to the Bank. One of the following is required to be uploaded: (a) Self-declaration of OEM required along with completion of EMV certification already obtained under Bank's MVS application- If the proposed model of ATM is currently working at SBI with EMV compliance having valid L1 & L2 certificate, or (b) Certificate from any scheduled commercial bank certifying that the proposed model offered under this RFP is Tech live on its Base24 switch with EMV compliance having valid L1 & L2 certificate and working satisfactory. or (c) If the proposed model is not working at SBI or any other Banks in India, Bidder to provide valid L1 & L2 EMV certificates, with in a period of 15 days of LOI, to the Bank. Bank may facilitate for the certification with Base24 switch, for which a fee of Rs 20 lacs will be charged per model by the Bank from the Bidder. In case of both (b) & (c), since EMV certification is required to be done for the Bank's MVS as L3 application for all the card networks interfaced by Bank, certification cost of Rs. 15 lacs shall be charged per model by the Bank from the Bidder. | Y | F/N | | | |
| ATM | Connectivity | 9.3.0 | ATM must support TCP/IP and DNS | Y | F/N | | | |
| ATM | Connectivity | 9.4.0 | ATM must Support TLS 1.2 or above and shall provide required software, if any. | Y | F/N | | | |
| ATM | Connectivity | 9.5.0 | Should support IPv4 addressing and be IPv6 ready. Ability to perform IPv4-IPv6 integration, if required at no additional cost to bank. | Y | F/N | | | |
| ATM | Connectivity | 9.6.0 | Ability to support multiple NIC to enable multiple connections. | Y | F/N | | | |
| ATM | Receipt | 10.1.0 | Minimum 40 column Graphic Thermal Receipt printer with dual mode printing | Y | F/N | | | |
| ATM | Receipt Printer | 10.2.0 | Machine should print customer slip in HINDI and English and regional languages. (EP needs to ensure that the printer driver/firmware supports multiple font printing.) | Y | F/N | | | |
| ATM | Receipt Printer | 10.2.1 | Printer driver/firmware needs to support Hindi, English and regional Indian type fonts/specification. | Y | F/N | | | |
| ATM | Electronic Journal(EJ) | 10.6.0 | The Cash Dispenser should be capable of supporting a third party software agent such as SDMS(Scientific Data Management System)/ Infobase / Radia, etc. The vendor also agrees to install any software selected by the Bank at no cost to the Bank. | Y | F/N | | | |

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| ATM | Software | 11.1.0 | Capable of supporting any Multi-Vendor Software Application procured/available with the Bank. Bidder is required to support other MVS also in case Bank changes its current MVS during the contract period. If Bank procures new MVS Software to replace the existing MVS Software, Bank shall pay the Testing / Professional Charges of Rs. 12 lakh (for ATMs) to the bidder after successful testing and implementation on each machine supplied by the Bidder. No visit charges shall be paid to the bidder for implementing the new MVS Solution. | Y | F/N | | | |
| ATM | Software Agent | 11.2.0 | Remote diagnostic agent to diagnose problems with the machine including but not limited to predicting part failures. This service including proactive rectification of problems reported by remote diagnostic agent will have to be provided by the applicant/ bidder/ OEM mandatorily at no extra cost to the Bank. | Y | F/N | | | |
| ATM | Media Status | 12.1.0 | Low and media empty warning for all items viz. currency notes, consumer printer roll etc. | Y | F/N | | | |
| ATM | Power | 13.1.0 | In-built SMPS to work on 230V 50 Hz power supply. | Y | F/N | | | |
| ATM | Power | 13.2.0 | Support input voltage of 230V AC /50 Hz with +/- 5% variation. | Y | F/N | | | |
| ATM | Power | 13.3.0 | ATM should have Low Carbon Footprint i.e. Low Power consumption in operation as well as in idle condition. | Y | F/N | | | |
| ATM | Power | 13.4.0 | ATM should have Integrated Power Management Solution. The ATM software must be capable of inter- facing with the Bank's UPS systems and query the battery status, in -line power and temperature, taking the machine out of service if the battery capacity is too low, perform scheduled power offs and automatically start up at the configured date and time. The solution must shut down gracefully to allow completion of the ongoing transaction in the event of complete battery discharge. The above power management functionality must be controllable remotely. In this situation, ATM should have the capability of generating message of low battery status and should send the same to the switch. | Y | F/N | | | |
| ATM | Maintenance | 14.1.0 | Should provide hardware, software and MIS (Keyboard, Mouse etc.) for day to day operations whenever required by the custodian for the maintenance of machines. | Y | F/N | | | |
| ATM | Customer Interface / Fascia | 15.1.0 | Bidder to integrate – where required -- the alarm sensors of the ATM to the branch siren/hooter without any additional cost to Bank. | Y | F/N | | | |
| ATM | Customer Interface / Fascia | 15.2.0 | ATM should have Rear View Mirrors covering major area of the site which allow users to see what is happening behind to avoid shoulder surfing | Y | F/N | | | |
| ATM | Customer Interface / Fascia | 15.3.0 | ATM should have PIN pad shield covering all three sides to avoid shoulder surfing and capture by the external cameras. | Y | F/N | | | |
| ATM | Customer Interface / Fascia | 15.4.0 | Every ATM should have a unique hood lock and key. | Y | F/N | | | |

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| ATM | Contactless Card Reader | 16.1.0 | The NFC contactless module with support contactless card Integration (hardware and Software) supporting up to ISO 14443 Type A/Type B, Mi Fare ISO 21481 and ISO/IEC 18092 or higher. In case any new guidelines or the regulator mandates newer specifications, the service provider should provide required support for hardware /software without any additional cost to the Bank during the contact period. All upgradations will be done by the vendor free of cost and any new type of Hardware (with associated software /drivers for that Hardware) in the ATM will be done at mutually agreed price between the Bank and the vendor. | Y | F/N | | | |
| ATM | Contactless Card Reader | 16.2.0 | Smart Card/ Chip Card EMVCo Contactless Version 2.1 or later, as certified with supporting EMVCo L1 LOA. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank. | Y | F/N | | | |
| ATM | Contactless Card Reader | 16.3.0 | EMVCo Level 2 approved terminal application/kernel. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank. | Y | F/N | | | |
| ATM | Contactless Card Reader | 16.4.0 | Should provide necessary certificates/approvals from VISA, Master Card, Amex, Union Pay, Rupay, Discover including TQM(PCD) certificates. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank. | Y | F/N | | | |
| ATM | Biometric | 17.1.0 | Should be UIDAI certified device for biometric capture and authentication. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank. | Y | F/N | | | |
| ATM | Biometric | 17.2.0 | Support Biometric Based Authentication API v 2.0 specifications (should be UIDAI certified biometric device for biometric capture and authentication). On expiry of certificate, it should be replaced with valid certificate at no additional cost to the bank. | Y | F/N | | | |
| ATM | Bar_Code Scanner | 18.1.0 | ATM should have capability to integrate 1D/2D barcode and QR code scanner for future requirements of scanning codes from mobile phones by simply attaching a reader, compliant with Code128, Code39, QR Code standards. | Y | F/N | | | |
| ATM | Bar_Code Scanner | 18.2.0 | Should be capable of reading barcodes of all popular symbologies, including Code 128, with up to 36 Characters | Y | F/N | | | |
| ATM | Testing | 19.1.0 | The necessary technology/ application/ hardware for supporting card based, cardless and bio metric transactions should be available ab-initio. | Y | F/N | | | |
| ATM | Testing | 19.2.0 | Should provide necessary resources including paper rolls (for receipt printer, etc.) for lab testing purpose at no additional cost. | Y | F/N | | | |
| ATM | Software Testing | 19.4.0 | OEM Vendor/Service Provider to deploy resources whenever required, for testing the functionality at the ATM LAB at no extra cost. | Y | F/N | | | |
| ATM | Software Testing | 19.5.0 | L-3 Certification with MasterCard, Visa, Rupay or any other provider to be done by the service provider | Y | F/N | | | |
| SW | Software Testing | 19.6.0 | Vendor should arrange to support all security review and testing provided by Bank as and when required. | Y | F/N | | | |

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| ATM | Camera | 20.1.0 | Cash Slot camera A Camera should be present within the machine at the cash slot to capture the movement of cash from the presenter belt and final withdrawal by the customer. The camera should be capable of taking images and videos of the cash movement. The images and videos should be time stamped with Terminal ID, Masked Account & Card no. etc. The images and videos should be saved in the Hard disk and should be capable of being pulled centrally. The OEM to provide the necessary drivers for the camera and assist in the integration with the Bank's MVS Software. The bank will require these images and videos for disputed transactions. Failure to provide the image and video for the transactions required by the Bank, the Vendor to pay penalty of Rs.1000/- or the disputed amount, whichever is higher. | Y | F/N/C1 | | | |
| ATM | Hardware | 21.1.0 | Co-ordinated LED Lights Indicators at Card Reader, Cash slot dispenser, Receipt printer, The LED Lights at these places will blink accordingly during the course of transaction attracting the attention of the customer to that part of the machine. These coordinated LED lights but can be explored at keypad area and FDK (if present) by the OEMs in future. Bank would like to have backlit keypad and FDK for its future procurements. | Y | F/N | | | |
| ATM | Interface for Banking software and & Switch Connectivity | 22.0.0 | Vendor to provide utility for converting the Cash Dispenser files, containing transaction details, into ASCII format. | Y | F/N | | | |
| ATM | Hardware | 22.0.1 | There should be 8 FDK keys with Braille Impressions (4 on either side of the Screen) for selecting the various options being displayed on the Screen. The FDK can be optional. In case, the touch screen of the machine without FDK, is frequently down due to non-working of touch screen, then Vendor should replace the machine with the model which has FDK with Touch Screen or install FDK in the existing machine. | N | F/N/C1 | | | |
| MVS | MVS-APPL-TESTING | 23.0.0 | Vendor should arrange for OEM Vendor/Service Provider to deploy support team for testing at the ATM Test Lab for MVS required at no cost to the bank. | Y | F/C1/ N | | | |
| ATM | Location | 24.0.0 | The machine should have a self-powered GPS device within the machine, so that the machine can be tracked in case it has been uprooted and taken away. The GPS device should be capable of providing longitude and latitude coordinates. The GPS device should be integrated with the XFS layer so that its coordinates' data can be read through MVS. | Y | F/C1/N | | | |

Appendix C2 - Software

| Module | Item | Feature Id | Features | Mandatory | Validation Criteria | Response (YES / NO) | Map your Module | Give Page No. of RFP Submitted |
|--------|-----------------|------------|--|-----------|---------------------|---------------------|-----------------|--------------------------------|
| SW | ATM-APPL-SWDIST | A1.1.0 | Machine should be capable of centrally downloading Software / Patches upgrades and idle screen and content distribution when connected with Banks provided MVS software | Y | F/N | | | |
| SW | ATM-APPL | AA.1.1 | Should have built-in eJ viewer with search facility | Y | F/N | | | |
| SW | ATM-APPL | AA.1.2 | Should have eJ archival and retrieval facility | Y | F/N | | | |
| SW | ATM-APPL | AA.1.3 | Should be capable of interface through multi-vendor ATM software agent on machine with Bank's Switches i.e. BASE24 or any other Switch introduced by the Bank in future and Multi-Vendor ATM Central Server. | Y | F/N | | | |
| SW | ATM-APPL | AA.1.4 | ATM Application should be capable to interface with Bank's Switches i.e. BASE24 or any other Switch introduced by the Bank in future and Multivendor Central Server | Y | F/N | | | |
| SW | ATM-APPL | AA.1.5 | Software for reading the EMV Chip Cards. Smart Card/ chip Card EMV version 4.0, Level 2 approved terminal resident application. | Y | F/N | | | |
| SW | ATM-APPL | AA.1.6 | Remote diagnostic agent to diagnose problems with the machine including but not limited to predicting part failures. This service including proactive rectification of problems reported by remote diagnostic agent will have to be provided by the bidder / OEM mandatorily at no extra cost to the Bank. The bidder also agrees to install any software selected by the Bank at no cost to the Bank. | Y | F/N | | | |
| SW | ATM-APPL | AA.1.7 | Response to the terminal from central solution should not be more than 500 milliseconds from the time of request originated at the terminal. In case of delay in response or no response from central Solution default transaction flow should be used. | Y | F/N | | | |
| SW | ATM-APPL | AA.1.8 | Terminal solution should be the single intelligent application that controls devices/supports display on screen at terminal. Controls | Y | F/N | | | |

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| | | | and supports multiple devices eg epp, dispenser, card reader etc | | | | | |
| SW | ATM-APPL | AA.1.9 | Bidder to confirm ability to demonstrate proof of concept about ATM software being capable of supporting all the applications currently developed for the Bank such as ATM Locator, Railway ticketing, Campus fees payment, Mobile Recharge & other Utility Bill Payments. | Y | F/N | | | |
| SW | ATM-APPL | AA.1.10 | Software to support DDC/912 or NDC message emulation. | Y | F/N | | | |
| SW | ATM-APPL | AA.1.11 | Software to support IFX message emulation. | N | F/C1/N | | | |
| SW | ATM-APPL | AA.1.13 | Software to support ISO20022(XML) message emulation. | Y | F/N | | | |
| SW | ATM-APPL-TESTING | B.1.1 | Vendor should arrange for OEM Vendor/Service Provider to deploy support team for testing at the ATM Test Lab whenever required at no cost to the bank. | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.1 | Support Cash Withdrawal from any bank account(at least 6 accounts) | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.2 | Support Standing Instruction | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.3 | Support Loan Account enquiry | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.4 | Support Fixed Deposit | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.6 | Support Balance Enquiry | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.7 | Support Mini-Statement | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.8 | Support Card to Card Transfer | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.9 | Support Card to Account Transfer | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.10 | Support Account to Account Transfer | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.11 | Support B 2 B | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.12 | Support Visa Money Transfer | Y | F/N | | | |

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| SW | ATM-APPL-TXNTYP | C.1.13 | Support Biometric Based Authentication API v 2.0 specifications (as stated by UIDAI). Additional changes required to support later revisions to be provided at no cost to the bank. | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.14 | Support Institutional Fee Payment | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.15 | Support Utility/Bill Payment/Taxes/Trust Donation Etc., | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.16 | Support/ Display of graphics/ animation/ scrolling/ date & time | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.17 | Support PIN Change | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.18 | Support Fast Cash/My Favorite Option | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.19 | Support Mobile Number Registration | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.20 | Support Mobile Top-Up | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.21 | Support Mobile Banking Registration/Deregistration | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.22 | Support SBI Credit Card Bill Payment | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.23 | Support SBI Credit Card Cash Withdrawal | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.24 | Support Prepaid Card Cash Withdrawal | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.25 | Support Prepaid Card Balance Enquiry | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.26 | Support SBI Life Insurance Premium payment | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.27 | Support Cheque Book Issuance | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.28 | Support Stop Cheque enquiry | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.29 | Support Internet Banking Request Approval | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.30 | Support Aadhaar Number Seeding | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.31 | Support Cash increase/decrease/short/ excess Admin Transactions using admin card | Y | F/N | | | |

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| SW | ATM-APPL-TXNTYP | C.1.32 | Support Channel Manager visit registration | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.33 | Support Dynamic Currency Conversion during transaction | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.34 | Support Failure Alert | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.35 | Support Idle Screen / Advertising | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.36 | Supports for all available and proposed /advanced value-added services | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.37 | Supports OTP Based and Cardless transaction withdrawals | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.38 | Supports Virtual keyboard at ATM Screens for inserting alphanumeric text/numbers | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.39 | Support QR code-based Transaction | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.40 | Support Card less Transaction | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.41 | Support NFC based transaction/contactless transaction | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.42 | Support EMV-chip based transactions | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.43 | Support for AKDS | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.44 | Support for 3-DES | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.45 | Support for supervisory mode cash counter update | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.46 | Support Account Number Masking (on receipt) | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.47 | Support 2-digit Screen for checking Keypad is working | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.48 | Support Timed out and Last Transaction Status (LTS) based reversals | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.49 | Support for MAC (Message Authentication Code) | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.50 | Support 2048-bit or higher encryption standards | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.51 | Support Instant Money Transfer Transaction. | Y | F/N | | | |

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| SW | ATM-APPL-TXNTYP | C.1.52 | Support for AES | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.53 | Support for TLS1.2 or higher | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.54 | Support Biometric based Registration | Y | F/N | | | |
| SW | ATM-APPL-TXNTYP | C.1.55 | Customer preferences eg Language, Fixed amount withdrawal etc | Y | F/N | | | |
| SW | ATM-APPL | D.1.1 | Supports Windows 10 or the latest available Windows operating system | Y | F/N | | | |
| SW | ATM-APPL | D.1.2 | Application interface facilitating all Admin, Reconciliation and MIS functions | Y | F/N | | | |
| SW | ATM-APPL | D.1.3 | Provide Text-to-Speech (TTS) support in English, Hindi and regional languages | Y | F/N | | | |
| SW | ATM-APPL | D.1.4 | Terminal should be capable to integrate with custom/3rd party Text-to Speech (TTS) software. | Y | F/N | | | |
| SW | ATM-APPL-VSS | E.1.1 | Solution to support capturing, storing and retrieval of pictures/ Video clips during the transaction at the terminal using proprietary and/or CEN XFS Compliant camera.(In case of proprietary camera solution, solution provider to develop/customize the camera solution using proprietary drivers and/or using proprietary camera application wherever available) | Y | F/N | | | |
| SW | ATM-APPL-VSS | E.1.2 | Proposed Solution should be capable of stamping the transaction information (with masking of Card Number as per PA-DSS) on the images / Video clipping. | Y | F/N | | | |
| SW | ATM-APPL-VSS | E.1.3 | Customization if any with the OEM proprietary solution will be the sole responsibility of the Solution provider | Y | F/N | | | |
| SW | ATM-APPL | F.1.1 | EJ format should be parameterized and on the standard format irrespective of make and model of the terminal, as per the requirement of the Bank. | Y | F/N | | | |
| SW | ATM-APPL-LANG | G.1.1 | Multilingual support for all Official languages as declared by the Indian Constitution or by respective states in India as well as major foreign languages | Y | F/N | | | |
| SW | ATM-APPL-LANG | G.1.2 | Screens | Y | F/N | | | |
| SW | ATM-APPL-LANG | G.1.3 | Campaigns | Y | F/N | | | |

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| Module | Item | Feature Id | Features | Mandatory | Validation Criteria | Response (YES / NO) | Map your Module | Give Page No. of RFP Submitted |
|--------|-----------------|------------|---|-----------|---------------------|---------------------|-----------------|--------------------------------|
| SW | ATM-APPL-LANG | G.1.4 | Receipts Printing | Y | F/N | | | |
| SW | ATM-APPL-LANG | G.1.5 | Text Messages on Screens | Y | F/N | | | |
| SW | ATM-APPL-LANG | G.1.6 | Audio support (Text to speech in preferred language) | Y | F/N | | | |
| SW | ATM-APPL-LANG | G.1.7 | Disability compliance (Text to speech, longer timeouts, handset detection, FDK to numeric key detection. | Y | F/N | | | |
| SW | ATM-APPL-EPSGEN | H.1.1 | ATM Should be capable of integrating with any ATM Protection Solution, if any, available with the bank from time to time without any cost to bank | Y | F/N | | | |
| SW | ATM-APPL-EPSWL | H.1.2 | OEM's native ATM Application should be able to block USB ports on the ATM. | Y | F/N | | | |
| SW | ATM-APPL-EPSWL | H.1.3 | OEM's native ATM Application should have firewall functionality. | Y | F/N | | | |
| SW | ATM-APPL-EPSWL | H.1.4 | OEM's native ATM Application should issue alert/ warning once a threat has been identified | Y | F/N | | | |
| SW | ATM-APPL-EPSWL | H.1.5 | OEM's native ATM Application should block unauthorized installed software. | Y | F/N | | | |
| SW | ATM-APPL-EPSWL | H.1.6 | OEM's native ATM Application should have capability to allocate only required ATM resources to the whitelisted application. The application should monitor during the execution of the application that only whitelisted resources are accessed and log all events at the ATM Terminal. | Y | F/N | | | |
| SW | ATM-APPL-EPSWL | H.1.7 | OEM's native ATM Application should be capable of integrating with Bank's provided single centralized management console for managing, administering and pushing the hardening policies . | Y | F/N | | | |
| SW | ATM-APPL-EPSWL | H.1.8 | The OEM's native application should have hardening policies for ATM environment and should have out of box prefabricated best practices to reduce installation period without any additional cost to the Bank. | Y | F/N | | | |
| SW | ATM-APPL-SWDIST | I.1.1 | Vendor should arrange for OEM Vendor/Service Provider for image create for installation either at site directly or before dispatching machine to the installation site. | Y | F/N | | | |
| SW | ATM-APPL | I.1.2 | Vendor should arrange for OEM Vendor/Service Provider to support all security review and testing provided by Bank as and when required without any extra cost to the bank. | Y | F/N | | | |

| Module | Item | Feature Id | Features | Mandatory | Validation Criteria | Response (YES / NO) | Map your Module | Give Page No. of RFP Submitted |
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| SW | ATM-APPL | I.1.3 | EMVCo Level 2 approved terminal application/kernel. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank during the currency of the contract. | Y | F/N | | | |

Appendix C3 – Services

| Module | Item | Feature Id | Features | Mandatory | Validation Criteria | Response (YES/NO) | Map your module | Give Page No. of RFP Submitted |
|--------|-----------|------------|---|-----------|---------------------|-------------------|-----------------|--------------------------------|
| AMC | DIST-MGMT | AF1.0.0 | Software & screen distribution from a central source to facilitate individual configuration & screen displays | Y | F/N | | | |
| AMC | DIST-MGMT | AF1.2.0 | Scheduling download and installation at desired times | Y | F/N | | | |
| AMC | DIST-MGMT | AF1.3.0 | Scheduled and ad hoc/ immediate upload of eJournals | Y | F/N | | | |
| AMC | DIST-MGMT | AF1.4.0 | Monitoring Job status online | Y | F/N | | | |
| AMC | NTWK-MGMT | AG1.4.0 | Use reliable, dedicated IP connection with backup | Y | F/N | | | |
| AMC | NTWK-MGMT | AG2.2.0 | Notify appropriate agency for activating support | Y | F/N | | | |
| AMC | NTWK-MGMT | AG2.3.0 | Notify customer at detection, isolation and resolution | Y | F/N | | | |
| AMC | NTWK-MGMT | AG2.4.0 | Manage incident from detection to resolution | Y | F/N | | | |
| AMC | NTWK-MGMT | AG3.1.0 | Proactive/predictive analysis & recommendations | Y | F/N | | | |
| AMC | NTWK-MGMT | AG3.2.0 | Setting event thresholds based on customer availability needs | Y | F/N | | | |
| AMC | NTWK-MGMT | AG3.3.0 | Tuning performance by correlating events with performance metrics | Y | F/N | | | |
| AMC | NTWK-MGMT | AG3.4.0 | Order to identify bottlenecks that inhibit availability and performance | Y | F/N | | | |
| AMC | NTWK-MGMT | AG4.2.0 | Remotely implement software upgrades | Y | F/N | | | |
| AMC | NTWK-MGMT | AG4.3.0 | Maintain password ownership of configurable managed objects | Y | F/N | | | |
| AMC | NTWK-MGMT | AG4.4.0 | Implement logical changes to remotely configurable devices | Y | F/N | | | |
| AMC | NTWK-MGMT | AG4.5.0 | Report metrics including device class, location, IP | Y | F/N | | | |

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| | | | address, circuit information | | | | | |
| AMC | NTWK-MGMT | AG5.2.0 | Update customer help desk about estimated service restoration time | Y | F/N | | | |
| AMC | NTWK-MGMT | AG5.3.0 | Monthly report on fault, performance and configuration metrics | Y | F/N | | | |
| AMC | NTWK-MGMT | AG5.4.0 | Interpret metrics & make recommendations for improvement | Y | F/N | | | |
| AMC | NTWK-MGMT | AG6.1.0 | 24 X 7 X 365 monitoring and resolution | Y | F/N | | | |
| AMC | NTWK-MGMT | AG6.2.0 | Unlimited incidents | Y | F/N | | | |
| AMC | NTWK-MGMT | AG6.3.0 | Toll free number with multiple lines for service requests (minimum 100 lines) | Y | F/N | | | |
| AMC | NTWK-MGMT | AG7.1.0 | Call to Network service Provider and SMS/EMAIL to Bank with in 3 minutes fault occurrence. | Y | F/N | | | |
| AMC | NTWK-MGMT | AG7.2.0 | Remedial remote diagnostics typically performed within 3 minutes | Y | F/N | | | |
| AMC | DATA-SEC | AH.1.0 | IPSEC on circuits that connect the Bank to the vendor's Management Centre | Y | F/N | | | |
| AMC | DATA-SEC | AH.2.0 | Secure Shell Security (SSH), TLS 1.2 or whichever is higher security protocol between Bank's ATM switch and Incident Management system/ Banks Monitoring System. | Y | F/N | | | |
| AMC | DATA-SEC | AH.3.0 | Secure Socket Layer (SSL), TLS 1.2 or whichever is higher security protocol between the Bank and Secured web server. | Y | F/N | | | |
| AMC | DATA-SEC | AH.4.0 | Firewall - Fully integrated Internet security and IP networking on one purpose-built platform | Y | F/N | | | |
| AMC | DATA-SEC | AH.5.0 | Firewall - Access to network always available with VRRP and Firewall synchronization technology | Y | F/N | | | |
| AMC | DATA-SEC | AH.6.0 | Firewall - Networking OS integrated with third party applications designed for security solutions | Y | F/N | | | |
| AMC | DATA-SEC | AH.7.0 | Intrusion Detection System | Y | F/N | | | |

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| AMC | DATA-SEC | AH.8.0 | The bidder /supplier should support the ATM protection solution available/provided by the Bank. In case Bank decides to use OEM native application at ATM, Bidder/supplier should provide Virus Protection, Detection and Maintenance of Virus definition. | Y | F/N | | | |
| AMC | DATA-SEC | AH.9.0 | Should have a Information Security Management System which is established using best practices available in industry (e.g. ISO 27001) operational, continuously monitored and improved | Y | F/N | | | |
| AMC | DATA-SEC | AH.10.0 | Logging should be done for user account management, privilege changes, user activity, configuration changes etc. | Y | F/N | | | |
| AMC | DATA-SEC | AH.11.0 | Adequate redundancy and back up – DR site to support uninterrupted services | Y | F/N | | | |
| AMC | HELP-DESK | AI.2.0 | Toll free telephone number with multiple lines (minimum 100) | Y | F/N | | | |
| AMC | HELP-DESK | AI.3.0 | Must be the single point of contact for Bank for help, checks on status of an ATM problem, Kiosk/kiosk equipment problems, managing multiple parties to resolve problems | Y | F/N | | | |
| AMC | HELP-DESK | AI.4.0 | Receive telephone call from external customer, identify the caller, log and create the incident ticket and assign the incident priority | Y | F/N | | | |
| AMC | HELP-DESK | AI.5.0 | Supplemental support for variations in business patterns | Y | F/N | | | |
| AMC | HELP-DESK | AI.8.0 | Proactive problem resolutions | Y | F/N | | | |
| AMC | HELP-DESK | AI.9.0 | Coordination/management of multi-vendor support | Y | F/N | | | |
| AMC | HELP-DESK | AI.10.0 | Round-the-clock remote support to all field engineers and customers in India | Y | F/N | | | |
| AMC | REQS | AI.11.0 | Services will be provided on 24x7x365 basis | Y | F/N | | | |
| AMC | FLM-REQS | AJ.1.0 | Keeping a written maintenance log at the site. The Bank shall use the same log for recording nature of faults/failures observed, date and time of their occurrence and communication to vendors | Y | F/N | | | |

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| AMC | FLM-REQS | AJ.2.0 | Only qualified maintenance personnel familiar with the equipment shall perform all repairs and maintenance services | Y | F/N | | | |
| AMC | FLM-REQS | AJ.3.0 | 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, painting & other civil requirements, etc. (The list is illustrative and not exhaustive). | Y | F/N | | | |
| AMC | FLM-REQS | AJ.4.0 | Supply and replenish receipt printer should print approx 5 million characters) | Y | F/N | | | |
| AMC | FLM-REQS | AJ.5.0 | Supply and replenish receipt printer rolls customized as per Bank's requirements. One side of the roll will have to be pre-printed with text provided by the Bank and printing at the ATM will be only on the blank side. Print matter may be changed as and when required. | Y | F/N | | | |
| AMC | FLM-REQS | AJ.6.0 | Receipt Rolls – 80mm wide x 8" dia approx. x 0.7" core dia produced on ATM grade thermal paper Appleton Alpha 8. The density of sense mark should be uniform with 1.2 plus & tolerance level of slitting should be +/- 0.012" | Y | F/N | | | |
| AMC | FLM-REQS | AJ.7.0 | Should supply for all ATMs on Bank's network without limitation on quantity | Y | F/N | | | |
| AMC | FLM-REQS | AJ.8.0 | Consumable management shall be independent of ATM make, model, type of network and vendor | Y | F/N | | | |
| AMC | FLM-REQS | AJ.9.0 | Consumables replenishment to be initiated proactively to ensure ATM does not go down for want of these items | Y | F/N | | | |
| AMC | FLM-REQS | AJ.10.0 | Clearing receipt paper jams. Clearing of card jams. | Y | F/N | | | |
| AMC | FLM-REQS | AJ.11.0 | The vendor should arrange to get publicity materials, banners, posters etc. supplied by the Bank displayed in the kiosks as per instructions | Y | F/N | | | |

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| | | | besides replenishing leaflets, brochures etc. | | | | | |
| AMC | CASH-REPL | AK.1.0 | Should have own arrangements or with reputed cash-in-transit agencies | Y | F/N | | | |
| AMC | CASH-REPL | AK.2.0 | Cash-in-transit agencies should have operational experience in handling ATM cash replenishment | Y | F/N | | | |
| AMC | CASH-REPL | AK.3.0 | Should have vault, security guards and other necessary infrastructure | Y | F/N | | | |
| AMC | CASH-REPL | AK.4.0 | Should have insurance for activities undertaken. Should have 100 % insurance cover for the cash retained in the vault as well as cash-in-transit | Y | F/N | | | |
| AMC | CASH-REPL | AK.5.0 | There should be no cap to the number of cash runs performed per day / month | Y | F/N | | | |
| AMC | POWER | AL.1.0 | Input and Output Voltage of UPS should be checked | Y | F/N | | | |
| AMC | POWER | AL.2.0 | Input and Output Current of UPS should be checked | Y | F/N | | | |
| AMC | POWER | AL.3.0 | Input frequency of UPS should be checked | Y | F/N | | | |
| AMC | POWER | AL.4.0 | Battery Life of UPS should be checked | Y | F/N | | | |
| AMC | POWER | AL.5.0 | Battery Voltage of UPS should be checked | Y | F/N | | | |
| AMC | POWER | AL.6.0 | Internal Temperature of UPS should be checked | Y | F/N | | | |

Name & Signature of authorised signatory

Seal of Company

Appendix C4 – Specifications of UPS :

a. UPS & Batteries

- The UPS & Batteries are to be kept in Back room.
- The battery back-up capacity will depend on the main power supply in that area.
- UPS should have Simple Network Management Protocol (SNMP) for polling, wherever SNMP cards are provided for UPS and necessary feed is received

| Description | Make |
|--|--|
| <p>2 KVA UPS with at least 4 hours Fast Charging Lithium ion batteries back up.</p> <p>Microprocessor / DSP based Online UPS 2 KVA Single Phase with Isolated output, SNMP enabled with Software to facilitate completion of last transaction before gracefully shutting down the CD.</p> <p>Technical Specifications:</p> <p>Input Voltage Tolerance: 120-290 V.</p> <p>Input Frequency Tolerance: 47Hz to 53Hz</p> <p>Output Voltage: 230 V +/- 1% No Load to Full Load.</p> <p>Output Frequency: Mains Synchronised / 50Hz+/- 0.05% in free running mode.</p> <p>Overall efficiency: > 90% AC to AC.</p> <p>Recharge Time: < 12 Hours up to 90% Capacity.</p> <p>Overload Capacity: 110% for 1Minute, 130% for 1Sec</p> <p>Total Harmonic Distortion: < 4%,</p> <p>Output Filtration: RC & EMI</p> <p>Protections: Short Circuit, Overload, Low Battery, Over Charge.</p> <p>With Audible Alarm for low battery and inverter trip.</p> <p>Temperature tolerance: 10 to 45 degree C for the UPS</p> <p>Humidity tolerance: <= 90% non-Condensing</p> <p>Indications Digital Display:</p> <p>AC I/P O/P Voltage, AC I/P O/P Current, DC Voltage, DC Current & Battery Status</p> <p>Special Requirement: Auto restart at Mains after Low Battery or Overload, Cold start at 90% of the rated load.</p> <p>4 hours battery back-up. Min VAH: 8600.</p> | <p>Numeric, Epoch, Novateur, Tritronics, APC, DB, Emerson, E & C, Techser, Aplab or of any equivalent make and having a good service network across the country. SMF batteries of Hitachi, Rocket, Panasonic, Exide powersafe, AmaraRaja, Amco Best, Numeric, U_PLUS, HBL, CSB, Newmax (all with 18 months warranty) or of any equivalent make and having a good service network across the country.</p> |

Appendix-D

Bidder Details

Details of the Bidder

| S. No. | Particulars | Details |
|--------|---|---------|
| 1. | Name | |
| 2. | Date of Incorporation and / or commencement of business | |
| 3. | Certificate of incorporation | |
| 4. | Brief description of the Bidder including details of its main line of business | |
| 5. | Company website URL | |
| 6. | Company Pan Number | |
| 7. | Company GSTIN Number | |
| 8. | Particulars of the Authorized Signatory of the Bidder a) Name b) Designation c) Address d) Phone Number (Landline) e) Mobile Number f) Fax Number g) Email Address | |
| 9 | Details for EMD Refund (applicable only if EMD is directly credited in designated account):- a) Account No. b) Name of account holder c) Name of Bank d) IFSC Code | |

Name & Signature of authorised signatory

Seal of Company

Appendix-E :

Scope of Work and Payment Schedule

All the procurements under this RFP will be for the period of seven years which can be extended up to 10 years, solely at the discretion of the Bank.

1.1 Procurement of ATMs (ATMs):

1.1 Supply, integration, testing, installation, commissioning, and maintenance of new ATMs (Front Access ATMs):

1.1.1 The Bank is looking for Bidders who can supply, integrate, test, install commission and maintain ATMs on turnkey basis and undertake responsibility for the same. Bidders should note that ATMs will be deployed across the length and breadth of the country as per requirements of business and the bidder will have to guarantee that support will be available for the ATMs across the country for a minimum period of 7 years, which can be extended up to 10 years at the discretion of the Bank.

1.1.2 Bidders should offer model of ATMs with the Operating System Windows 11 and CEN XFS 3.1 or higher compliant layer, that is state of the art machines capable of running the Bank's Multi-Vendor Software and ATM protection solution and which will have to be supported for a minimum period of 7 years after installation / operationalization, extendable up to a period of 10 years at the discretion of the Bank. The Bank wants advanced, multifunctional, energy-efficient system. In case, ATM with Windows 11 is not ready, bidder can submit the bid for model compatible with Windows 10 IoT Enterprise LTSC 2019 or above (with a license of Windows11) subject to condition that ATM supplied/installed should be upgraded with Windows 11 before end of life for Windows-10 by Microsoft without any cost to the Bank.

1.1.3 If during the period of warranty and Comprehensive AMC service period, an ATM is frequently becoming out of order for technical reasons for more than three times in a month and for two consecutive months, the Bank may ask the bidder to replace the ATM with another new ATM of same model & make with exactly same technical specifications as tested in the SBI ATM-Lab before the commencement of rollout, at no extra cost to the Bank. The selected bidder should update /supply/ install necessary changes in ATMs, if any, due to regulatory compliance, the same should be available at no additional cost to the Bank irrespective whether it being minor or major modifications. All upgradations will be done by the vendor free of cost and any new type of Hardware (with associated software /drivers for that

Hardware) in the ATM will be done at mutually agreed price between the Bank and the vendor.

- 1.1.4 The ATMs should have capability / features for remote monitoring of their all-round health / status. Along with ATMs, accessories and Digital Video Surveillance System, various sensors alarm system etc., will also have to be supplied, integrated, tested, installed, and maintained, wherever required by the Bank.
- 1.1.5 All ATMs should have anti-skimming devices/solutions, anti-shimming devices/solutions, anti-deep-insert-skimmers, anti-cash shutter tempering solution/ device any other device or solution etc. to prevent unauthorized reading and copying of card data (of card's magstripe or chip) from card-reader and contactless card reader, biometric data from biometric reader. Bidder to ensure that no cloning of card data to occur through machine. Bidder to upgrade the physical devices / components and applicable softwares / drivers whenever released by OEMs, without any cost to Bank. Any loss of the Bank in this regard shall be completely borne by the bidder. The Bank shall issue Purchase Order / Letter of Intent / Confirmation Letter for installation of any such upgraded hardware / physical devices / components and applicable software or any standalone software after duly testing at its ATM-Lab. The rollout / installation of the upgrade (both hardware or software, as applicable) should be done within the timeframe specified in the Purchase Order / Letter of Intent / Confirmation Letter. A penalty of Rs.1000 per day per non-complied machine shall be imposed for delay beyond the specified timeframe or for non-compliance of the Purchase Order / Letter of Intent / Confirmation Letter.
- 1.1.6 All ATMs should be able to give the status of cash dispensed or not dispensed with 100% surety and the same should be recorded in the Electronic Journal (eJ) / machine logs / System log / switch. Internal Cash slot camera should be present to capture the movement of cash. Video / Image analytics or algorithms can be developed to ascertain the dispensation of cash. Failure to determine the cash dispensation status, the disputed amount / chargeback with any penalty imposed on Bank for that disputed transaction, if any, involved in such un-sure transactions will be made good by the vendor. The Bank shall support the bidder, at its own discretion, for any development required in Bank's MVS Solution or Bank's Switch. In case of any incorrect dispensation due to faulty functioning of the machine, the vendor should make good the loss within 30 days from the date of reporting of incidents and take corrective measures immediately. The Bank should not suffer loss due to any defect of the machine. The Bank's decision with regard to faulty functioning of the machine will be final and binding on the bidder. In case the defect resolution requires development / R&D (Research and Development) from OEM of the ATM, the bidder should ensure that the OEM does the required development within the stipulated time agreed by the Bank. A penalty of Rs.1000 per day

per non-complied machine shall be applicable for delay attributable to the vendor after the agreed stipulated timeframe.

- 1.1.7 There shall be SBI's YONO branding colour scheme on the facia of the machine. The facia should be factory painted in the SBI INK BLUE COLOUR (L481-105899 / RGB 40-0-113 / Hex #280071) scheme and YONO PRINTED vinyl wraps SHOULD BE STUCK ONTO THE MACHINES. The acrylic parts should be of the single SBI Blue colour specified in the RFP. The visible screen, keypad, front console can be as per OEM's default colour. The final colour appearance will be discussed with the successful bidders before implementation & rollout. The successful bidders should provide a 3D model representation for visualization and clarity. The Bank's decision will be binding on the successful bidder. The final appearance will be decided by the Bank after taking into consideration the 3D model.

Indicative picture below:-

| Chest Design | Overall | Side facia of machine |
|--|---|--|
|  |  |  |

- 1.1.8 All ATMs should be enabled for the Divyangjan. All ATMs must be suitable for voice Guidance Support for the visually challenged. It should be strictly as per the IBA Guidelines and Bank's instructions issued in this regard. The Voice Guidance support should be available in Regional Languages (as & when enquired by the Bank) apart from English and Hindi. The ATMs should have Braille Pin Pads and FDKs (if present). Braille embossing should be on each key. Example of Braille Pin Pad:-



1.1.9 ATMs with technology and functionalities like touch screen, Triple DES enabled, EMV certified dip smart card reader, etc. should be supplied and installed at sites decided by the Bank.

1.1.10 Each ATM should be provided with a UPS and minimum 4 hours fast charging batteries. For sites with high power failures, additional battery(ies) backup should be provided as per site requirement. The cost of additional battery(ies) shall be paid by the Bank as per the discovered rates. The UPS should be integrated with the ATM such that the ATM is able to:-

- a) Distinguish power supply from Mains or UPS.
- b) Shut down / sleep / hibernate gracefully (after completing any on-going transaction) when running on UPS power and the UPS battery charge is low (say 10%- or 15-minutes available backup). ATM should be able to “wake-up” and start working automatically when adequate charge is available or mains power restored.
- c) Record the power events in eJ / machine logs / system logs.
- d) Monitor the power status (voltage/current etc.), UPS Battery percentage.
- e) Should be able to switch to UPS Power from Mains power when Mains power is fluctuating / low voltage etc. and back to mains power when its stable. The intension is to protect machine from power surges etc.
- f) The above functionalities to be tested in the ATM Lab, so the UPS with battery to be provided along with the machine.

1.1.11 Majority portion of present procurement is intended for replacement of existing ATMs with unsupported OS Windows7. The old ATM under buy back arrangement must be removed by the vendor and disposed-off in a proper manner with a view to protecting the environment, reducing pollution by toxic gases / greenhouse emissions and other non-biodegradable substances caused by e-waste disposal, an undertaking to be submitted by bidder for lifting and disposal of existing ATM as per e-waste policy of the Bank / Government. Bank shall not pay any decommissioning / de-grouting cost, lifting and shifting cost of existing ATM from the ATM location in respect of ATM under this RFP. As the deployment of ATMs will be all over

the country, the applicant will necessarily have to undertake installations at all locations.

- 1.1.12 ATM Provider must ensure that the **Hard Disk Drive** of the ATM being replaced, is handed over to the Branch Manager / his representative and this should be recorded in the Installation Report to be signed by the ATM Provider and the Bank. The ATM Provider should also give an undertaking that the integrity of the data on the Hard Disk will not be compromised and put to any misuse, causing financial / reputational loss to the Bank. The **EPP/Pin Pad** of the old machine should be broken/destroyed in front of Bank staff.
- 1.1.13 The selected bidders will have to provide the ATMs as per the technical specifications mentioned elsewhere in this RFP.
- 1.1.14 Deviations from technical specifications, if any, may be clearly indicated. Though the Bank has laid down the minimum configuration of both hardware and software of ATM to meet present requirements, the ATM should be upgradable to support any statutory/ regulatory compliance requirements, the same should be available at no additional cost to the Bank irrespective whether it being minor or major modifications and / or change of configuration etc. All upgradations will be done by the vendor free of cost and any new type of Hardware (with associated software /drivers for that Hardware) in the ATM will be done at mutually agreed price between the Bank and the vendor.
- 1.1.15 Immediate support for Bug fix, customisation, modification, enhancement related to regulatory or causing the financial loss to the Bank or affecting the Bank's reputation or the Bank terms it as critical, and its quick release without any additional cost to the Bank. The Bank should not suffer loss due to any bug / defect of the machine. The Bank's decision with regard to bug/ defect/ faulty functioning of the machine will be final and binding on the bidder. In case the bug/ defect/ faulty functioning resolution requires development / R&D from OEM of the ATM, the bidder should ensure that the OEM does the required development within the stipulated time agreed by the Bank. A penalty of Rs.1000 per day per non-complied machine shall be applicable for delay after the agreed stipulated timeframe. attributable to vendor. Vendor will not be penalized for delay due to Bank dependency. Supporting documents to be submitted by the Vendors for such exclusions. The Bank's decision on allowing the exclusions shall be final and binding on the Vendors.
- 1.1.16 Bank proposes to procure fully functional ATMs in terms of both the hardware and software for the entire life of the machines i.e. minimum 7 years which can be extended by another 3 years as per the sole discretion of the Bank. Responsibility for and the costs involved in, ensuring that the ATMs run on legal and supported hardware and software, including Operating Systems, rests with the bidder, for the entire life of the machines.

All operating system upgrades / proprietary software upgrades / patches/ licenses will be provided duly tested at ATM-Lab and two live sites free of cost to the Bank during the period of the Contract/Agreement.

- 1.1.17 The bidders shall indicate the upgrade options available for various models of ATMs. Machine should be capable of central upload/ download.
- 1.1.18 The ATMs need to be energy efficient. The ATMs to be supplied have to be fully functional in extreme weather conditions (Temperature: 0 to plus (+)50 degree Celsius (Without air conditioner), Relative humidity: 5% to 95% (Without air conditioner), dust, etc.) within the country.
- 1.1.19 A complete write up on security features of the ATMs must be provided with the relative technical bid.
- 1.1.20 ATM provider should provide all the Firmware/Software updates as and when they are released at the ATMs supplied and duly tested at ATM-Lab and two live sites. No charges shall be payable by the Bank for installation/reinstallation of any software / agent / patches / upgrade whatsoever at all ATMs normally during the calendar quarterly preventive maintenance visits or any time in case of Bank's urgent requirement.
- 1.1.21 The vendor will ensure that at the time of delivery of ATMs they are not affected by virus/ malware and will ensure that the vendor's employees attending to the ATMs during warranty period/ AMC period do not introduce virus/ malware and in the case of any dispute Bank's decision will be final.
- 1.1.22 **Grouting of ATMs:** Selected bidder will have to necessarily install ATM with good quality grouting of ATMs, as under:
- “Moving / tilting of ATM for removing existing leveling screws. Drilling 8”-10” holes in the existing flooring using concrete drill bits. Hammering metal sleeves in these holes. Repositioning the ATMs over the existing markings. Putting in Anchor fasteners - min. 6” long, preferably of Fischer make. Applying resin adhesive (Araldite) over the finished bolt positions for improved bonding & Repairing broken tiles, if any”.
- 1.1.23 ATMs deployed should comply with RBI, IBA, EMV, NPCI/NFS guidelines. If any new guidelines are issued by these organizations, the bidder/vendor shall arrange for its compliance / upgradation and bear the cost for the same. All upgradations will be done by the vendor free of cost and any new type of Hardware (with associated software /drivers for that Hardware) in the ATM will be done at mutually agreed price between the Bank and the vendor. The Bank desires to install ATMs with the latest technologies. The Bidder is liable to bear the full cost of upgrading the Hardware, Software (including Operating System) for any future Operating System Patch, Operating System Upgrade, security patches, Regulatory compliances etc. which require the Hardware or Software of the ATM to be upgraded. All Such

upgrades shall be without any additional cost to the Bank for the entire contract period of 7 years and 3 years' extensions thereof. Non-compliance by bidders shall attract penalty of ₹ 5,000 per day per ATM from the end date advised by the Bank for compliance. Therefore, it is recommended that bidders install ATMs with higher configurations than the specifications mentioned in this RFP.

1.2 Warranty, Annual Maintenance Contract and its support services:

The ATMs supplied under this RFP will be subject to the comprehensive Warranty one year and comprehensive Annual Maintenance Contract (AMC for six years (which can be extendable at the discretion of the Bank **up to** 3 years). Further, following support services are also included under warranty and AMC, irrespective of number of visits at the site/ATM, and without any additional cost to the Bank: All components of ATMs and its accessories including repair of Lockable Cassettes will be covered under comprehensive AMC.

1.2.1 Testing of ATM at LAB:

Selected bidder(s) will have to make available at Bank's ATM Lab during the term of the contract:

- a) Two ATMs to be supplied with 2 Hard Disks (HDD), under this RFP and 2 UPSs with minimum 4 hours backup power through fast charging lithium-ion batteries (UPS + batteries will be tested for the desired Integrated Power Management feature), without any additional cost to the Bank. The number of machines can be changed as per the discretion of the Bank.
- b) the Services of an experienced and qualified resident engineer with full knowledge of technical aspects of ATMs (eg. Any functionalities, security testing, software testing, integration testing, interface testing, support UAT etc.) required by the Bank during the general shift on all days (10.30 am to 7.00 pm with half an hour recess) except Sunday during the term of contract. In exceptional circumstances, services should be available for extended working hours to meet the high priority time bound requirements without any additional cost to the Bank.
- c) The Original Equipment Manufacturer (OEM) Engineer to run all test cases as applicable to the OEM's Native ATM Application Software in the Multi-Vendor Software (MVS) environment and certify that the results in MVS environment is same as in OEM's Native ATM Application software. The discrepancies observed, if any, should be communicated to the Bank and the necessary fixes / patches to be developed and deployed within the stipulated timeline advised by the

Bank. Any financial loss suffered by the Bank due to non-resolution of these discrepancies will be borne by the bidder. The decision of the Bank in this regard will be binding on the bidder. The Bank reserves the discretion to waive off the financial loss amount.

- d) The bidder should arrange for any customization required in the ATM Application software / XFS layer / proprietary drivers etc. as and when required by the Bank for supporting the Bank's MVS, without any cost to the Bank.

1.2.2 Pre-Implementation- Integration, Testing and Pilot at ATMs with all required functionalities:

1.2.2.1 To provide end to end support for Solutions integration, testing at the ATMs provided, under the testing environment and successful pilot at two live ATMs under the production environment.

1.2.2.2 To share the following details and any other details required for ATMs supplied to the Bank, in connection with testing of all the functionalities, proper error codes, health status messages, device status messages etc at the ATM eg :

1.2.2.2.1 Support for Operating System:

- Windows 10 IoT Enterprise LTSC 2019 (or higher) and upcoming Windows-11, patches, latest service packs etc.
- Changes in Operating System configuration (eg environment variable, parameter changes, enabling / disabling services etc)
- End-user License Agreement (EULA)
- Any other relevant information including Best Practices

1.2.2.2.2 CEN XFS Layer:

- XFS software compliant with CEN XFS 3.1 or higher specifications.
- End-user license Agreement (EULA)
- CEN XFS Layer CD to be provided.
- Any other relevant information including Best Practices

1.2.2.2.3 Hardware / software (both CEN XFS Compliant and Non-CEN XFS compliant)

- Technical Specifications,
- Documentations,
- Drivers,
- Terminal Diagnostic Tools/Utilities
- Configuration / Parameter details,

- Components,
- Services
- Patches, updates and upgrades
- EMVCo/PCI certificates
- Any other relevant information
- Functional test cases (Positive and negative)
- Error codes, Health Status Messages, Device status messages.
- Provide complete details of XFS Devices (Illustrative List of XFS Devices are given as under) :

- 1) Printer and Scanners
- 2) Card Readers (incl. EMV Contact/Contactless)
- 3) ATMs
- 4) Personal Identification Number Keypads (PIN pads)
- 5) Check Readers and Scanners
- 6) Depository Units
- 7) Screen Displays (including Touch Screens)
- 8) Vandal Shields
- 9) Text Terminal Units
- 10) Sensors and Indicators Units
- 11) Vendor Dependent Mode
- 12) Cameras
- 13) Card Embossing Units
- 14) Alarms & Sensors
- 15) Cash-In Modules
- 16) Card Dispensers
- 17) Barcode Readers
- 18) Biometric Readers
- 19) Item Processing Modules
- 20) Anti-skimming and anti-shimming devices

1.2.2.2.4 Full support for the NDC Application (connected to the switch) with respect to any clarifications and resolution sought regarding the platform behaviour or compliance to the NDC Specifications.

1.2.2.3 For the devices (e.g. Camera, biometric, etc.) which are not XFS compliant, ATM provider to develop/customise the Solution using proprietary drivers/application. In any way, it should not cause any inconvenience during day-to-day operations.

1.2.2.4 Text to Speech (TTS) functionality to be made available (Cost of necessary software and customisation to be borne by the ATM Provider as part of total Solutions). To analyse the problem during testing & giving report to Bank.

- 1.2.2.5 To ensure that the developed ATM application(s) are PA-DSS certified.
- 1.2.2.6 To ensure that the EMV Kernel(s) provided are EMVCo certified.
- 1.2.2.7 To close all security observations raised by Information Security Department before pilot.
- 1.2.2.7.1 Fixing of bugs / issues raised during the pre-implementation and pilot phase.
- 1.2.2.7.2 To conduct functionality tests to avoid any operational level issues.
- 1.2.2.7.3 Maintaining ATM-Wise version control of Spare part replacements and software Solutions with granularity.
- 1.2.2.7.4 Pilot Implementation at ATMs of respective models/processors and its variants at live sites identified by the Bank.
- 1.2.2.7.5 To get sign off post completion of functionality tests with Bank.
- 1.2.2.7.6 To share all statutory or RBI compliance and security features as may be applicable on Effective Date incorporated in ATM along with required technical details/drivers/components and test the same with MVS.

1.2.3 Implementation and Post Implementation Support:

- 1.2.3.1 ATM Provider shall provide First Line Maintenance (FLM) including cash related fault and Second Line maintenance (SLM) for all machines (irrespective of the machine being cash-managed by Bank staff) repair, spares replacements and maintenance service (response and resolution), to the Bank round the clock throughout the year including all Saturdays, Sundays and Holidays during the terms of contract on oral/ telephonic/ email/ SMS / Mobile Application or any other mode of communication by the Bank or through its own service personnel or any service provider or any monitoring system through its own expert service resource wherever the ATMs are installed irrespective of number of physical visits at the site/ATM and without any additional cost to the Bank. The service shall be made available by ATM Provider as under:

| Category | Resolution Time/ TAT | Penalty |
|--------------|---|-----------------------------|
| VIP ATMs | 2 Hours: Irrespective of the population group/ category | Rs 1200/- per ATM per hour. |
| Regular ATMs | i. 4 Hours: At Metro, Urban and Semi-urban locations ii. 6 Hours: At Rural locations | Rs 1000/- per ATM per hour. |

The Bank will have sole discretion to permit the grace travel time depending on the circumstances. The Bank has the discretion of classifying the ATMs as VIP or Regular subject to review.

ATM Provider should ensure dispatch of qualified personnel to the ATM site with a view to resolve the incident attributed to ATM Provider and operationalise the ATM within the abovementioned resolution timelines.

1.2.3.2 Remedial Hardware Maintenance:

1.2.3.2.1 Remedial Hardware Maintenance shall cover free supply and replacement of spares, components, devices as well as labour required to repair a malfunctioning of ATM caused due to any reasons other than the conditions mentioned in below clause 1.2.3.2.5 (Exclusions permitted for replacement of machine) and restore it to good operating condition without any additional cost to the Bank.

1.2.3.2.2 Remedial hardware maintenance includes software support (and software reload, OS Reload, MVS Reload, EPS Reload etc.) or CEN XFS reload. Further, it covers, inter-alia, free provision of spares, parts, kits, software, including CEN XFS, drivers etc., as and when necessary to ensure that ATM function in a trouble-free manner. ATM Provider shall correct any faults and failures caused due to any reason, in the equipment and shall repair and replace worn out defective parts of the ATM as and when requested by the Bank. Unserviceable spares, components, devices of the ATM caused due to any reason should be replaced free of cost by ATM provider within the aforesaid resolution time (if it affects / impacts the operation of the ATM) and within two working days (if it does not impact the operation of ATM).

1.2.3.2.3 The Bank intends to procure ATM with additional one set of cassettes (4 cassettes +1 reject bin) at the price discovered as a separate line item in the price bid. In addition to the above set of cassettes, the Bank will bear the replacement cost for maximum number up to 4 cassettes and 1 reject bins per machine during the currency of contract and extension thereof for the ATM where cassettes swap activity is being done by the Bank, on-Bank cash-managed machines. The cassettes / reject bins can be procured as single unit or multiple number of units as per the requirement of that machine. Any replacement beyond the stipulated limits will be borne by the vendor. In case, the cassette swap method is not implemented on machine(s) or Bank decides not to implement cassette swap method due to relaxations permitted by the Statutory Bodies, then Bank shall not bear the cost of additional cassettes (4 units) and reject bins (1 unit). If there is requirement of new cassettes / reject bins for the machine, the same will be replaced at Vendor's cost.

1.2.3.2.4 If any ATM is beyond repair, it should be replaced with a new one within 30 days from the day when the machine is classified as beyond repair (classification to be done within 7 days of incident occurrence), without any cost to the bank, during the contract period and extension(s) thereof. The replaced machines should be of the exact same specifications which was provided to the Bank at the time of initial testing at Bank's ATM Lab. In case, bidders do not have the machines with the same specifications in all aspects, then the machine (with different specification, but not lower than the minimum specifications mentioned in this RFP) should be provided to the Bank's ATM lab for testing. The Bank's re-testing charges of Rs.20 lakh should be borne by the bidder.

1.2.3.2.5 Exclusions permitted for free replacement of machines, subject to acceptance by Bank's Insurance Company-

- 1.2.3.2.5.1 For the machines destroyed / beyond repair due to:
- a) Natural calamities (like flood, earthquake, fire, tsunami etc.),
 - b) machine uprooting (and uprooted machine stolen away),
 - c) uprooted machine at site but beyond repair,
 - d) any vandalism case which requires machine replacement and the same is also confirmed by the Insurance Surveyor and acceptable to the Insurance Company for Insurance Claim;

In above cases (a) to (d), machine will be replaced by the vendor and Bank will pay the cost of the machine at the discovered rate in this RFP, subject to claim settlement by Bank's Insurance Company. Bank's Insurance Company rejects the claim, the cost of new machine to be borne by the Vendor.

1.2.3.3 Adequate spares, components and devices required for running ATMs should be stored and available at selected bidders offices' at Banks all LHO and RBO's locations which are subject to Bank's verification at any time.

1.2.3.4 Services include releases and software code corrections for the current software version to support existing functionalities of the Equipment listed in Appendix 2a read with Appendix 2b and Annexure 2 c, wherever applicable, of the RFP which shall be provided and installed at all ATMs free of cost to the Bank and the last release of the prior software version for ATM Provider Equipment should be preserved. All engineering changes generally adopted hereafter by the ATM Provider for equipment like that covered by this agreement, shall be made to the machine/equipment at no cost to the Bank. Qualified maintenance engineers totally familiar with the machines shall perform all repairs and maintenance service described herein.

1.2.3.5 Should fully support to resolve any issue/bug related to software/hardware/components/services/ parameters /configuration/

OS/XFS layer/devices/drivers/terminal diagnostic tools/utilities /patches/OEM Native Application provided by ATMs provider for smooth running of Solutions.

- 1.2.3.6 Replace the ATM parts on an exchange basis with new spare parts.
- 1.2.3.7 Any Certificate loading on the ATM.
- 1.2.3.8 Replacement of Lock, hood keys, purge bin, currency cassettes and other plastic parts in the ATM, Safe doors, ATM safe, print heads, levers – which are used by Bank's custodians to release the cassettes, pull the receipt roll, etc.
- 1.2.3.9 Service like DNS (Domain Name System) setting, IP address changes, changing currency cassettes configuration, cassettes calibration, changing combination lock setting or any other activities which cannot be performed by Centralized solutions as and when requested by Bank without any additional cost to the Bank.
- 1.2.3.10 Should ensure that any software/patches/any change in Hardware introduced by them throughout the contract period, will be tested in coordination with Solution Provider and approved by the Bank before it is deployed into production by ATM Provider.
- 1.2.3.11 To provide the complete details with escalation matrix for reporting issues along with URL where the call is required to be logged. Vendor shall extend all support required by the Bank to integrate with Bank's 'Online Monitoring Solution (OMS)' and Mobile Apps when Bank requires integration. If Bank decides not to integrate, the vendor should use the Bank's Monitoring Tools (OMS, ESQ etc.). The Bank will provide login credentials to authorized personnel.
- 1.2.3.12 To do root cause analysis for disputed / fraudulent transaction and submit the report to the Bank within 72 hours of occurrence of such incident. Should extend full cooperation to Solution Provider / MVS Vendor / IT-ATM / any Dept. of Bank to isolate the issue whether it is Solutions or hardware and work in close coordination to make the ATM up and running.
- 1.2.3.13 ATMs provider to share their respective product (Hardware (HW)/Software (SW)) roadmaps including software releases/updates to the Bank on a regular basis.
- 1.2.3.14 Extend support for all changes related to calendar quarter are fully tested and ready for release by end of the calendar quarter and pilot at two ATMs.

- 1.2.3.15 Preventive Maintenance shall be provided to ensure that ATM is maintained in good operating condition as per Equipment Specifications and includes the provision of labour, service parts as deemed necessary by Vendor and travelling time at no additional cost to Bank.
- 1.2.3.16 ATM Provider shall conduct preventive maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the ATMs and necessary repairing of the ATMs) at such intervals (minimum once in calendar quarter-{Please note that this will not restrict any other visit required for any other purpose at the ATM by the Bank}) as may be necessary from time to time to ensure that the ATM is in efficient running condition to ensure trouble free functioning. Such visits could also be covered in visits for trouble shooting provided preventive maintenance is also done. Vendor should submit to the Bank a report as per requirement given in Online Portal **or** alternatively confirmed through the Web Portal. If no system/portal in place, Bank shall maintain a register at its site in which, the Bank's operator/ supervisor shall record each event of failure and / of malfunction of the equipment. ATM Provider's engineer shall enter the details of the action taken in such register. Additionally, every time a preventive or corrective maintenance is carried out, ATM Provider's engineer shall make, effect in duplicate, a field call report which shall be signed by him and thereafter countersigned by the Bank's official and soft copy should be feeded on the Bank's online portal online monitoring system (OMS). The original of the field call report shall be handed over to the Bank's official. Preventive maintenance needs to be scheduled at a time convenient to the Vendor and Bank or may be performed during the remedial maintenance. The selected bidder is required to share the quarterly schedule of Preventive Maintenance (ATM ID-wise) with ATM Operations team at LHO locations at least 15 days in advance. The following Preventive Maintenance Checklist is required to be submitted, duly signed and completed. Signed Preventive Maintenance report from End Point Provider's Engineer is must and should be properly filed at the appropriate locations. The checklist will be updated from time to time. Vendors should also use the Bank's Mobile App (of OMS) to fill the below checklist and submit it in the Mobile App. Access to Mobile App shall be provided to authorized personnel of the vendors.

| PREVENTIVE MAINTENANCE : ATM ID : | | |
|--|---|-------------|
| Sl | Check List | Done |
| 1 | Verify the device logs and tallies to know the module performance | |
| 2 | Check ATM Input Voltage i.e. Phase Vs Neutral Vs Earthing | |
| 3 | Verify all fans are operating correctly and are not noisy | |
| 4 | Ensure shutter assemblies and guides are fully tightened on to the fascia | |
| 5 | Using a vacuum cleaner, vacuum all internal surfaces including all modules | |
| 6 | Clean the vacuum filter, Replace if necessary | |
| 7 | Clean the LVDT sensor wheels with cotton buds and alcohol | |
| 8 | Check and replace the stacker wheels and gears if found damaged | |
| 9 | Replace all the gears and bearing using DPM kit | |
| 10 | Replace all suction cups and check and replace Pick line if found broken | |
| 11 | Ensure pick and presenter modules are aligned correctly (D wheel, Pick-Pick & Pick - Presenter) | |
| 12 | Ensure pick frame and cassette latches operate correctly and lock cassette into position | |
| 13 | Check purge bin micro switch; latch & shutter operates correctly | |
| 14 | Ensure presenter mouth is aligned to the safe door | |
| 15 | MCRW transport rollers should be cleaned with wet cloth | |
| 16 | Clean the card reader transport and head using the pre-soaked cleaning card | |
| 17 | Clean and align MCRW pre-head sensor, Replace if required | |
| 18 | Check and adjust the shutter mechanism and align with fascia | |
| 19 | Check and clean all sensors in depository including anti-fishing sensor | |
| 20 | Clean the print head flex cable contacts and check the print head holder for proper operation | |
| 21 | Check the auxiliary transport drive gear meshes properly with the main transport drive gear | |
| 22 | Clean thermal print head and transport belts with wet cloth | |
| 23 | Clean EPP, Touch screen & FDK's with cloth dipped in IPA | |
| 24 | Ensure Mechanical lock dialer and reference plate are fixed and working properly | |
| 25 | Clean camera lens and mirror, Check USB cable are intact at both ends | |
| 26 | Check cabinet lock, upper hood and door hinges, replace if required | |
| 27 | GBNA/GBRU Preventive maintenance as per Service manual | |
| 28 | Check and ensure that Cash retraction is disabled | |
| 29 | Grouting done or not done | |
| 30 | LAN Cables connection and concealment checked | |
| 31 | Air Conditioner in working condition | |

| PREVENTIVE MAINTENANCE : ATM ID : | | |
|--|---|-------------|
| Sl | Check List | Done |
| 32 | Power Supply cleaned using brush or vacuum. | |
| 33 | Check Currency Cassette Pressure | |
| 34 | Cross Check the ATM is completely packed to avoid rodent entry | |
| 35 | Check and remove foreign material like paper roll, ribbon and unwanted paper bits | |
| 36 | Latest Software loaded. Mention the software version in the PM report | |
| 37 | Check for proper operationalization of combination lock | |
| POST PM Check List | | |
| 1 | Card reader and receipt printer mouth aligned with fascia slot | |
| 2 | Align monitor display and calibrate touch screen | |
| 3 | Check dispenser shutter test in loop and ensure proper operation | |
| 4 | Do stack and clear test with 40 bills for multiple times, ensure dispenser work properly | |
| 5 | Run print alignment test for both printer and ensure for good quality print | |
| 6 | Check camera / DVSS for good quality images with transaction details imposed | |
| 7 | Ensure EJ setting and cash retraction patch work properly / EJ software is working properly | |
| 8 | Check card reader for track read and speed test, replace the module if required | |
| 9 | Clear tallies at end of the PM | |
| 10 | DVSS is working properly | |
| 11 | Environmental condition of ATM | Good /Bad |

Signature of the Channel Manager

Signature of Engineer.

Date :

1.2.3.16.1 The scope of Services for Digital VSS covers the following:

1.2.3.16.1.1 At the time of preventive maintenance services, check if image is captured correctly.

1.2.3.16.1.2 using VENDOR VSS menu under supervisor mode to check that images captured are getting stored in the hard disk drive of ATMs.

1.2.3.16.1.3 checking camera status, image capturing and data storage at every preventive maintenance of ATMs.

1.2.3.16.1.4 Digital VSS hardware and software maintenance – In the event of failure, take appropriate actions to rectify the same:

1.2.3.16.1.4.1 Change of cable if bad

- 1.2.3.16.1.4.2 Change of camera if bad
- 1.2.3.16.1.4.3 Change of HDD if bad
- 1.2.3.16.1.4.4 Reload s/w in case of s/w crash or change of HDD.
- 1.2.3.17 With submission of AMC bill for payment, a copy of DVSS image along with others required documents is must as a proof of doing the preventive maintenance of DVSS.
- 1.2.3.18 The cost of MVS License & its AMC being used for installation of new machine at a new site (expansion) will be borne by the Bank.
- 1.2.3.19 The bidder to support for MVS/Security software etc. Testing of new OS (Windows-11 etc.), new XFS, any new change requiring complete MVS/Security software etc. Testing etc. should be without any cost to the Bank. Bank considers such costs as part of AMC of machines.
- 1.2.3.20 During the entire Contract Period and extension thereof, any PC Core, hardware upgrade required (like RAM, hard disk etc.) would be without any cost to the Bank.
- 1.2.3.21 Any other Bank's preventable calls.
- 1.2.3.22 The cost of combination lock including all keys (Black and red) or any hardware (like Bluetooth dongle/device for usage of OTC) if required to be replaced during the contract period shall be borne by ATM Provider. The combination lock should be compatible with the Bank's OTC Infrastructure. Bidder should provide the Red, Black keys / any other items required for usage of OTC feature of the lock. Such defective lock shall be broken open by ATM Provider at their cost. Further, breaking open the safe lock shall be required to be done without any additional cost to the Bank, as number of such instances are very limited.
- 1.2.3.23 ATM Provider providing the Fingerprint Biometric device will also need to manage / perform the RD services (Device Registration, Key-Exchange/ Rotation Activity, etc.) as per the guidelines or directives received from UIDAI titled "AADHAAR REGISTERED DEVICES TECHNICAL SPECIFICATION - VERSION 2.0 (REVISION 1)" dated February 2017 or any amendments/ updates thereto, and any other instructions/ guidelines of UIDAI/ RBI/ IBA regarding biometric authentication, in relation to the Fingerprint Biometric devices supplied with the ATMs/ CDs for the length of the contract, at no additional cost to the Bank etc.) for the RD services (incl. Key - Exchange/ Rotation) is to be provided and maintained by the ATM Provider/ OEM, an no additional cost to the Bank. The infrastructure (HW, SW, HSM, etc.) for the RD services (incl. Key-Exchange/ Rotation) is to be provided and maintained by the OEM, at no additional cost to the Bank.
- 1.2.3.24 ATM is down for any reason.

- 1.2.3.25 Co-ordinate the e-Surveillance Installation / re-installation / repairs of e-Surveillance devices etc.
- 1.2.3.26 Clearing of currency jam, paper, card, journal / receipt paper jams, clearing of card jams. Repetitive cash jam issues general administrative maintenance ("Administrative Maintenance"), including retrieval of mutilated cash from the divert cassette.
- 1.2.3.27 Visits required to bring the ATM online when left in maintenance mode or to correct currency cassettes not properly seated; straps or bands not removed from currency; improper loading of currency into cassettes; or improper loading of cassettes into the ATM; incorrect, or incorrect installation of consumable supplies; erroneous ATM settlement totals causing the ATM to go out of service; failure to clear the electronic journal;
- 1.2.3.28 ATM down due to telephone line, ATM network, or non-Vendor- serviced modem problems.
- 1.2.3.29 Calls placed where no problems are found on arrival or problem auto-resolved.
- 1.2.3.30 Visits to the ATM/ATM to allow access to ATM to a third party.
- 1.2.3.31 Visits to the ATM / ATM because of vandalism, attempted theft or any incident to the ATM / ATM or ATM Room.
- 1.2.3.32 Visits to the ATM / ATM because the ATM / ATM ran out of currency (Vendor shall not load ATM currency cartridges or dispensers for which cash replenishment services are not being provided by Vendor);
- 1.2.3.33 Calls resulting from Bank's or third party's erroneous actions.
- 1.2.3.34 To provide training to Bank's custodian as and when required. The training primarily covers the administration and End of Day (EOD) process which comprises two sections i.e. (a) counter update for cash during Cash Replenishment; and (b) comparing Switch Admin Hoppers total and balancing the ATM. ATM Provider shall also provide the training on paper loading (receipt roll) and changing of combination locks.
- 1.2.3.35 If required by Bank, ATM Provider shall arrange to store DVSS footages up to a period of 180 days. DVSS Images backup and EJ Backup as and when required by the Bank and /during preventive maintenance shall be done by the Vendor without any additional cost to the Bank.
- 1.2.3.36 Services for loading and on-going maintenance of encryption keys.

- 1.2.3.37 Services covers ATM testing, installation, operationalization, reinstallation, upgradation, bug fixing, patches , resolution and troubleshooting the ATM fault or its components or services or parameters or configuration or its accessories or software stack-OEM Native Application/MVS Application/EPS Application (which includes any agent provided by the Bank or OEM or Third party eg EJ agent etc) or any other specific activity/changes required by the Bank or of its representative,) with a view to ensure smooth functioning or its operationalization or to ensure proper reporting or to ensure the uptime or for regulatory requirement.
- 1.2.3.38 Trouble shooting of Software/Agents at the ATM for non-functioning of any of its functionality or ATM is down irrespective of facts whether it relates to Software or hardware breakdown. The ATM Provider will take full responsibility for ensuring that the ATM is functional with Solutions installed on the same and will aim for operationalization of ATMs and share the logs if required.
- 1.2.3.39 Upgradation of Solutions and its patches at the ATMs regularly from time to time or at regular frequency or because of any change in Solutions either through software distribution tool or through physical visits at ATM in case the same could not be pushed through software distribution for any reason.
- 1.2.3.40 If required by Bank, Resolution of any issue related to Electronic Journal (EJ) at the ATM.
- 1.2.3.41 If required by Bank, Resolution of any issue related to EJ Agent installed at the ATM.
- 1.2.3.42 If required by Bank, Providing physical logs and / or camera (EJ/IMAGE) from ATM in case of disputed / fraudulent transactions.
- 1.2.3.43 Extend support and ensure that all changes related to calendar quarter are fully tested and ready for release by end of the calendar quarter and pilot at two ATMs and distribute the same to the ATMs remotely if bandwidth permits else through the engineers for manual installation and operationalization at the ATMs.
- 1.2.3.44 To test Bank's Provided agent (s) at Lab and roll-out (i.e. install at all ATMs) after pilot at two live ATMs at respective model remotely if bandwidth permits else through the engineers for manual installation and operationalization at the ATMs.
- 1.2.3.45 If ATMs provider believes that there is a deficiency in the Solutions that materially impacts the loading, configuration or operation of the Solutions for the Bank, Service Providers to follow the escalation matrix, its process, Service Request format, problem severity, service level

definition, means of communication etc. (to be finalised at the time of execution of agreement). ATMs provider's personnel are authorised to produce trace logs in the manner required by Solution Provider, copy trace log files onto the media and to dispatch expeditiously through fastest means of communications to Solution Provider for analysis and its solution. The trace log files from the application Solutions are and shall remain the property of Solutions but are subject to rights of the Bank. ATMs provider or any of his representative will not disclose trace log files from the application Solutions to anyone other than the Bank and Solution Provider. It is further understood that non-Solutions event logs, such as general event log files in Windows, are not Solution Provider confidential information or restricted in any manner. ATMs provider are authorised to produce documentation that shows how to configure, install and operate the Solutions that includes reproductions of graphical outputs from the ATMs produced by the Solutions, and to reproduce and distribute such documentation to ATMs Provider's representatives who perform services to the Bank.

- 1.2.3.46 Immediate support and work closely with solution provider eg : Bug fix, customisaion, modification, enhancement related to regulatory or causing the financial loss to the Bank or affecting the Bank's reputation or the Bank terms it as critical, for its quick release.
- 1.2.3.47 ATM provider should provide all the Firmware / Software updates as and when they are released. Along with Firmware / Software updates, the procedure & utilities for firmware updates should be shared with the Bank and Solution Provider. ATM provider will demonstrate this activity of firmware / software update to the representative of Service Provider at the ATM supplied to Bank for UAT environment. A complete procedure of firmware / software rollback should be provided upfront so that firmware / software can be rolled back to previous version in case of any issue while doing firmware / software upgrade.
- 1.2.3.48 Access Security and Liability:
 - 1.2.3.48.1 It is agreed that Vendor shall perform Service at the ATMs without any employee or agent of Bank being present to provide security for the cash and Valuables contained in the ATMs and at ATM site. Vendor agrees to perform service under such unaccompanied and unsecured conditions, but Vendor is not providing a security service. Further, while providing such Services, Vendor shall not be liable for any loss (cash or valuables) provided such loss is not caused by the gross negligence or willful criminal action on the part of Vendor or its employee.
 - 1.2.3.48.2 It shall be the responsibility of Bank to secure cash and valuables that may be present in or about the ATM being serviced by Vendor. It is not the duty of Vendor to provide security for Bank's property.

NB: Wherever support of joint custodian requires, ATM Provider to coordinate with Joint custodian to resolve the issue.

1.2.3.49 Bank's Responsibilities:

- 1.2.3.49.1 Bank has a duty to secure all valuables that may be present in or about the Equipment / Cash Dispensers being serviced by ATM Provider. It is not ATM Provider's duty to provide security for Bank's property. In the event that other persons authorized by Bank (including but not limited to the Bank's cash-in-transit provider/ATM/CD/ Cash Recycler's custodians, managed services provider, or their subcontractors) are present at the Equipment site, they shall at all times be deemed to have care, custody and control of the Equipment, its contents and the premises.
- 1.2.3.49.2 Bank is responsible for ensuring the Lockable currency cassettes are configured correctly by the ATM Provider during the installation or during an upgrade or migration to new platform.
- 1.2.3.49.3 In the event the safe is required to be opened, for any reason whatsoever during the warranty or post-warranty period, such instances shall not be included for downtime calculations.
- 1.2.3.49.4 ATM Provider shall perform Services requiring access to the vault or other secure area of the Equipment only if ATM Provider is met at the Equipment site by the Bank's authorized representative who has the means to open the vault and who shall be deemed at all times to have care, custody, and control of the contents of the Equipment ("Escorted Access Services")
- 1.2.3.49.5 In case Bank intends to shift and/or move the ATM with all allied peripherals/ Equipment, Bank shall intimate 15 days in advance to ATM Provider of any such shifting and / or movement, as the case may be and further shall provide the complete details of the new location, if any. ATM Provider shall provide de-installation and/or re-installation services if required for shifting and/or movement of such Equipment at the Shifting / relocation Rates specified in the RFP.
- 1.2.3.50 Bank or its authorized agent shall call ATM Provider's customer care center on toll free service numbers or any other number as may be provided to Bank from time to time for maintenance service requirement during the maintenance period and shall obtain the work order number. For locations not covered under toll free service number, Bank shall contact ATM Provider's and/or its authorized representative's local office for maintenance services.
- 1.2.3.51 ATM Provider shall maintain service logs of each incident of Equipment malfunction, date and time of commencement and successive completion of repair work performed on the Equipment together with a description of the cause for work, either by description of the malfunction or as regularly scheduled Preventive Maintenance. Bank shall use the

same log for recording the nature of faults and failures observed in the Equipment, the date and time of their occurrence, and the date and time of their communication to ATM Provider. Bank or its representatives shall acknowledge a call slip for each, and every maintenance service performed.

1.2.3.52 Bank shall be responsible for all electrical work which is external to the Equipment.

1.2.4 **Vendor has to comply following advisory/guidelines issued by RBI/IBA/GOI and any further modifications and new advisories issued during the contract period:**

- i. For terminal Security of CD, Cyber Security and IT Examination Cell (CSITE), RBI Advisory No.3/2017 dated 06.03.2018, Circular RBI/2017-18/206 DBS (CO). CSITE/BC.5/31.01.015/2017-18 dated 21st June 2018.
- ii. For EMV Compliance of CDM, RBI NOTIFICATION No.DPSS.CO.PD No.1298/02.10.002/2017-18; 30th Oct, 2017.
- iii. For Anti skimming devices to be installed in all CDs, RBI advisory no.13/2017 dated 01.11.2017.
- iv. RBI Advisory 14/2017 dated 06.12.2017 on Securing the Ecosystem connecting the Bank's ATM switch to Card Networks.
- v. For cassette swaps in ATMS RBI Circular RBI/2017-18/ DCM (Plg.) No.3641/10.25.007/2017-18 dated 12th April 2018.
- vi. Circular no. RBI/2017-18/152 (DCM (Plg) No.3563/10.25.07/2017-18) dated 06- 04-2018 on Cash Management activities of the banks - standards for engaging the service provider and its sub-contractor.
- vii. Circular no. RBI/2018-19/214 DCM (Plg.) No.2968/10.25.007/2018-19 dated June 14, 2019 on E-surveillance, OTC locks & Grouting.
- viii. 9.RBI/CircularNo.RBI/201920/130DBS(CO).CSITE/BC.5/31.01.015/2019-20 dated31.12.2019 on Cyber Security controls for Third Party ATM Switch Application Service Providers .
- ix. "Voice Guidance Support for the visually challenged should be strictly as per the IBA Guidelines issued in this regard vide circular No. CIR/RB/ATMVCP/6846 Feb. 27, 2013 and subsequent changes, if any." Voice guidance should be in English, Hindi and all major Indian Regional Languages included in Schedule VIII of Indian Constitution.
- x. Manage/ perform the RD services (Device Registration, Key-Exchange/ Rotation Activity, etc.) as per the guidelines or directives received from UIDAI titled "AADHAAR REGISTERED DEVICES TECHNICAL SPECIFICATION - VERSION 2.0 (REVISION 1)" dated February 2017 or any amendments/ updates thereto, instructions/ guidelines of UIDAI/ RBI/ IBA regarding biometric authentication, in relation to the Fingerprint

Biometric devices supplied with the ATMs/ CDs for the length of the contract, at no additional cost to the Bank etc. for the RD services (incl. Key - Exchange/ Rotation) is to be provided and maintained by the ATM Provider/ OEM, at no additional cost to the Bank. The infrastructure (HW, SW, HSM, etc.) for the RD services (incl. Key- Exchange/ Rotation) is to be provided and maintained by the OEM, at no additional cost to the Bank.

- xi. Vendor should comply all the formats of reports, reconciliation certificate, Electronic Journal, Receipts etc. as required by Bank, RBI, Govt etc.
- xii. The latest RBI master circular issued for customer service should be complied.

1.2.5 Whenever an OLD MACHINE is being replaced with a new one, the following should be facilitated by the Vendor (The disposal/ replacement of ATMs should be as per the SOP issued by the Bank for this purpose):

- i) Hard disk of old machine should be taken over in the custody by the owner branch & preserved in an envelope with the details of the machine written on the envelope like Terminal ID, its Serial Number, OEM Make, Date of Handover, Last transaction date of the machine, Disposal date (180 days from Handover date) etc. (format in Annexure I). The Hard disk to be kept in Branch Custody for 6 month i.e. 180 days from the handover date. Details of the Hard disk to be entered into the Branch Document Register and shall be subjected to audits. After disposal date, if there is no customer disputed transaction data in the disk, the hard disk should be degaussed after permission from Branch Manager and disposed off as per the e-waste policy. Degaussing is simply a demagnetizing process to erase a hard disk. It is required to keep the hard disk for 180 days since that Hard disk contains the EJ, DVSS Images, machine logs etc. of the machine which may be required to resolve customer disputed transactions. The Hard disk to be retained beyond 180 days in case it contains the details of any disputed transaction logs/images/eJ till that disputed transaction is resolved. Hence before degaussing and disposal, Branch should check for any disputed transactions from Complain Management Dept.
- ii.) Encrypted Keypad (EPP) of old machine:- The EPP should be broken off in front of Branch Official and disposed of as per e-waste policy immediately. No need to retain the EPP.

1.2.6 First Line Maintenance (FLM)

1.2.6.1 If required by the Bank, FLM calls shall be attended by Vendor at ATM to identify and resolve following issues:

- Clearing currency jams
- Clearing purge bin jams
- Clearing printer jams

Any other activity required to ensure dispensation of cash.

1.2.6.2 If required by the Bank, FLM calls related to bottom hatch of the ATM that requires opening of ATM safe/ vault shall be attended by Vendor appointed CIT. Response time for attending FLM calls shall be 2/4 hours for VIP/Non-VIP ATMs.

1.2.7 Grouting of ATMs & De-grouting:

(a) Vendor will have to necessarily undertake good quality grouting of ATMs, as specified by the Bank, which is as under:

“Moving/tilting of machine for removing existing levelling screws. Drilling 8”-10” holes in the existing flooring using concrete drill bits. Hammering metal sleeves in these holes. Repositioning the machines over the existing markings. Putting in Anchor fasteners - min. 6” long, preferably of Fischer make. Applying resin adhesive (Araldite) over the finished bolt positions for improved bonding & Repairing broken tiles, if any”.

(b) Vendor will have to necessarily undertake de-grouting work at all sites where replacement of old machine is required.

1.2.8 The following are the Rate for Labour which shall be paid by Bank when such services are requested by the Bank, other than the initial installation quantities for this RFP. However, the old ATM which are replaced and required to be disposed off as per e-waste policy, shall be at free of cost to the Bank and not subject to the following pricing:

| SI No | Item | Amount (Rs) |
|-------|---|-------------|
| 1 | Shifting of ATM/ CD/ CDM/ Recycler, UPS, AC (same city) | 15000/- |
| 2 | Shifting of ATM/ CD/ CDM/ Recycler, UPS, AC (another city in the same State/ Adjoining State) | 25000/- |
| 3 | De-installation & re-installation of ATM/ CD/ CDM/ Recycler & all related equipment, i.e. (ATM/CD/CDMs/Recyclers+ AC+UPS) | 14000/- |
| 4. | Cost of Visit for Site Feasibility Report (for new sites) for site found totally non-feasible | 2500/- |

1.2.9 Replenishment of Consumables:

Supply and Replenishment of consumables such as paper roll, printer ribbons, inkjet cartridge Vendor shall replenish consumables essential to ensure uninterrupted ATM operation as necessary without limitation on quantity.

The specification of these consumables shall be as under:

- 1.2.9.1 Ribbons of high tensile strength material – 12.7mm with 24' length. shall print 5 million characters approx., if applicable.
 - 1.2.9.2 Receipt Rolls – 80mm wide x 8" dia approx x 0.7" core dia produced on ATM grade thermal paper Appleton Alpha 8. The density of sense mark shall be uniform with 1.2 plus & tolerance level of slitting shall be +/- 0.012".
 - 1.2.9.3 Any artwork / writeups, as and when required, at the back of the receipt paper rolls by the Bank should be implemented without any additional cost to the Bank during the entire contract period and extension(s) thereof. The artwork / writeups can be in colour or Black & White or greyscale.
- 1.2.10 Consumable Management shall be independent of ATM make, model, type of network & Vendor.
- 1.2.11 Stationery, other than specified herein, if required to be procured in future, shall be contracted at mutually agreed terms.

Consumables are required to be replenished well before it gets over.

Penalty :

Rs.1000/- per incident shall be levied if consumable are not made available within four hours from the time information available in Online Monitoring Solution or complaint lodged by Bank official at the portal and/ or advised by Channel Manager or by the Bank official in this regard. The consumables required are to be replaced by the vendor at the respective machines.

SITE FEASIBILITY REPORT

EXHIBIT – F

DATE OF INTIMATION FROM BANK

DATE OF SITE VISIT

SITE FEASIBILITY REPORT (PLEASE FILL THIS FORM IN CAPITAL LETTERS)

Name of the Bank and Branch

Branch Code

Name of the Branch Manager

Branch Address

If Offsite, Site Address

Telephone Numbers:

General

BM (O)

BM (R)

Location

OFFSITE

☐

ONSITE

☐

If Rental, please give
contact details of
landlord

Premises owned by

BANK

☐

RENTAL

☐

ATM Make

Model

Front / Rear

Connectivity

VSAT

☐

Leased

☐

ISD

☐

None

☐

Landlord approval, lease signed

YES

☐

NO

☐

NA

☐

Municipal Approval

YES

☐

NO

☐

NA

☐

Power supply Availability
For Site Commissioning
(Meter Application Made?)

Single Phase

YES / NO

3 Phase

YES / NO

KVA

VSAT – Permission Obtained for placing dish

YES

☐

NO

☐

NA

☐

Location of Earthing Pit

YES

☐

NO

☐

NA

☐

Location of AC Outdoor Units

YES

☐

NO

☐

NA

☐

Location of Signage Landlord/ Municipal
approvals obtained

YES

☐

NO

☐

NA

☐

Others

24 hours access for working at the premises

| | | | | | |
|-----|--|----|--|----|--|
| YES | | NO | | NA | |
|-----|--|----|--|----|--|

Describe signs/ possibilities of seepage,
flooding at the premises

| | | | | | |
|-----|--|----|--|----|--|
| YES | | NO | | NA | |
|-----|--|----|--|----|--|

Security Guard Availability

| | | | |
|-----|--|----|--|
| YES | | NO | |
|-----|--|----|--|

Availability of temporary Power Supply
For TIS work

| | | | |
|-----|--|----|--|
| YES | | NO | |
|-----|--|----|--|

Ramp : yes/no, if no, the reasons.

2 ATM Migration from MVS+EPS to OEMs Native Software

All the machines to be installed should be compatible to be running on Multi-Vendor Software Solution and ATM Protection Solution from day one.

Note :

- a. It's at the sole discretion of the Bank, to either continue or dis-continue the procurement of AMC Services (whole or in part (s)) in respect of ATMs from the ATM Provider, when installed with the Multi-Vendor Software and ATM protection agents. Please refer Terms and Conditions – Change in Orders. In case, the Bank continue to avail the services, respective penalties as per Appendix -L shall be applicable.
- b. All the AMC services mentioned below (the illustrative but not exhaustive) are additional specified in para 2.1 and 2.2 for the MVS and EPS and part of line items, of Appendix-F- Indicative Commercial Bid and hence Bidder may factor suitable cost while bidding for this RFP.
- c. In case, Bank migrates to OEM's Native Application from the Bank's Multivendor Software (MVS), the discovered rates in line items 2 (a) [*Perpetual Client License - OEM Native Application with Security software (As per Tech Spec Software) with one year Warranty*] ; 2 (b) [*AMC for 6 years on OEM Native Application 10 % p.a. on Amount of item 2 (a)*] ; 2 (c) [*ej Services, DVSS footages, content management*] of Appendix-F - Indicative Commercial Bid shall be paid to the Vendor.

2.1 In the event of Bank deciding to switch over from Multi-Vendor Software and ATM Protection solution to OEM's Native application, Cash dispenser should be capable of running OEM's native ATM software and its allied applications (if any) without any hardware changes. The ATM provider will be responsible for testing, integration, commissioning and coordinating implementation of OEM's Native software in already deployed (or to be deployed) cash dispenser without any cost to the Bank, as per requirement (s) of the Bank. The successful bidder(s) to support all activities involved in the switch back to OEM native ATM application along with fulfilling requirements as per RFP (including those mention as C1, C2 and C3) of Technical and functional specifications. ATM provider to ensure timely completion of the concerned activities during the tenure of the contract. Security software include but not limited to :- Whitelisting solutions, Time based admin access, TLS 1.2 or higher, full Hard disk encryption, OTP based access etc. as per RBI Control Measures for Digital Security guidelines.

The illustrative details have been furnished as under:

2.2.9 To provide end to end support for solutions integration, testing at the ATMs provided, under the testing environment and successful pilot at two live ATMs under the production environment.

2.2.10 To share with Solution Provider Single Point Contact along with Escalation matrix for Solutions Support.

2.2.11 To share the make-model-variants with Solution Provider.

2.2.12 To share the following details and any other details required in connection with ATMs supplied to the Bank, with Solution Provider and to the Bank in connection with testing of all the functionalities, proper error codes, health status messages, device status messages etc at the ATM.

2.2.13 Support for Operating System

2.2.13.1 Windows 10/ 11 and subsequent upgradations, patches, service packs etc Changes in Operating System configuration (eg environment variable, parameter changes, enabling / disabling services etc)

2.2.13.2 End-user License Agreement (EULA)

2.2.13.3 Any other relevant information including Best Practices

2.2.14 CEN XFS Layer:

2.2.14.1 XFS software compliant with CEN XFS 3.1 or higher specifications.

2.2.14.2 End-user license Agreement (EULA)

2.2.14.3 CEN XFS Layer ATMs to be provided.

2.2.14.4 Any other relevant information including Best Practices

2.2.15 Hardware / software (both CEN XFS Compliant and Non-CEN XFS

compliant)

- 2.2.15.1 Technical Specifications,
- 2.2.15.2 Documentations,
- 2.2.15.3 Drivers,
- 2.2.15.4 Terminal Diagnostic Tools/Utilities
- 2.2.15.5 Configuration / Parameter details,
- 2.2.15.6 Components,
- 2.2.15.7 Services
- 2.2.15.8 Patches, updates and upgrades
- 2.2.15.9 EMVCo/PCI certificates
- 2.2.15.10 Any other relevant information
- 2.2.15.11 Functional test cases (Positive and negative)
- 2.2.15.12 Error codes, Health Status Messages, Device status messages.

- 2.2.15.13 Provide complete details of XFS Devices (Illustrative list of XFS Devices are given as under) :
 - 2.2.15.13.1 Printer and Scanners
 - 2.2.15.13.2 Card Readers (incl. EMV Contact/Contactless)
 - 2.2.15.13.3 ATMs
 - 2.2.15.13.4 Personal Identification Number Keypads (PIN pads)
 - 2.2.15.13.5 Check Readers and Scanners
 - 2.2.15.13.6 Depository Units
 - 2.2.15.13.7 Screen Displays (including Touch Screens)
 - 2.2.15.13.8 Vandal Shields
 - 2.2.15.13.9 Text Terminal Units
 - 2.2.15.13.10 Sensors and Indicators Units
 - 2.2.15.13.11 Vendor Dependent Mode
 - 2.2.15.13.12 Cameras
 - 2.2.15.13.13 Card Embossing Units
 - 2.2.15.13.14 Alarms & Sensors
 - 2.2.15.13.15 Cash-In Modules
 - 2.2.15.13.16 Card Dispensers
 - 2.2.15.13.17 Barcode Readers
 - 2.2.15.13.18 Biometric Readers
 - 2.2.15.13.19 Item Processing Modules.

- 2.2.15.14 All software implemented by the Bank under its End Point Security Solutions including Whitelisting solutions, time-based Admin Access to terminals, OTP based login, TLS 1.2 or higher etc.

- 2.1.8 ATM Provider to provide Full support for the NDC Application (connected to the switch) with respect to any clarifications and resolution sought regarding the platform behaviour or compliance to the NDC Specifications.

- 2.2.16 Fixing of bugs / issues raised during the pre-implementation and pilot phase.

- 2.2.17 To support the functionality tests to avoid any operational level issues.
- 2.2.18 Maintaining ATM/ATM-Wise version control of Solutions with granularity.
- 2.2.19 Pilot Implementation at two ATMs of respective models/processors and its variants at live sites identified by the Bank.
- 2.2.20 To provide support for regulatory compliance.
- 2.2.21 To provide sign off post completion of functionality tests.

Note:

It's at the sole discretion of the Bank, to either continue or discontinue the procurement of licence and AMC of OEM Native application, Annual Technical Support Services and services (whole or in part(s)) in respect of ATMs from the ATM provider, when installed with the Multi-Vendor Software and End point Protection agents.

- 2.2.22 ATM Provider to provide the following items to the Solution Provider:

| Sr.No | Requirement |
|-------|--|
| 1 | OEM non-Hardened Windows 11 OS (if Win11 not available, Windows 10 Enterprise IoT Version LTSC 2019 or above) + XFS Image (or) Install Media with detailed instructions. |
| 2 | XFS Software with support for all devices installed/configured on the OEM ATMs |
| 3 | XFS SP Versions list (CEN specs) for all devices installed/configured on the OEM ATMs. Expect all XFS SP software to be compliant with CEN 3.1 and above, ATMs |
| 4 | XFS SP Documentation (Incl. Configuration) for all devices installed/configured on the OEM ATMs |
| 5 | Device Drivers (non-XFS) for all devices installed/configured on the OEM ATMs |
| 6 | Device Driver documentation (incl. Configuration) for all devices installed/configured on the OEM ATMs. |
| 7 | OEM Diagnostic Tool/Program with documentation |
| 8 | OEM Hardened OS Guidelines/Policy |
| 9 | OEM OS Update/Patch notifications |
| 10 | OEM XFS & 3rd party drivers Update/Patch notifications |
| 11 | OEM List of third-party software required for Base Image to work. |
| 12 | OEM Provided Devices - Unique Identifiers - Programs/Processes, Vendor ID(VID), Product ID(PID), Model ID, Unique ID list, etc. |
| 13 | EMVCo L1 Certificates |
| 14 | PCI PTS Certificates |

2.2 Implementation and Post Implementation Support:

Refer Section 1.2.3 Implementation and Post Implementation Support of this Appendix.

2.2.1 Centralized Electronic Journal (EJ) pulling/ software distribution

In the scenario of migration of MVS to OEMs native software, following conditions are to be fulfilled by the bidder.

Note:

- a. Selected Bidder(s) shall install / reinstall / Roll out of duly tested (at ATM Lab and two live sites) OEM Native Application / software / agents / Bank's provided agents, third party provided agents etc, and successful operationalization at their respective ATMs permitted by the Bank as per process shared with the Bank. No extra installation / visit / testing / rollout charges or any other charges shall be paid by the Bank.
- b. eJ Agent / eJ Software, Content Management Software, DVSS Management Software etc. is considered as part of OEM Native software and its rate is included in the line-item of OEM Native software in price bid.
- c. eJ Services, Content Management, providing DVSS Images to Bank etc. are considered as part of the AMC of OEM Native Software and its rate is included in the line-item of AMC of OEM Native software in price bid.
- d. Bidder shall provide required services (irrespective of no. of visits to the ATMs) under the Scope of work , on oral/ telephonic/ email/ SMS / Mobile Application or Tickets/Incidents reported at Banks' Online Monitoring System any other mode of communication by the Bank through its qualified expert personnel wherever the ATMs are installed with following resolution time, otherwise will be subject to penalty mentioned there against :

| Category | Resolution Time/ TAT | Penalty |
|--------------|--|--------------------------|
| VIP ATMs | 2 Hours : Irrespective of the population group/ category | Rs.1200 per ATM per hour |
| Regular ATMs | i. 4 Hours : At Metro, Urban and Semi-urban locations | Rs.1000 per ATM per hour |

| |
|----------------------------------|
| ii. 6 Hours : At Rural locations |
|----------------------------------|

The Bank will have sole discretion to permit the grace travel time depending on the circumstances. The above timelines are applicable for third party components also.

2.2.2 Centralized Electronic Journal (EJ)

- i) The ATMs deployed should be compatible with the EJ pulling software agents such as, Tranxit/ SDMS/Radia / Infobase etc. and/or with any EJ pulling agent that may be deployed from time to time. Agent installation on ATMs may be required from time to time will be the responsibility of the bidder/ vendor and will be done free of cost i.e., without any cost to the Bank.
- ii) The vendor should have the facility to extract the electronic journals of all the transactions in each of the ATMs, to a centralized location /server.
- iii) The vendor must provide EJ on T+1 basis for reconciliation purposes to Bank in the format desired by reconciliation software of the Bank.
- iv) ATM wise EJs should be stored in the EJ server of the vendor at a centralized location for minimum period of 6 months. Bidder to ensure EJ pulling from the ATM at specified time as per Bank/vendor specifications. ATM wise EJs pulled are to be spooled separately and pushed to the designated server on daily basis. Bidder should arrange for the necessary integration for storing the eJ data in Bank's server as per the ISD guidelines of the Bank, without any additional cost to Bank. ATM wise EJ data should be made available for a minimum period of twelve months. The EJ data may be purged by the bidder after seeking confirmation of the Bank, after taking necessary Backup and handing over this backup to Bank's team.
- v) EJ pulling should be done on daily basis and sent to Banks designated servers on T+1 basis.
- vi) The vendor should provide EJ viewer facility to the Bank.
- vii) In case of settlement of any claim of the card holder by the Bank in the event of non-availability of EJ for the same, the Bank reserves the right to recover the amount of transaction claim from the vendor.
- viii) The process of extracting and sending EJ to Bank's DC:
 - a. The EJ will be pulled each day between 00:00 and 07:00 hrs for the previous day through automated schedules configured for daily EJ pulling at the server.
 - b. The EJs which cannot be retrieved through the automated schedules shall be retrieved and delivered to the Bank on next day before 1.00p.m.

- ix) Customer transactions will take precedence over the EJ pulling process and if a transaction occurs while EJ is being pulled the EJ process will be stopped to complete the transaction. The remaining part of the EJ will be pulled after the transaction is completed.
- x) EJ should be as per the guidelines of NPCI/RBI/IBA/any statutory body. The EJ should be customizable as and when required by the Bank without any additional cost to the Bank.
- xi) EJ Penalties :

EJ Disconnected / Disputed Cases / Incomplete eJ / unavailable eJ:

Following penalties shall be applicable for non-performance / delayed performance of EJ related activities due to non-working of EJ module. Bank shall levy a penalty of Rs.1000/- per instance per day in case of:

- a) EJ disabled and EJ disconnected cases not resolved within T+1 days.
- b) In case EJ data is not complete or unavailable at ATM itself, penalty shall be charged for actual amount of claim received with penalty amount paid by Bank to the claimant (if any), for which bank is liable to make good the claim, on account of non-submission of EJ.

2.2.3 Content Management / Software Distribution

- i. Vendor should provide Software and Screen distribution from central Location to different ATMs rolled out under the tender to facilitate individual configuration and screen displays.
- ii) Facility for remote loading of ATMs screens and Software distribution should be available including provision of software for such facilities and the activity should be carried out by the bidder/vendor free of cost. The Bank will not provide any software/agent for the same nor pay for these agents separately.
- iii) The ATM screen will only be used for display of publicity material of Bank or financial institutions which are approved and regulated by entities like RBI, SEBI, IRDA, PFRDA etc. (Subject to compliance with regulatory guidelines). However, the Bank can utilise the ATM screens for displaying its own products (to the extent of 33% of the available time).
- iv) The screen distribution should be platform independent – should support Windows 10 or higher operating system normally installed on Banks ATMs.
- v) The system adopted should be capable of distributing screens at ATMs running on VSATs, leased lines, CDMA, RF, Wifi etc.
- vi) The solution should support PCX, GIF, MPEG, FLC, FLI and other audio / video file formats.
- vii) The solution should be capable of centralized distribution of screen at scheduled and ad hoc basis.
- viii) The solution should be capable of centralized distribution of software upgrades and patches to the ATMs.

- ix) The solution should be capable of centralized distribution of antivirus patches to the ATMs.
- x) The solution should be capable of distributing screens at specified number of ATMs.
- xi) The solution should be capable of performing rollback if the ATM needs to be brought to the previous state.
- xii) All necessary hardware / software etc. shall be provided by the bidder for screen distribution.
- xiii) The connectivity with back up arrangement between the managed center of the bidder and Bank's Data Center and DR Site shall be provided by the Bidder at no extra cost to the Bank.
- xiv) The bidder shall provide the MIS/Reports confirming the download.

2.2.4 Provision of DVSS Images / Footages

2.2.4.1 DVSS images / footages include the captured images / footages from the Top Hood camera as well as the cash-slot cameras and any other cameras installed within the machine.

2.2.4.2 ATM Provider shall arrange to store DVSS footages up to a period of 180 days. DVSS Images backup and EJ Backup as and when required by the Bank and /during preventive maintenance shall be done by the Vendor without any additional cost to the Bank.

2.2.4.3 If the vendor fails to provide the DVSS footage within 1 day when required by the Bank (within 180 days of the incident), for any reason including settlement of complaints within a reasonable time, the vendor will be liable to pay a penalty of Rs. 1,000/= per instance or the amount of loss suffered by the Bank on account of non-availability of such DVSS footage, whichever is higher.

3 MIS Reports / Dashboard

Vendor shall assist in meaningful analysis of performance for improving uptime and availability of ATMs. Vendor shall furnish the Standard Report promptly including exceptions for SLAs of all connected service providers along with their stipulated periodicity as appended below which Bank may at its discretion add to / delete from the list.

| Sl.no | Report | Description |
|---------|---------------------|---|
| Monthly | | |
| 1. | Availability Report | Availability trend analysis, causes of down-time, chronic ATMs, action plan for improving availability (mapped LHO/Module wise) |

| | | |
|--------------------|--|---|
| 2. | Consolidated Cash Out Report with cause and TAT analysis | Monthly with machine ID, date and reasons |
| 3. | Consolidated Report on machines down | Due to hardware fault, network problem and spares not available with reasons |
| 4. | Analysis of cash forecasting recommendations | No. of occasions machines went out of cash despite branch loading cash/providing cash in time as per recommendations |
| 5. | Consolidated Reports on calls (with TAT) | Region-wise report of calls per ATM/CD/CDM/Cash Recycler |
| 6. | Report on Service Calls | Region-wise report on service calls per site for kiosk repairs and maintenance |
| 7. | Report on Site Condition | Report on condition of kiosks, repairs necessary/undertaken |
| 8. | Report on Chronic faults | ATMs/CDs// down repeatedly for same reason |
| Fortnightly | | |
| 9. | Consolidated Exception Report | Consolidated list of ATMs/CDS/CDMs/ which were out-of-service for more than 4 hours for each instance, with downtime break up and the reasons |
| 10. | Performance Report on VIP ATMs | Availability analysis of 'VIP ATMs' with reasons for downtime |
| Daily | | |
| 11. | Report on downtime o/a Third Party Components | Report to ensure previous day's faults have been properly escalated, followed up and rectified within the stipulated timelines |
| 12. | 24/48 hours Down Report | List of ATM/CD/CDM/Cash Recycler out of service for 24/48 hours with downtime break up and reasons |
| 13. | Current State Reports (thrice a day) | Status of ATM/CD/CDM/Cash Recycler during the day |
| 14. | Urgent Actionable Information | Urgent actionable information on cash out, cash jams, cash handler, low currency cassette etc, through SMS |
| On Demand | | |
| 15. | Hourly Current Status report | Current status on demand in crises like Bank strike, rains, floods, etc |
| 16. | Ticket History Report | For chronically ailing ATMs |
| 17. | Any other report | As and when required |

Vendor shall have to translate dynamically, the status information of all ATMs in the network/MIS as seen through their Management Centre into web pages, which can be accessed by Users Role based. The summarized data provided by Vendor

on the Web Server shall classifiable at Multiple levels such as ATM/ATM Wise, LHO wise, Zonal Office wise etc or as may be intimated by Bank.

4 Project Plan, delivery and Schedule:

X- The date of Letter of Intent (LoI).

| Activity | Sub-Activity | Number of ATMs to be covered | Owner | No. of Calendar Days and not working days. |
|-----------------------|---|---|--------------------|--|
| Test Machine delivery | Delivery of test machines with UPS & batteries and all software at IT-ATM Lab and thereafter in Live environment. | (i) L1 should provide, <i>pro bono</i> , 2 ATMs of the model that they intend to supply. (i) L2 should provide, <i>pro bono</i> , 2 ATMs of the model that they intend to supply. (These two ATMs are in addition to the terminal which is required to be provided at IT-ATM Lab, <i>pro bono</i>) | ATM Provider | Y=X+10 calendar days |
| Testing of machines | Customization, Integration, installation and testing (including end to end UAT/SIT/Security Review) by the ATM Provider with OEM Native Applications/Agents at test environment at IT-ATM Lab and thereafter in Live environment. | (i) L1 should provide, <i>pro bono</i> , 2 ATMs of the model that they intend to supply. (i) L2 should provide, <i>pro bono</i> , 2 ATMs of the model that they intend to supply. Both the above would be deployed in live environments and tested. (These two ATMs are in addition to the terminal which is required to be provided at IT-ATM Lab, <i>pro bono</i>) | ATM Provider | Y+90 calendar days |
| Pilot | Live Pilot Testing, Monitoring and Observations | | ATM Provider+ Bank | Y+105 calendar days |

Installation Schedule after release of Overall Purchase Order (PO) from Anytime Channels, Corporate Centre:-

| SNO. | BIDDER | NO. OF ATMs to be covered | Number of units to be installed and made cash-live from PO date | | |
|-------|--------|---------------------------|---|---------|---------|
| | | | Month 1 | Month 2 | Month 3 |
| 1 | L1 | 3375 | 1100 | 1300 | 975 |
| 2 | L2 | 2025 | 650 | 750 | 625 |
| 3 | L3 | 1350 | 450 | 550 | 350 |
| Total | | 6750 | 2200 | 2600 | 1950 |
| | | | | | |

Note: Site wise Bulk Purchase Order for replacement of old machines shall be issued by Anytime Channel Corporate Centre.

For buffer quota ATMs or new ATM installations, the purchase order shall be issued by the respective circle locations.

The date of delivery of the ATM at the identified location shall not be later than 30 days from the date of purchase order issued by the Bank/respective Circle(s).

In case the entire procurement is allotted to L1/ single vendor then the vendor should be in position to roll out the total quantities as per the timelines mentioned above.

Appendix-F

Indicative Price Bid

**Appendix F, F1, F2 to be physically submitted in a separate sealed envelope marked as
“INDICATIVE COMMERCIAL BID” For RFP-----**

The indicative Price Bid needs to contain the information listed hereunder and needs to be submitted on portal of e-Procurement agency.

Name of the Bidder: _____

| APPENDIX - F | | | | | | | | | | |
|--------------------------------------|---|--|--------------------|-----------|--------|----------|--|-------------------|--------------------------|------------------------------|
| Sr. No | Sub-No | Details | Unit Rs/% Year Qty | Unit Rate | Period | Quantity | Amount in ₹ | Amount in ₹ crore | Minimum Criteria, if any | Proportion to Total Cost (%) |
| TOTAL COST OF OWNERSHIP (TCO) | | | | | | | 1 | | | |
| 1 | Procurement of ATMs - with Warranty, AMC, addl. Cassettes, UPS & batteries etc. | | | | | | 1 = 1 a + 1 b + 1 c + 1 d + 1 e + 1 f + 1 g | | | |
| | a | Procurements of ATMs (As per Tech spec Hardware) with 1 set of default cassettes (with lock & key) & 1 reject bin (with lock & key), INCLUDING: i. one year Warranty, ii. Grouting (New ATM) & De-grouting (old machine) EXCLUDING: i. additional set of cassettes & reject bin ii. OEM Native Application | Rs. - Qty | | NA | 6750 | 1(a) | | | |
| | b | AMC for 6 years on ATMs - % p.a. on Amount of item 1.a | % p.a. Year Qty | | 6 | 6750 | 1(b) | | minimum 7% max 10% | |
| | c | 1 set of Lockable cassettes for ATMs, 1 set i.e. 4 cassettes per ATM for cassettes swap (4 cassettes x 6750 ATMs) | Rs. - Qty | | NA | 27000 | 1(c) | | | |
| | d | 1 lockable Reject bin for ATMs (for cassettes swap) | Rs. - Qty | | NA | 6750 | 1(d) | | | |
| | e | UPS | Rs. - Qty | | NA | 6750 | 1(e) | | | |
| | f | Fast Charging Lithium ion Batteries for UPS for atleast 4 hours backup | Rs. - Qty | | NA | 6750 | 1(f) | | | |
| | g | Replenishment of Consumables | Rs. - Qty | | NA | 6750 | 1 (g) | | | |
| 2 | Optional Products & Services (not included in TCO, derived from line-items under No.1) | | | | | | 2 = 2 a + 2b + 2c + 2d | | | |
| | a | Perpetual Client License - OEM Native Application with Security Softwares (As per Tech Spec Software) with one year Warranty | Rs. - Qty | | NA | 6750 | 2(a) | | 10% of item 1 (a) | |
| | b | AMC for 6 years on OEM Native Application - % p.a. on Amount of item 2a. | % p.a. Year Qty | | 6 | 6750 | 2(b) | | 10% of 2(a) | |
| | c | EJ / DVSS / Content Management | Rs. - Qty | | 7 | 6750 | 2(c) | | 20% of 2(a) | |
| | d | Buy Back of existing machines | Rs. - Qty | | NA | 6750 | 2 (d) | | 5% of 1 (a) | |

*Bidders shall source all items which are available locally, only from class-I/class-II local suppliers. Imported items shall not be supplied.

Name & Signature of authorized signatory & Seal of Company:

Appendix F1: Payment Terms

Name of the Bidder: _____

| | | Payment Terms | Appendix F-1 | |
|---|--------|---|--|--------------------------------------|
| Sr. No | Sub-No | Details | Payment terms | Payment Authority |
| 1 | | | | |
| | a | Procurements of ATMs (As per Tech spec Hardware) with 1 set of default cassettes (with lock & key) & 1 reject bin (with lock & key), INCLUDING: i. one year Warranty, ii. Grouting (New ATM) & De-grouting (old machine) EXCLUDING: i. additional set of cassettes & reject bin ii.OEM Native Application | 100 % on installation of the machine, which has been made cash live. The vendor will submit an Installation Certificate with an undertaking to dispose of existing endpoint as per e-waste policy subject to confirmation by the concerned Branch Manager/ Authorised Bank official as per the format. | Respective DGM AC Department at LHO. |
| | b | AMC for 6 years on ATMs - % p.a. on Amount of item 1.a | Payment will be made quarterly in arrears | Respective DGM AC Department at LHO. |
| | c | 1 set of Lockable cassettes for ATMs, 1 set i.e. 4 cassettes per ATM for cassettes swap (4 cassettes x 6750 ATMs) | Payment will be made after delivery of each cassette, as and when cassettes are ordered by the Bank. Payments will be made only after the delivered cassettes are proved to be in new & in working condition. | Respective DGM AC Department at LHO. |
| | d | 1 lockable Reject bin for ATMs (for cassettes swap) | Payment will be made after delivery of each Reject Bin, as and when Reject bins are ordered by the Bank. Payments will be made only after the delivered reject bins are proved to be in new & in working condition. | Respective DGM AC Department at LHO. |
| | e | UPS | 100 % on installation of the machine, which has been made cash live. The vendor will submit an Installation Certificate with an undertaking to dispose of existing endpoint as per e-waste policy subject to confirmation by the concerned Branch Manager/ Authorised Bank official as per the format. | Respective DGM AC Department at LHO. |
| | f | Fast Charging Lithium ion Batteries for UPS for atleast 4 hours backup | | Respective DGM AC Department at LHO. |
| | g | Replenishment of Consumables | Payment will be made monthly in arrears | Respective DGM AC Department at LHO. |
| 2 | | | | |
| Optional Products & Services (not included in TCO, derived from line-items under No.1) | | | | |
| | a | Perpetual Client License - OEM Native Application with Security Softwares (As per Tech Spec Software) with one year Warranty | If availed by Bank 100 % on installation of the machine, which has been made cash live after successful installation. | Respective DGM AC Department at LHO. |
| | b | AMC for 6 years on OEM Native Application - % p.a. on Amount of item 4 a. | If availed by the Bank Payment will be made quarterly in arrears | Respective DGM AC Department at LHO. |
| | c | EJ / DVSS / Content Mgmt | If availed by the Bank Payment will be made monthly in arrears | Respective DGM AC Department at LHO. |
| | d | Buy Back of existing machines | If availed by the Bank Payment will be made monthly in arrears | Respective DGM AC Department at LHO. |

Name & Signature of authorised signatory

Seal of Company

Confidential and Proprietary

Appendix F2 : Tax Rate

Name of the Bidder: _____

| TAX RATE | | | | | | | | | | | |
|---|---------|---|-----------|--------|--|-----------|-------------|-------------|-------------|-------------|-------------|
| APPENDIX -F | | | | | | | | | | | |
| Taxes not to be included in the price while bidding price | | | | | | | | | | | |
| Sr. No | Sub- No | Details of products / services | Unit Rate | Period | | exclusive | exclusive | exclusive | exclusive | exclusive | exclusive |
| | | Procurement of ATMs with warranty , AMC , additional cassettes, UPS and batteries etc. | | | | GST | Specify Tax | Specify Tax | Specify Tax | Specify Tax | Specify Tax |
| 1 | a | Procurements of ATMs (As per Tech spec Hardware) with 1 set of default cassettes (with lock & key) & 1 reject bin (with lock & key), INCLUDING: i. one year Warranty, ii. Grouting (New ATM) & De-grouting (old machine) EXCLUDING: i. additional set of cassettes & reject bin ii.OEM Native Application | | | | | | | | | |
| | b | AMC for 6 years on ATMs - % p.a. on Amount of item 1.a | | | | | | | | | |
| | c | 1 set of Lockable cassettes for ATMs, 1 set i.e. 4 cassettes per ATM for cassettes swap (4 cassettes x 6750 ATMs) | | | | | | | | | |
| | d | 1 lock able Reject bin for ATMs (for cassettes swap) | | | | | | | | | |
| | e | UPS | | | | | | | | | |
| | f | Fast Charging Lithium ion Batteries for UPS for atleast 4 hours back up. | | | | | | | | | |
| | g | Replenishment of Consumables | | | | | | | | | |
| 2 | | Optional Products & Services (not included in TCO, deri | | | | | | | | | |
| | a | Perpetual Client License - OEM Native Application with Security Softwares (As per Tech Spec Software) with one year Warranty | | | | | | | | | |
| | b | AMC for 6 years on OEM Native Application - % p.a. on Amount of item 2 a. | | | | | | | | | |
| | c | EJ / DVSS / Content Mgmt | | | | | | | | | |
| | d | Buy Back of existing machines | | | | | | | | | |

Name & Signature of authorised signatory

Seal of Company

Appendix–G

Undertaking of Authenticity

To:

The Deputy General Manager (I&R),
State Bank of India,
Corporate Centre,
Anytime Channels Dept.,
3rd floor, World Trade Centre Arcade,
Cuffe Parade, Mumbai – 400005.

Sub: Undertaking of Authenticity for supplied Product(s)

Ref: RFP No. SBI/ACV/2022-23/003-B DATED 31st March 2023

With reference to the Product being quoted to you vide our Bid No:_____ dated _____, we hereby undertake that all the components /parts /assembly / software etc. used in the Product to be supplied shall be original new components / parts / assembly / software only, from respective Original Equipment Manufacturers (OEMs) of the Products and that no refurbished / duplicate / second hand components /parts/ assembly / software shall be supplied or shall be used or no malicious code are built-in in the Product being supplied.

2. We also undertake that in respect of licensed operating systems and other software utilities to be supplied, the same will be sourced from authorized sources and supplied with Authorized License Certificate (i.e. Product keys on Certification of Authenticity in case of Microsoft Windows Operating System).

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

4. In case of default and/or the Bank finds that the above conditions are not complied with, we agree to take back the Product(s) supplied and return the money paid by you, in full within seven days of intimation of the same by the Bank, without demur or any reference to a third party and without prejudice to any remedies the Bank may deem fit.

5. We also take full responsibility of both Product(s) & Service(s) as per the content of the RFP even if there is any defect by our authorized Service Centre / Reseller / SI etc.

Dated this day of 2023

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Appendix- H

< To be submitted Physically with copy of Board Resolution / Power of Attorney of authorized signatory(ies) >

<< on the letterhead of each manufacturer >>

MANUFACTURERS' AUTHORIZATION FORM

No.

Date:

To:

The Deputy General Manager (I&R),
State Bank of India,
Corporate Centre,
Anytime Channels Dept.,
3rd floor, World Trade Centre Arcade,
Cuffe Parade, Mumbai – 400005.

Dear Sir:

Ref: RFP No.SBI/AC/2022-23/003-B dated 31st March 2023.

We, who are established and reputable manufacturers / producers of ATMs(ATMs/CDs/CDMs/cash dispensers having factories / development facilities at (address of factory / facility) do hereby authorize M/s _____ (Name and address of Agent) to submit a Bid and sign the contract with you against the above Bid Invitation. Ourmodel is proposed for this bid.

2. We hereby extend our full warranty for the Equipment, Software Solution and Services offered by the above firm against this Bid Invitation.

3. We also undertake to provide any or all the following materials, notifications, and information pertaining to the equipment's and software solution manufactured or distributed by the Vendor:

- (a) Such equipment as the Bank may opt to purchase from the Vendor, provided, that this option shall not relieve the Vendor of any warranty obligations under the Contract; and
- (b) in the event of termination of production of such equipment:
 - (i) advance notification to the Bank of the pending termination, in sufficient time to permit the Bank to procure needed requirements;

and

- (ii) following such termination, furnishing at no cost to the Bank, operations manuals, standards, and specifications of the equipment, if requested.

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

5. We hereby extend our full comprehensive guarantee, warranty, comprehensive annual maintenance as per the terms and conditions of this RFP and the agreement / contract, in case M/s. _____ (Our Authorized representative) emerge as the / one of the successful bidders, for the goods and services offered for supply of our authorized representative against RFP. We also undertake that in the event of our authorized representative in India failing to perform its obligations under the Agreement/Contract for supply, installation and maintenance of ATMs and associated services for any reason whatsoever, we shall perform all the pending obligations as if the Agreement/Contract were between Bank and us.

Yours faithfully,

Countersigned :

(Bidder)

(Name of Manufacturer / Producer)

Date:

*Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it, duly countersigned. **Copy of Board Resolution / Power of Attorney of authorized signatory with KYC documents (PAN and Aadhar) of Manufacturer and Bidder should be attached.***

Appendix- I

Certificate of Local Content
(to be submitted for each OEM's ATM)

In case of companies, Certificate from the statutory auditor / cost auditor of the company (with Registration Number with seal)) and counter-signed by Company Secretary and Certificate counter-signed by Bidder giving the percentage of local content, on their letter head.

In respect of suppliers other than companies, Certificate from a practicing cost accountant (with Registration Number with seal) / practicing chartered accountant (with Registration Number with seal), and Certificate counter-signed by Bidder giving the percentage of local content, on their letter head.

Date:

To,
The Deputy General Manager (I&R),
State Bank of India,
Corporate Centre,
Anytime Channels Dept.,
3rd floor, World Trade Centre Arcade,
Cuffe Parade, Mumbai – 400005.

Dear Sir,

Ref. : RFP No. : SBI/AC/2022-23/003-B Dated : 31st March 2023.

1. This is to certify that proposed model of _____ <OEM & model name> ATM as per the scope of work of said RFP has the local content of _____ % as defined in the above-mentioned RFP and amendment thereto.

2. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 – Revision vide Order No. P-45021/2/2017-PP (BE-II) dated May 28, 2018 -Revision order No. P-45021/2/2017-PP (BE-II) dated 16.09.2020 and as per subsequent guidelines issued by Govt of India procurement manual updated up to June 2022 and clarification office memorandum 04th March, 2021.

| | | |
|-----------------------------------|--|--|
| | | |
| counter-signed: Bidder | Signature of Statutory Auditor/Cost Auditor Registration Number: | Counter Signed: Company Secretary |
| Seal | Seal | Seal |

AND

Certified copy of Board Resolution for appointment of Statutory / Cost Auditor and Company Secretary should also be enclosed with the certificate of local content.

Appendix-I2

Format for Self-Certification of Local Content

To,

Dear Sir,

Ref.: RFP No. : _SBI ACV/2022-23/003-B DATED 31st March 2023.

1. This is to certify that proposed ATM model(s) _____ <OEM & model name> is having the local content of _____ % _____ %, respectively. As defined in the above-mentioned RFP, we hereby classify ourselves as **Class-I Local Supplier / Class-II Local Supplier** / <mention the applicable class category>.

2. The details of location(s) at which the local value addition is made are as under:

| Sl. No. | Product details | Name of place (In India only) |
|---------|-----------------|-------------------------------|
| 1 | | |
| 2 | | |

3. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 – Revision vide Order No. P-45021/2/2017-PP (BE-II) dated May 28, 2018 -Revision order No. P-45021/2/2017-PP (BE-II) dated 16.09.2020 and as per subsequent guidelines issued by Govt of India procurement manual updated upto June 2022 and clarification office memorandum 04th March, 2021 regarding non-local suppliers in respect of imported products.

| | | |
|-----------------------------------|--|--|
| | | |
| counter-signed: Bidder | Signature of Statutory Auditor/Cost Auditor Registration Number: | Counter Signed: Company Secretary (If applicable) |
| Seal | Seal | Seal |

Appendix-J

PERFORMANCE BANK GUARANTEE FORMAT
(TO BE STAMPED AS AN AGREEMENT)

THIS PERFORMANCE BANK GUARANTEE AGREEMENT executed atthis.....day of 2023 by (Name of the Bank)..... having its Registered Office atand its Branch at(hereinafter referred to as "the Guarantor", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and permitted assigns) **IN FAVOUR OF** State Bank of India, a Statutory Corporation constituted under the State Bank of India Act, 1955 having its Corporate Centre at SBI Bhawan, Madame Cama Road, Nariman Point, Mumbai 400021 and one of its offices at Anytime Channels, Corporate Centre, World Trade Centre, Cuffe Parade, Mumbai 400005 (**procuring office address**), hereinafter referred to as "**SBI**" which expression shall, unless repugnant to the subject, context or meaning thereof, be deemed to mean and include its successors and assigns).

WHEREAS M/s _____, incorporated under _____ Act having its registered office at _____ and principal place of business at _____ (hereinafter referred to as "**Service Provider/ Vendor**" which expression shall unless repugnant to the context or meaning thereof shall include its successor, executor & assigns) has agreed to supply of hardware/software and/ or services and to develop, implement and support (name of Software Solution/ Service) (hereinafter referred to as "**Services**") to SBI in accordance with the Request for Proposal (RFP) No. SBI /AC/2022-23/003-B dated 31st March 2023.

WHEREAS, SBI has agreed to avail the Services from the Service Provider for a period of _____ year(s).

WHEREAS, in accordance with terms and conditions of the RFP/Purchase order/Agreement dated....., Service Provider is required to furnish a Bank Guarantee for a sum of Rs. _____/- (Rupees _____ only) for due performance of the obligations of the Service Provider in providing the Services, in accordance with the RFP/Purchase order/Agreement guaranteeing payment of the

said amount of Rs._____/ - (Rupees _____ only) to SBI, if Service Provider fails to fulfill its obligations as agreed in RFP/Agreement.

WHEREAS, the Bank Guarantee is required to be valid for a total period of _____ months and in the event of failure, on the part of Service Provider, to fulfill any of its commitments / obligations under the RFP/Agreement, SBI shall be entitled to invoke the Guarantee.

AND WHEREAS, the Guarantor, at the request of Service Provider, agreed to issue, on behalf of Service Provider, Guarantee as above, for an amount of Rs._____/ - (Rupees _____ only).

NOW THIS GUARANTEE WITNESS THAT

1. In consideration of SBI having agreed to entrust the Service Provider for rendering Services as mentioned in the RFP, we, the Guarantors, hereby unconditionally and irrevocably guarantee that Service Provider shall fulfill its commitments and obligations in respect of providing the Services as mentioned in the RFP/Agreement and in the event of Service Provider failing to perform / fulfill its commitments / obligations in respect of providing Services as mentioned in the RFP/Agreement, we (the Guarantor) shall on demand(s), from time to time from SBI, without protest or demur or without reference to Service Provider and notwithstanding any contestation or existence of any dispute whatsoever between Service Provider and SBI, pay SBI forthwith the sums so demanded by SBI in each of the demands, subject to a cumulative maximum amount of Rs._____/ - (Rupees _____ only).
2. Any notice / communication / demand from SBI to the effect that Service Provider has failed to fulfill its commitments / obligations in respect of rendering the Services as mentioned in the Agreement, shall be conclusive, final & binding on the Guarantor and shall not be questioned by the Guarantor in or outside the court, tribunal, authority or arbitration as the case may be and all such demands shall be honored by the Guarantor without any delay.
3. We (the Guarantor) confirm that our obligation to the SBI, under this guarantee shall be independent of the agreement or other understandings, whatsoever, between the SBI and the Service Provider.
4. This guarantee shall not be revoked by us (the Guarantor) without prior consent in writing of the SBI.

WE (THE GUARANTOR) HEREBY FURTHER AGREE & DECLARE THAT-

- i. Any neglect or forbearance on the part of SBI to Service Provider or any indulgence of any kind shown by SBI to Service Provider or any change in

- the terms and conditions of the Agreement or the Services shall not, in any way, release or discharge the Bank from its liabilities under this Guarantee.
- ii. This Guarantee herein contained shall be distinct and independent and shall be enforceable against the Guarantor, notwithstanding any Guarantee or Security now or hereinafter held by SBI at its discretion.
 - iii. This Guarantee shall not be affected by any infirmity or absence or irregularity in the execution of this Guarantee by and / or on behalf of the Guarantor or by merger or amalgamation or any change in the Constitution or name of the Guarantor.
 - iv. The guarantee shall not be affected by any change in the constitution of SBI or Service Provider or winding up / liquidation of Service Provider, whether voluntary or otherwise
 - v. This guarantee shall be a continuing guarantee during its validity period and the SBI can make its claim in one or more events within the total liability of the Guarantor mentioned herein.
 - (vi) This Guarantee shall remain in full force and effect for a period of ___ years from the date of the issuance i.e. up to _____. Unless a claim under this Guarantee is made against us within three (3) months from that date i.e. on or before _____, all your rights under this Guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.
 - (vii) This guarantee shall be governed by Indian Laws and the Courts in Mumbai or the place of execution of documents, India alone shall have the jurisdiction to try & entertain any dispute arising out of this guarantee.

Notwithstanding anything contained herein above:

- (a) Our liability under this Bank Guarantee shall not exceed Rs...../-
(Rupees only)
- (b) This Bank Guarantee shall be valid up to.....
- c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if SBI serve upon us a written claim or demand on or before (date which is 3 months after date mentioned at (b) above.

Yours faithfully,

For and on behalf of Bank.

Authorized official

APPENDIX -K

**PROFORMA OF CERTIFICATE TO BE ISSUED BY THE BANK
AFTER SUCCESSFUL COMMISSIONING AND ACCEPTANCE
OF THE HARDWARE / SOFTWARE / SERVICES**

Date:

M/s.-----

Sub: Certificate of delivery, installation and commissioning

1. This is to certify that the Products as detailed below has/have been received in good condition along with all the standard and special accessories (subject to remarks in Para No. 2) in accordance with the Contract/Specifications. The same has been installed and commissioned.

(a) PO No. ._____ dated _____

(b) Description of the Product _____

(c) Quantity _____

(d) Date of receipt of the Product(s) at site _____

(e) Date of installation _____

(f) Date of commissioning _____

2. Details of Products not yet supplied and recoveries to be made on that account:

| <u>S.No.</u> | <u>Description</u> | <u>Amount to be recovered</u> |
|--------------|--------------------|-------------------------------|
|--------------|--------------------|-------------------------------|

3. The installation and commissioning have been done to our entire satisfaction and the Bank's staff have been trained to operate the Product.

4. Service Provider has fulfilled his contractual obligations satisfactorily.

or

Service Provider has failed to fulfill his contractual obligations with regard to the following:

- (a)
- (b)
- (c)

5. The amount of recovery on account of non-supply of Products is given under Para No.2 above.

Signature _____

Name _____

Designation with stamp _____

Appendix-K1

| Installation Certificate of ATM | | | | | |
|---|---------------------|--------------------------|--|--------------------------|--------------------|
| Customer Name: | | Customer ID: | | ATM ID: | Installation Date: |
| Bank Detail | | | | | |
| Base Branch: | | | Place of Installation | | |
| Address : | | | Address : | | |
| City : | | | City : | | |
| Pincode : | | | Pincode : | | |
| Contact Person(Branch : Mgr/Channel Mgr) | | | Contact Person(Branch : Mgr/Channel Mgr) | | |
| Contact No. : | | | Contact No. : | | |
| Email ID : | | | Email ID : | | |
| Purchase Order / Dispatch Details | | | | | |
| Purchase Order No. : | | PO Date : | | Dispatch Date: | Delivery Date: |
| Physical condition of machine at time of deliver: | | | | | |
| | | <input type="checkbox"/> | Good | <input type="checkbox"/> | |
| Partially Damaged | | <input type="checkbox"/> | Completely Damaged | <input type="checkbox"/> | Item |
| Missing | | | | | |
| Warranty Period : Date: | | Warranty Start Date: | | Warranty Expiry | |
| Hardware Configuration | | | | | |
| Machine Serial No.: | | | | | |
| Part No. | Part Description | Quantity | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| Software Configuration | | | | | |
| Application | | Version | | | |
| | MVS | | | | |
| | EPS | | | | |
| | XFS | | | | |
| | OS | | | | |
| | Native Recycler App | | | | |
| | | | | | |
| Network Configuration | | | | | |
| Machine IP : | | Subnet Mask : | | | |
| Gateway: | | Remote Port : | | | |
| Remote IP : | | | | | |
| Disposal of ATM as per e-Waste Bank's Policy | | | | | |

We undertake that Machine Serial No. _____ ATM ID _____
Make _____ Model _____ have been decommissioned,
lifted and shifted to our location as per RFP. We, hereby undertake that we shall dispose of
the same as per the e-waste policy of the Bank.

Certificate Compliance and submission

(Attached)

PCI-PTS Certificate (EPP, PinPads)

Yes/No

EMVCo L1 LoA, MC, Visa, Rupay Certificates (Card
Readers and EMV)

Yes/No

TIS/SIS (If in Scope)

Date when clear Site made available: ☐

AC Installed ☐

UPS

Reasons for delay if any :

Hard Disk of old ☐

Factory

Settings/Password for dual

ATM/CD returned

combination electronic lock changed

To the branch

Date of SIS Completion:

We confirm that default BIOS password has been changed and ATM have been integrated
with the Switch and Central MVS/EPS/Other Solutions (wherever required by Bank) and
admin control taken over by Central solution.

Following keys were handed over and received by: _____

Signature : _____

Cash out Cassette & RR Cassette key No.:

Addition Cassette Key No. :

Hood Door key

Safe Key Received: ☐

Yes

☐

No

Elect. Lock Combination changed and set to dual ☐er:

Yes

☐

No

Operation Training given to: _____

Signature :

Engineer Name: _____

Signature

: _____

Branch Manager/ Channel Manager: _____

Signature :

Appendix-K2

**PROFORMA OF CERTIFICATE TO BE ISSUED BY THE BANK
AFTER SUCCESSFUL COMMISSIONING AND ACCEPTANCE
OF THE HARDWARE/SOFTWARE SOLUTION/ SERVICES**

M/s.-----

Sub: Certificate of commissioning of Solution

RFP No : SBI/AC/2022-23/3-B dated : 31st March 2023

.
.

1. This is to certify that the Equipment, Software Solution and Services as detailed below has/have been successfully installed and commissioned/ received in good condition along with all the standard and special accessories (subject to remarks in Para No. 2) in accordance with the Contract/specifications.

| Deliverables | Successful as per RFP Terms Y/N | Date of success |
|--|---------------------------------------|-----------------|
| ATMswith OEM Native Application pilot connected to BASE24 @ * | | |
| | | |
| | | |
| | | |

* Successful completion of following activities :

- (a) Functionalities defined in Scope of Work – OEM Native Application
- (b) Functionalities defined in Scope of Work - Services
- (b) Functional and technical requirements as per RFP (except where Bank has deferred);
- (c) All the test cases defined by the Bank
- (d) Pass on UAT
- (e) Information Security cleared by Bank.
- (f) Pilot on following terminals
 - (i) 2 ATMs(new)

Further, following certificates have been submitted :

- 1) ATM Installation Certificate(EPIC)
- 2) PCI-PTS Certificate (EPP/PinPads)
- 3) EMVCo L1 LoA, MC/Visa Certificates (Card Readers)

- 4) EMVCo L2 LoA,, MC/Visa/Rupay Certificates (EMV Kernel)
- 5) Default Passwords Reset (BIOS, System, etc.)
- 6) Disposable e-waste Certificate (DEC), if applicable

2. Details of specifications of Equipment, Software Solution and Services not yet supplied/commissioned and recoveries to be made on that account:

| <u>S.No.</u> | <u>Description</u> | <u>Amount to be recovered</u> |
|--------------|--------------------|-------------------------------|
|--------------|--------------------|-------------------------------|

3. The acceptance test has been done to our entire satisfaction and Staff have been trained to operate the Equipment, Software Solution and Services.
4. The Vendor has fulfilled his contractual obligations satisfactorily*
or
The Vendor has failed to fulfill his contractual obligations with regard to the following:
 - (a)
 - (b)
 - (c)
5. The amount of recovery on account of non-supply of Equipment, Software Solution and Services is given under Para No. 2.
6. The amount of recovery on account of failure of the Vendor to meet his contractual obligations is as indicated in endorsement of the letter.

Signature _____

Name _____

Designation with stamp _____

* Explanatory notes for filling up the certificates:

- (a) The Vendor has adhered to the time schedule specified in the contract in in dispatching the Equipment /providing the required Software Solution / Manuals pursuant to Technical Specifications.
- (b) The Vendor has supervised the commissioning of the equipment/ Software Solution in time i.e., within the period specified in the contract from the date of

intimation by the Bank in respect of the installation of the equipment/Software Solution.

- (c) Training of personnel has been done by the Vendor as specified in the Contract.
- (d) In the event of Manuals having not been supplied or installation and commissioning of the Software Solution having been delayed on account of the Vendor, the extent of delay should always be mentioned.

Appendix–L

Other Terms and Penalties

1. General:

1.1 In case where penalty amount cannot be serviced through payment being made to ATM provider/solution provider, penalty will be paid by the ATM provider/solution provider through a cheque within 15 days from the close of the quarter. If the ATM provider/solution provider fails to pay, the Bank may realize the penalty amount by either invoking the BG submitted by the ATM provider/solution provider or recovering from any other payment due to the ATM provider.

1.2 Computation of all penalties at the Local Head Office level.

1.3 No penalties shall be levied for delays not attributable to Vendor or delays on account of uncontrolled circumstances which shall be decided by the Bank and shall be binding on the Vendor.

1.4 Vendor shall submit the reason for delays on account of Bank dependencies via email twice a week for verification and confirmation by the Bank.

1.5 There will not be any maximum cap for AMC services.

1.6 The vendor shall submit the required credit note for the deficiencies in the services as advised by the Bank, within 7 days from the date of intimation by the Bank. In case on non-submission of the credit note, the Bank shall proceed with the payment without any recourse to the vendor. However, the vendor should submit his claim regarding disputed transaction (if any) in writing within 30 days of the payment received by the vendor. The claim shall not be entertained by the Bank thereafter. The decision of the Bank will be final and binding on the vendor.

2. Procurement of ATMs, Warranty and Annual Maintenance Contract: ATM Provider

2.1 Downtime :

2.1.1 Calculation of Downtime:

An ATM will be considered "down" when it cannot receive/dispense cash. "Down Time" shall mean the interval between the times of reporting of failure to completion of repair. "Percentage Downtime" shall mean the aggregate of downtime of the particular ATM during a quarter expressed as a percentage of total available time in a quarter -- actual number of days to be taken into account X 24 hours).

For example, if the aggregate downtime of an ATM works out to 15 hours during a quarter, then the percentage downtime shall be calculated as follows:

$$\frac{15 \times 100}{\text{No. of days in quarter} \times 24}$$

The downtime will be calculated on ATM basis and not the entire network for the purpose of implementing penal provisions.

If an ATM is shut down or is unavailable to the public during pre-determined specific periods as announced by the Bank, for reasons not attributable to the ATM Provider, such time period of unavailability will be excluded from the denominator while calculating the downtime percentage. Downtime will have the exclusions as detailed in "Exclusions to Bidder's liability for penalty".

"Down Time" shall mean the interval between the time of reporting of failure to the time of completion of repair. The Down time will be calculated at the circle level based on reports generated through ATM MON/ OMS and Anytime Channel at Corporate Centre will decide regarding the exclusions which shall be final and binding on Bidder.

In the matter of calculation of penalties, Bank will not rely only on the ATM Provider's report but will also cross-check the data through independent verification from its ATM switch, ATM Monitoring Solution/ Tool or any other mechanism deployed by the Bank.

2.1.2 Penalty for Downtime :

- 2.1.2.1 ATM Provider shall provide First Line Maintenance (FLM) including cash related fault and Second Line maintenance (SLM) for all machines (irrespective of the machine being cash-managed by Bank staff) repair, spares replacements and maintenance service (response and resolution), to the Bank round the clock throughout the year including all Saturdays, Sundays and Holidays during the terms of contract on oral/ telephonic/ email/ SMS / Mobile Application or any other mode of communication by the Bank or through its own service personnel or any service provider or any monitoring system through its own expert service resource wherever the ATMs are installed irrespective of number of

physical visits at the site/ATM and without any additional cost to the Bank. The service shall be made available by ATM Provider as under:

| Category | Resolution Time/ TAT | Penalty |
|--|---|-----------------------------|
| VIP ATMs | 2 Hours: Irrespective of the population group/ category | Rs 1200/- per ATM per hour. |
| Regular ATMs | iii. 4 Hours: At Metro, Urban and Semi-urban locations iv. 6 Hours: At Rural locations | Rs 1000/- per ATM per hour. |
| The Bank will have sole discretion to permit the grace travel time depending on the circumstances. The Bank has the discretion of classifying the ATMs as VIP or Regular subject to review. | | |
| ATM Provider should ensure dispatch of qualified personnel to the ATM site with a view to resolve the incident attributed to ATM Provider and operationalise the ATM within the abovementioned resolution timelines. | | |

The downtime will be computed from the time of ticketing of the relative fault at the Bank's Online Monitoring Solution.

The Vendor will **NOT** be responsible for Cash out/ Cash Full because Cash Management Services are not outsourced to them. The Bank shall provide approximate exclusions to downtime for such faults.

Additionally, Penalty for not maintaining minimum uptime of 99% on account of hardware faults will be as under:

95% to 99% : 5% of pro rata of that particular ATM AMC for the month
93% to > 95% : 10% of pro rata of that particular ATM AMC for the month
91% to > 93% : 25% of pro rata of that particular ATM AMC for the month
Less than 91% : 35% of pro rata of that particular ATM AMC for the month.

2.1.3 **Exclusions to ATM Provider's liability for penalty :**

The following exclusions would be considered in computing penalty:

- A maximum of 3 hours for quarterly Preventive Maintenance
- Actual Supervisory Time (which should be reasonable & in tune with national average)
- Actual downtime on account of the Switch and network connectivity.
- Core Banking Solution Host outages
- Vandalism
- Non-availability of access to the ATMs to the vendor.

- Force Majeure cases
- Uncontrollable circumstances which shall be decided by the Bank and shall be binding on ATM Provider.
- In the state of Jammu and Kashmir and the North Eastern states, the ATM Operations under DGM (AC) at respective LHOs may expressly allow maximum time not exceeding 24 hours for those specific locations which are considered difficult to reach for the reasons of inaccessible terrain and / or insurgency.

2.2 As vendor would have received full payment of the machine and no AMC will be payable during the one-year warranty period, from the date of installation of machine (cash live) the downtime penalty during the warranty period of the machine will be paid by the vendor through a cheque within 15 days from the close of the quarter. If the vendor fails to pay, the Bank may realize the penalty amount by either invoking the BG submitted by the vendor or recovering from any other payment due to the vendor. The vendor has to submit the required credit note for the deficiency in services, within 7 days from date of intimation by the Bank.

2.3 If the machine is not installed within 30 days for metro and urban/ 40 days for other areas from the date of purchase order, and the reason for delay is not attributable to the Bank, the vendor will be liable to pay a penalty of Rs.5000/- per machine per day from 31st day for metro and urban / 41st day for other areas, which will be realized/recovered from the invoice submitted for that machine or recovering from any other payment due to the vendor. In case of any delay due to Bank dependency, the vendor has to advise the same in writing along with the necessary proof mentioning the cause of delay. The Penalty shall be applicable where the delay is attributable to successful bidder and there is no dependency or delay on the part of Bank. The maximum penalty capped at Rs.1.00 lac per ATM will be levied on account of delayed installation.

2.3 Any delay in installation/ operationalization of ATMs on account of Vendor's dispute with Government Authority on any count shall be reckoned as part of delay and penalty shall be as applicable as in cases of delay in supply/ installation. In this connection, in case the vendor is unable to deliver/ install ATMs in reasonable time, Bank reserves the right to review/ cancel the order and redistribute the same in a suitable manner.

2.4 In addition to the penalties mentioned elsewhere in this RFP penalty will also be levied in case materials/ATMs/equipment used are not in conformity with specifications laid down unless exemption has been obtained from the Bank. Penalty could include free replacement plus 25% deduction of the cost of the materials/ATMs/equipment.

2.5 On account of any negligence, commission or omission by the engineers of the ATM Provider and if any loss or damage caused to the ATM, the ATM Provider shall indemnify/ pay/ reimburse the loss suffered by the Bank.

2.6 If the ATM Provider fails to carry out Preventive Maintenance of end point during a quarter, a penalty of Rs.500/= per day per ATM will be levied from the date of close of the quarter till the date it is carried out, will be levied. The vendor should invariably use Field call report (FCR) in Online monitoring System for uploading of preventive maintenance.

2.7 Consumables :

Consumables are required to be replenished well before it gets over.

Penalty :

Rs.1000/- per incident shall be levied if consumable are not made available within four hours from the time information available in Online Monitoring Solution or complaint lodged by Bank official at the portal and/ or advised by Channel Manager or by the Bank official in this regard. The consumables required are to be replaced by the vendor at the respective machines.

2.8 Remedial Hardware Maintenance:

2.8.1 Remedial Hardware Maintenance shall cover free supply and replacement of spares, components, devices as well as labour required to repair a malfunctioning of ATM caused due to any reasons other than the conditions mentioned in below clause 2.8.5 (Exclusions permitted for replacement of machine) and restore it to good operating condition without any additional cost to the Bank.

2.8.2 Remedial hardware maintenance includes software support (and software reload, OS Reload, MVS Reload, EPS Reload etc.) or CEN XFS reload. Further, it covers, inter-alia, free provision of spares, parts, kits, software, including CEN XFS, drivers etc., as and when necessary to ensure that ATM function in a trouble-free manner. ATM Provider shall correct any faults and failures caused due to any reason, in the equipment and shall repair and replace worn out defective parts of the ATM as and when requested by the Bank. Unserviceable spares, components, devices of the ATM caused due to any reason should be replaced free of cost by ATM provider within the aforesaid resolution time (if it affects / impacts the operation of the ATM) and within two working days (if it does not impact the operation of ATM).

2.8.3 The Bank intends to discover the price of the lockable cassette and reject bin as a separate line item in the price bid. The replacement cost for maximum number upto 4 cassettes and 1 reject bin per machine will be

borne by the Bank during the currency of contract and extension thereof for the ATMs where cassettes swap activity is being done by the Bank on Bank cash-managed machines. The cassettes / reject bins can be procured as single unit or multiple number of units as per the requirement of that machine. Any replacement beyond the stipulated limits will be borne by the vendor. For the CRA cash-managed machines, Bank will not bear any cost for cassette or reject bin replacement. In case, the cassette swap method is not implemented on machine(s) or Bank decides not to implement cassette swap method due to relaxations permitted by the Statutory Bodies, then Bank shall not bear the cost of additional cassettes (4 units) and reject bin (1 unit). If there is requirement of new cassettes / reject bins for the machine, the same will be replaced at Vendor's cost.

2.8.4 If any ATM is beyond repair, it should be replaced with a new one within 30 days from the day when the machine is classified as beyond repair (classification to be done within 7 days of incident occurrence), without any cost to the bank, during the contract period and extension(s) thereof. The replaced machines should be of the exact same specifications which was provided to the Bank at the time of initial testing at Bank's ATM Lab. In case, bidders do not have the machines with the same specifications in all aspects, then the machine (with different specification, but not lower than the minimum specifications mentioned in this RFP) should be provided to the Bank's ATM lab for testing. The Bank's re-testing charges of Rs.20 lakh should be borne by the bidder.

2.8.5 Exclusions permitted for free replacement of machines, subject to acceptance by Bank's Insurance Company-

2.8.5.1 For the machines destroyed / beyond repair due to:

- a) Natural calamities (like flood, earthquake, fire, tsunami etc.),
- b) machine uprooting (and uprooted machine stolen away),
- c) uprooted machine at site but beyond repair,
- d) any vandalism case which requires machine replacement and the same is also confirmed by the Insurance Surveyor and acceptable to the Insurance Company for Insurance Claim;

In above cases (a) to (d), machine will be replaced by the vendor and Bank will pay the cost of the machine at the discovered rate in this RFP, subject to claim settlement by Bank's Insurance Company. Bank's Insurance Company rejects the claim, the cost of new machine to be borne by the Vendor.

2.8.6 In case of vendor fail to supply of hardware or spare parts. The ATM machine penalty will be levied in following manner:

| | |
|--------------|---|
| For Hardware | Rs.2000 per day from 48 hours of call log /request. |
| For machine | Rs.5000 per day after 7 days |

2.9 Bank's MVS testing will be a criterion for the selected bidders. The selected bidders have to deliver 2 machines (of each OEM) with 2 UPSs (having Integrated Power Management feature) for testing at the Bank's ATM test Lab located in Belapur Navi Mumbai within 10 days (calendar days) from the issuance of LOI and the machines have to be tested successfully for Bank's MVS platform including completion of EMV L3 certification from all the scheme (wherever necessary) within 45 days (calendar days) of delivery of machines. A penalty of Rs 10,000/- per day will be imposed on the selected bidders if their machines are either undelivered or not tested for MVS within the prescribed timelines. The Bank however has the discretion to review the penalty.

2.10 The Bank shall issue Purchase Order / Letter of Intent / Confirmation Letter for installation of any such upgraded hardware / physical devices / components and applicable software or any standalone software after duly testing at its ATM-Lab. The rollout / installation of the upgrade (both hardware or software, as applicable) should be done within the timeframe specified in the Purchase Order / Letter of Intent / Confirmation Letter. A penalty of Rs.1000 per day per non-complied machine shall be imposed for delay beyond the specified timeframe or for non-compliance of the Purchase Order / Letter of Intent / Confirmation Letter.

2.11 Site feasibility {for new site(s)} should be done and the report submitted within 10 days of the request made by the Bank. Penalty @ Rs.200 per day will be levied thereafter. (The Bank may waive it at its sole discretion if a large number of sites – much more than the monthly plan -- are given at one time). ATM/ installation should be completed within 30 days for metro and urban areas and 40 days for other areas from the date of handing over of clear site by the bank (complete room with power connection will be made available to the bidder) or placement of the order, whichever is later. Penalty @ Rs.5000/- per day from the 31st day for metro and urban area / 41st day for other area which shall be recovered / realized from the Invoice submitted for that site.

2.12 Penalty shall be levied in case material/equipment used are not in conformity with specifications laid down unless exemption has been obtained from Bank. Penalty could include free replacement plus 25% deduction of the cost of the material/equipment/machines. The payment will be made based on the report duly verified by the respective Channel Manager / facilitator.

2.13 On account of any negligence, commission or omission by the engineers of the Vendor in delivery of Product and Services if any loss or damage caused to the Equipment/machine, Vendor shall indemnify/pay/reimburse all loss suffered by Bank.

3. Deficiency of Services:

- i) Actual loss incurred by the Bank on account of errors/bugs/deficiencies in services attributable to the Vendor shall be recovered from the vendor.
- ii) If OEM XFS application failed to provide dispensation status to MVS application and has resulted in customer complaint for which no excess cash is found in the ATM, then OEM is liable to bear the transaction amount and compensation to be paid to the customer.

4. Penalties for Reputational and business loss:

4.1 Notwithstanding anything contained in the request for Proposal/service level agreement, the service provider hereby agrees and undertake that following losses incurred by the Bank/ accrued to the Bank, if any on account of reasons attributable to the service provider may be recovered from its invoices or good by the service provider: -

- a) Actual loss accrued to the Bank on account of errors/bugs/ deficiencies in development/ support activities attributable to the service provider.
- b) Any loss accrued to the bank on account of loss of Business during the period of outage of application developed /maintained.
- c) Reputational loss due to the reasons attributable to the service provider.
- d) The Bank should not suffer loss due to any bug / defect of the machine. The Bank's decision with regard to bug/ defect/ faulty functioning of the machine will be final and binding on the bidder. In case the bug/ defect/ faulty functioning resolution requires development / R&D from OEM of the ATM, the bidder should ensure that the OEM does the required development within the stipulated time agreed by the Bank. A penalty of Rs.1000 per day per non-complied machine shall be applicable for delay after the agreed stipulated timeframe.

4.2 The service provider understands the provision(s) of Penalty and matrix of calculation thereof given in this document. The decision of the Bank shall be final and binding in this regard. Such penalties shall not restrict the Bank for availing any other remedy/action available in law.

5. Transition Penalty:

In the event of failure of the Service Provider to render the Services or in the event of termination of agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of contract until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider

within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services. If existing vendor is breach of this obligation, they shall be liable for paying a penalty of 10 % of the respective line item of price bid on demand to the Bank, which may be settled from the payment of invoices or Performance Bank Guarantee for the contracted period.

6. Non-Compliance of any clause Penalty:

- a) Penalty @ Rs.5000/- per ATM will be recovered from the Bidder if Clauses relating to RBI, MHA, IS Audit and Other compliances /guidelines and any clause mentioned in the scope of work is not adhered / not complied / failed during audit testing. The bidder should ensure to comply with the instructions within the timeframe allowed by the Bank. Failure to comply, penalty of Rs. 2000 per ATM per day shall be levied beyond the timeframe allowed by the Bank.
- b) Any penalty levied on the Bank by RBI, MHA, Central/State Govt., Local Administration, any statutory body etc. for any penal activity / non-compliance attributable to the bidder, shall be recovered from the bidder. The Bank's decision in the matter shall be final and binding on the bidder. The same shall be recovered over and above the applicable penalty cap. In case, this penalty is compensated through a different clause of this RFP, the Bank may not levy the penalty again for same penal activity / non-compliance.

Appendix M

Appendix–M

Service Level Agreement

Note: The SLA to be executed with the successful bidder after successful testing of the supplied machines. Final SLA will be based on the clauses of this RFP.

Appendix–N

NON-DISCLOSURE AGREEMENT

THIS RECIPROCAL NON-DISCLOSURE AGREEMENT (the “Agreement”) is made at _____ between:

State Bank of India constituted under the State Bank of India Act, 1955 having its Corporate Centre and Central Office at State Bank Bhavan, Madame Cama Road, Nariman Point, Mumbai-21 and one of its offices at **Anytime Channels Department at, 3rd floor, World Trade Centre, Cuffe Parade, Mumbai 400005 (procuring office address)**, (hereinafter referred to as “Bank” which expression includes its successors and assigns) of the ONE PART;

And

_____ a private/public limited company/LLP/Firm incorporated under the provisions of the Companies Act, 1956/ Limited Liability Partnership Act 2008/ Indian Partnership Act 1932 , having its registered office at _____ (hereinafter referred to as “_____” which expression shall unless repugnant to the subject or context thereof, shall mean and include its successors and permitted assigns) of the OTHER PART;

And Whereas

1. _____ is carrying on business of providing _____, has agreed to _____ for the Bank and other related tasks.

2. For purposes of advancing their business relationship, the parties would need to disclose certain valuable confidential information to each other (the Party receiving the information being referred to as the “Receiving Party” and the Party disclosing the information being referred to as the “Disclosing Party. Therefore, in consideration of covenants and agreements contained herein for the mutual disclosure of confidential information to each other, and intending to be legally bound, the parties agree to terms and conditions as set out hereunder.

NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES AS UNDER

1. Confidential Information and Confidential Materials:

- (a) “Confidential Information” means non-public information that Disclosing Party designates as being confidential or which, under the circumstances surrounding disclosure ought to be treated as confidential. “Confidential Information” includes, without limitation, information relating to developed, installed or purchased Disclosing Party software or hardware products, the information relating to general architecture of Disclosing Party’s network, information relating to nature and content of data stored within network or in any other storage media, Disclosing Party’s business policies, practices, methodology, policy design delivery, and information received from others that Disclosing Party is obligated to treat as confidential. Confidential Information disclosed to Receiving Party by any Disclosing Party Subsidiary and/ or agents is covered by this agreement
- (b) Confidential Information shall not include any information that: (i) is or subsequently becomes publicly available without Receiving Party’s breach of any obligation owed to Disclosing party; (ii) becomes known to Receiving Party free from any confidentiality obligations prior to Disclosing Party’s disclosure of such information to Receiving Party; (iii) became known to Receiving Party from a source other than Disclosing Party other than by the breach of an obligation of confidentiality owed to Disclosing Party and without confidentiality restrictions on use and disclosure; or (iv) is independently developed by Receiving Party.
- (c) “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.

2. Restrictions

- (a) Each party shall treat as confidential the Contract and any and all information (“confidential information”) obtained from the other pursuant to the Contract and shall not divulge such information to any person (except to such party’s “Covered Person” which term shall mean employees, contingent workers and professional advisers of a party who need to know the same) without the other party’s written consent provided that this clause shall not extend to information which was rightfully in the possession of such party prior to the commencement of the negotiations leading to the Contract, which is already public knowledge or becomes so at a future date (otherwise than as a result of a breach of this clause). Receiving Party will have executed or shall execute appropriate written agreements with Covered Person, sufficient to

enable it to comply with all the provisions of this Agreement. If Service Provider appoints any Sub-Contractor (if allowed) then Service Provider may disclose confidential information to such Sub-Contractor subject to such Sub Contractor giving the Bank an undertaking in similar terms to the provisions of this clause. Any breach of this Agreement by Receiving Party's Covered Person or Sub-Contractor shall also be constructed a breach of this Agreement by Receiving Party.

- (b) Receiving Party may disclose Confidential Information in accordance with judicial or other governmental order to the intended recipients (as detailed in this clause), provided Receiving Party shall give Disclosing Party reasonable notice (provided not restricted by applicable laws) prior to such disclosure and shall comply with any applicable protective order or equivalent. The intended recipients for this purpose are:
 - i. the statutory auditors of the either party and
 - ii. government or regulatory authorities regulating the affairs of the parties and inspectors and supervisory bodies thereof
- (c) Confidential Information and Confidential Material may be disclosed, reproduced, summarized or distributed only in pursuance of Receiving Party's business relationship with Disclosing Party, and only as otherwise provided hereunder. Receiving Party agrees to segregate all such Confidential Material from the confidential material of others in order to prevent mixing.

3. **Rights and Remedies**

- (b) Receiving Party shall notify Disclosing Party immediately upon discovery of any unauthorized used or disclosure of Confidential Information and/ or Confidential Materials, or any other breach of this Agreement by Receiving Party, and will cooperate with Disclosing Party in every reasonable way to help Disclosing Party regain possession of the Confidential Information and/ or Confidential Materials and prevent its further unauthorized use.
- (c) Receiving Party shall return all originals, copies, reproductions and summaries of Confidential Information or Confidential Materials at Disclosing Party's request, or at Disclosing Party's option, certify destruction of the same.
- (d) Receiving Party acknowledges that monetary damages may not be the only and / or a sufficient remedy for unauthorized disclosure of Confidential Information and that disclosing party shall be entitled, without waiving any other rights or remedies (including but not limited to as listed below), to

injunctive or equitable relief as may be deemed proper by a Court of competent jurisdiction.

- i. Suspension of access privileges
 - ii. Change of personnel assigned to the job
 - iii. Termination of contract
- (e) Disclosing Party may visit Receiving Party's premises, with reasonable prior notice and during normal business hours, to review Receiving Party's compliance with the term of this Agreement.

4. **Miscellaneous**

- (a) All Confidential Information and Confidential Materials are and shall remain the sole and of Disclosing Party. By disclosing information to Receiving Party, Disclosing Party does not grant any expressed or implied right to Receiving Party to disclose information under the Disclosing Party's patents, copyrights, trademarks, or trade secret information.
- (b) Confidential Information made available is provided "As Is," and disclosing party disclaims all representations, conditions and warranties, express or implied, including, without limitation, representations, conditions or warranties of accuracy, completeness, performance, fitness for a particular purpose, satisfactory quality and merchantability provided same shall not be construed to include fraud or wilful default of disclosing party.
- (c) Neither party grants to the other party any license, by implication or otherwise, to use the Confidential Information, other than for the limited purpose of evaluating or advancing a business relationship between the parties, or any license rights whatsoever in any patent, copyright or other intellectual property rights pertaining to the Confidential Information.
- (d) The terms of Confidentiality under this Agreement shall not be construed to limit either party's right to independently develop or acquire product without use of the other party's Confidential Information. Further, either party shall be free to use for any purpose the residuals resulting from access to or work with such Confidential Information, provided that such party shall maintain the confidentiality of the Confidential Information as provided herein. The term "residuals" means information in non-tangible form, which may be retained by person who has had access to the Confidential Information, including ideas, concepts, know-how or techniques contained therein. Neither party shall have any obligation to limit or restrict the assignment of such persons or to pay royalties for any work resulting from the use of

residuals. However, the foregoing shall not be deemed to grant to either party a license under the other party's copyrights or patents.

- (e) This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof. It shall not be modified except by a written agreement dated subsequently to the date of this Agreement and signed by both parties. None of the provisions of this Agreement shall be deemed to have been waived by any act or acquiescence on the part of Disclosing Party, its agents, or employees, except by an instrument in writing signed by an authorized officer of Disclosing Party. No waiver of any provision of this Agreement shall constitute a waiver of any other provision(s) or of the same provision on another occasion.
- (f) In case of any dispute, both the parties agree for neutral third party arbitration. Such arbitrator will be jointly selected by the two parties and he/she may be an auditor, lawyer, consultant or any other person of trust. The said proceedings shall be conducted in English language at Mumbai and in accordance with the provisions of Indian Arbitration and Conciliation Act 1996 or any Amendments or Re-enactments thereto. Nothing in this clause prevents a party from having recourse to a court of competent jurisdiction for the sole purpose of seeking a preliminary injunction or any other provisional judicial relief it considers necessary to avoid irreparable damage. This Agreement shall be governed by and construed in accordance with the laws of Republic of India. Each Party hereby irrevocably submits to the exclusive jurisdiction of the courts of Mumbai.
- (g) Subject to the limitations set forth in this Agreement, this Agreement will inure to the benefit of and be binding upon the parties, their successors and assigns.
- (h) If any provision of this Agreement shall be held by a court of competent jurisdiction to be illegal, invalid or unenforceable, the remaining provisions shall remain in full force and effect.
- (i) The Agreement shall be effective from _____ ("Effective Date") and shall be valid for a period of _____ year(s) thereafter (the "Agreement Term"). The foregoing obligations as to confidentiality shall survive the term of this Agreement and for a period of five (5) years thereafter provided confidentiality obligations with respect to individually identifiable information, customer's data of Parties or software in human-readable form (e.g., source code) shall survive in perpetuity.

5. **Suggestions and Feedback**

Either party from time to time may provide suggestions, comments or other feedback to the other party with respect to Confidential Information provided originally by the other party (hereinafter “feedback”). Both party agree that all Feedback is and shall be entirely voluntary and shall not in absence of separate agreement, create any confidentially obligation for the receiving party. However, the Receiving Party shall not disclose the source of any feedback without the providing party’s consent. Feedback shall be clearly designated as such and, except as otherwise provided herein, each party shall be free to disclose and use such Feedback as it sees fit, entirely without obligation of any kind to other party. The foregoing shall not, however, affect either party’s obligations hereunder with respect to Confidential Information of other party.

Dated this _____ day of _____ (Month) 20__ at _____ (place)

For and on behalf of _____

| | | |
|-------------|--|--|
| Name | | |
| Designation | | |
| Place | | |
| Signature | | |

For and on behalf of _____

| | | |
|-------------|--|--|
| Name | | |
| Designation | | |
| Place | | |
| Signature | | |

Appendix–O

Pre-Bid Query Format
(To be provide strictly in Excel format)

| Vendor Name | Sl. No | RFP Page No | RFP Clause No. | Existing Clause | Query/Suggestions |
|-------------|--------|-------------|----------------|-----------------|-------------------|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Appendix–P

Format for Submission of Client References

To whosoever it may concern

| Particulars | Details |
|--|---------|
| | |
| Client Information | |
| Client Name | |
| Client address | |
| | |
| Name of the contact person and designation | |
| Phone number of the contact person | |
| E-mail address of the contact person | |
| Project Details | |
| Name of the Project | |
| Start Date | |
| End Date | |
| Current Status (In Progress / Completed) | |
| Size of Project | |
| Quantity of Work order (in numbers) | |
| Value of Work Order (In Lakh) (only single work order) | |
| | |

Name & Signature of authorised signatory

Seal of Company

Appendix-Q

PRE-CONTRACT INTEGRITY PACT
(TO BE STAMPED AS AN AGREEMENT)

General

This pre-Bid pre-contract Agreement (hereinafter called the Integrity Pact) is made

on _____ day of the month of _____ 2022 , between, on the one hand, the State Bank of India a body corporate incorporated under the State Bank of India Act, 1955 having its Corporate Centre at State Bank Bhavan, Nariman Point, Mumbai through its Anytime Channels Implementation and rollout department Corporate Centre 3rd Floor World Trade Centre Arcade Cuffe Parade Mumbai 400005, (hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, its successors) of the First Part

And

M/s _____ represented by Shri _____ Chief Executive Officer (hereinafter called the "BIDDER/Seller which expression shall mean and include, unless the context otherwise requires, its / his successors and permitted assigns of the Second Part.

WHEREAS the BUYER proposes to procure (Name of the Stores/Equipment/Item) and the BIDDER/Seller is willing to offer/has offered the stores and

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is an Office / Department of State Bank of India performing its functions on behalf of State Bank of India.
NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the

currency of the contract to be entered into with a view to:

- Enabling the BUYER to obtain the desired service / product at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement; and
- Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

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

1. Commitments of the BUYER

- 1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, Bid evaluation, contracting or implementation process related to the contract.
- 1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3 All the officials of the BUYER will report to the appropriate authority any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
- 1.4 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an

enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

2. Commitments of BIDDERS

- 2.1 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its Bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:
- 2.2 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 2.3 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with State Bank of India for showing or forbearing to show favor or disfavor to any person in relation to the contract or any other contract with State Bank of India.
- 2.4 Wherever applicable, the BIDDER shall disclose the name and address of agents and representatives permitted by the Bid documents and Indian BIDDERS shall disclose their foreign principals or associates, if any.
- 2.5 The BIDDER confirms and declares that they have not made any payments to any agents/brokers or any other intermediary, in connection with this Bid/contract.
- 2.6 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original vendors or service providers in respect of product /

service covered in the Bid documents and the BIDDER has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

- 2.7 The BIDDER, at the earliest available opportunity, i.e. either while presenting the Bid or during pre-contract negotiations and in any case before opening the financial Bid and before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 2.8 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, Bid evaluation, contracting and implementation of the contract.
- 2.9 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 2.10 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 2.11 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 2.12 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 2.13 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the

BUYER has financial Interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.

- 2.14 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

3. Previous Transgression

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

4. Earnest Money (Security Deposit)

- 4.1 While submitting commercial Bid, the BIDDER shall deposit an amount (specified in RFP) as Earnest Money/Security Deposit, with the BUYER through any of the mode mentioned in the RFP / Bid document and no such mode is specified, by a Bank Draft or a Pay Order in favour of State Bank of India from a nationalized Bank including SBI or its Subsidiary Banks. However payment of any such amount by way of Bank Guarantee, if so permitted as per Bid documents / RFP should be from any nationalized Bank other than SBI or its Subsidiary Banks and promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof for making such payment to the BUYER.
- 4.2 Unless otherwise stipulated in the Bid document / RFP, the Earnest

Money/Security Deposit shall be valid upto a period of five years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.

- 4.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 4.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

5. Sanctions for Violations

- 5.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:
- (i) To immediately call off the pre contract negotiations without assigning any reason and without giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue, unless the BUYER desires to drop the entire process.
 - (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
 - (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
 - (iv) To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Base Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any

outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding could also be utilized to recover the aforesaid sum and interest.

- (v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- (vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- (vii) To debar the BIDDER from participating in future bidding processes of the BUYER or any of its Subsidiaries for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- (viii) To recover all sums paid, in violation of this Pact, by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- (ix) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- (x) Intimate to the CVC, IBA, RBI, as the BUYER deemed fit the details of such events for appropriate action by such authorities.

5.2 The BUYER will be entitled to take all or any of the actions mentioned at para 6.1(i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

5.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

6 Fall Clause

The BIDDER undertakes that it has not supplied/is not supplying similar

product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry/Department of the Government of India or PSU or any other Bank and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU or a Bank at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

7. Independent Monitors

- 7.1 The BUYER has appointed Independent Monitor (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors to be given).

Shri Otem Dai IAS (Retd.)

Mobile No. 9402277510

otemdai@hotmail.com

Ms Minne Mathews,(IAS Retd)

Mobile : 9951035888

Minnemathews635@gmail.com.

- 7.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 7.3 The Monitors shall not be subjected to instructions by the representatives of the parties and perform their functions neutrally and independently.
- 7.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings. Parties signing this Pact shall not approach the Courts while

representing the matters to Independent External Monitors and he/she will await their decision in the matter.

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

8. Facilitation of Investigation

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

9. Law and Place of Jurisdiction

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

10. Other Legal Actions

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

11. Validity

11.1 The validity of this Integrity Pact shall be from date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract, with the successful Bidder by the BUYER.

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

12. The parties hereby sign this Integrity Pact at ___ on _____

For BUYER

For BIDDER

Name of the Officer.

Chief Executive Officer

Designation

Office / Department / Branch

State Bank of India.

Witness

Witness

1

1.

2

2.

* Provisions of these clauses would need to be amended/ deleted in line with the policy of the BUYER in regard to involvement of Indian agents of foreign suppliers.

Note: This agreement will require stamp duty as applicable in the State where it is executed.

Appendix-R

FORMAT FOR EMD BANK GUARANTEE

To:

Dear Sir,

**EMD BANK GUARANTEE FOR
SUPPLY, INSTALLATION, TESTING & COMMISSIONING
OF CASH DISPENSER NATIVE SOFTWARE & ALLIED HARWARE
PERIPHERALS WITH ASSOCIATED SERVICES
AS ARE SET OUT IN THE IN THE RFP NO.SBI/AC/2022-23/003-B DATED
31st March 2023.**

:

WHEREAS **State Bank of India**, a Statutory Corporation constituted under the State Bank of India Act, 1955 having its Corporate Centre at SBI Bhawan, Madame Cama Road, Nariman Point, Mumbai 400021 and one of its offices at **Anytime Channels, Corporate Centre, World Trade Centre, Cuffe Parade, Mumbai 400005** (procuring office address), (hereinafter referred to as "SBI" which expression shall, unless repugnant to the subject, context or meaning thereof, be deemed to mean and include its successors and assigns) has invited Request for Proposal for PROCUREMENT OF ATMs as are set out in the Request for Proposal **SBI/AC/2022-23/03-B dated 31st March 2023.**

2. It is one of the terms of said Request for Proposal that the Bidder shall furnish a Bank Guarantee for a sum of Rs._____/-(Rupees _____Only) as Earnest Money Deposit.

3. M/s. _____, (hereinafter called as Bidder, who are our constituents intends to submit their Bid for the said work and have requested us to furnish guarantee in respect of the said sum of Rs._____/-(Rupees _____ only)

4. NOW THIS GUARANTEE WITNESSETH THAT

We _____ (Bank) do hereby agree with and undertake to the State Bank of India, their Successors, assigns that in the event of the SBI coming to the conclusion that the Bidder has not performed their obligations under the said conditions of the RFP or have committed a breach thereof, which conclusion shall be binding on us as well as the said Bidder, we shall on demand by the SBI, pay without demur to the SBI, a sum of Rs._____/-(Rupees _____)

_____ Only) that may be demanded by SBI. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Bidder under the said conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs. _____/- (Rupees _____ Only).

5. We also agree to undertake to and confirm that the sum not exceeding Rs. _____/- (Rupees _____ Only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the SBI on receipt of a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence and the notice from the SBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the SBI within 24 hours from the date of receipt of the notice as aforesaid. We confirm that our obligation to the SBI under this guarantee shall be independent of the agreement or agreements or other understandings between the SBI and the Bidder. This guarantee shall not be revoked by us without prior consent in writing of the SBI.

6. We hereby further agree that –

- a) Any forbearance or commission on the part of the SBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Bid and/or hereunder or granting of any time or showing of any indulgence by the SBI to the Bidder or any other matter in connection therewith shall not discharge us in any way our obligation under this guarantee. This guarantee shall be discharged only by the performance of the Bidder of their obligations and in the event of their failure to do so, by payment to us of the sum not exceeding Rs. _____/- (Rupees _____ Only)
- b) Our liability under these presents shall not exceed the sum of Rs. _____/- (Rupees _____ Only)
- c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.
- d) This guarantee shall remain in force up to 18 months provided that if so desired by the SBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- e) Our liability under this presents will terminate unless these presents are renewed as provided herein up to 18 months or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the SBI alone is the conclusive proof, whichever date is later.

- f) Unless a claim or suit or action is filed against us within six months from that date or any extended period, all the rights of the SBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

Notwithstanding anything contained hereinabove:

- (a) Our liability under this Bank Guarantee shall not exceed Rs...../-
(Rupees only)
- (b) This Bank Guarantee shall be valid up to
- (c) 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

Yours faithfully,

For and on behalf of

Authorized official.

(Note: This guarantee will require stamp duty as applicable in the State where it is executed and shall be signed by the official(s) whose signature and authority shall be verified)

Appendix S: Client Certificates

Bidders' declaration

To

**The Deputy General Manager (I&R),
State Bank of India,
Corporate Centre,
Anytime Channels Dept.,
3rd floor, World Trade Centre Arcade,
Cuffe Parade, Mumbai – 400005.**

Dear Sir,

Ref: RFP No.: SBI/AC/2022-23/003-B Dated: 31st March 2023.

We have examined the above RFP, the receipt of which is hereby duly acknowledged and subsequent pre-Bid clarifications/ modifications / revisions, if any, furnished by the Bank and we offer to supply, test, integrate, Install, commission, upgrade and support the desired equipment, Multi-Vendor Software/Agent, ATMs protection solutions/Agent, Online Monitoring Solutions/Agent and support services detailed in this RFP. We shall abide by the terms and conditions spelt out in the RFP.

2. We are manufacturers/ authorized distributor/ partner/ agent of _____(Name of brand) ATM having factories at _____. Our brand has _____ number of ATMs deployed for various banks in India/abroad.

3. We hereby certify that we have neither been blacklisted nor expelled from any project / contract nor had any contract terminated for breach by any Public Sector Undertaking /IBA/ RBI / Regulatory Authority/ Statutory Authority / Any State or Central Government / any bank during the last five years in India or abroad.

4. (a) We hereby certify that no past/present litigations or disputes exists against our Company/firm which could adversely affect our participation under this RFP and result in the disqualification.

OR

(b) We hereby certify that past/present litigations or disputes exists against our Company/firm the brief details of which are as under:

- i. _____
- ii. _____

(NB : Please strike out either 3 (a) or 3 (b) as the case may be)

We undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the provisions of RFP, we shall intimate the Bank of the same immediately.

5. We, hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Bank in connection with the selection of bidder or in connection with the selection/bidding process itself in respect of procurement of equipment, Solutions and Support Services.

6. We do hereby certify that we do not have any Service Level Agreement pending to be signed with the Bank for more than 6 months from the date of issue of purchase order issued by any of the Department at SBI as on the date of Bid submission.

7. We agree to provide all Comprehensive Annual maintenance support services relating to ATMsto be supplied under this RFP for a Minimum period of seven years (with a provision to extend for 3 years at the discretion of the Bank) by deputing our suitable resources at the ATM as and when required irrespective of number of visits to operationalize or to ensure uptime of ATM or to repair or to maintain or to carry out any activity apart from preventive maintenance without any additional cost to the Bank as we will be building suitable cost factor as a part of Total cost of ownership as a part of RFP. Illustrative but not exhaustive list of activities are as under :

- Any managed service activities(if any).
- Any hardware of ATM replacement/troubleshooting
- Testing, installation, reinstallation, bug fixing, trouble shooting, upgradation at the ATM in connection with Multi Vendor Agent, any ATM protection solutions like Hard Disk encryption, White listing Solutions, any agent etc
- Supporting the Multi-Vendor Software Solutions, ATM Protection Solutions and Online Monitoring Solution.
- Loading of any software, any agent, any patches which could not be done through centralized patching.
- Service for loading and on-going maintenance of encryption keys;
- Service like IP address Changes, DNS Changes, TLS changes, changing currency cassettes configuration, changes combination lock setting etc
- Service during natural calamities or fire.
- Any preventable call
- As and when required by the Bank to carry out specific activity.

The aforesaid clause will hold good even if underlying model is discontinued for any reason.

8. We have dedicated Banks' ATM Monitoring Tool for analyzing full range of ATMs/ error/status codes for monitoring health of ATMs/ with automated on-line problem ticketing, call logging, call transfer/escalation (by SMS, email, voice, etc.), follow up till satisfactory closure of ticket, forecasting optimum cash requirements to the Cash Dispenser branch and providing wide ranging MIS for each Cash Recycler for meaningful analysis of performance, including Reports for connected vendors SLAs. We, further, confirm that our central monitoring tools is compatible with Base24 and can be integrated with Banks' ATM / Monitoring Tool. In addition, in case, if our Monitoring system is not integrated with Banks' Monitoring tool, we undertake to integrate same with Banks' Monitoring Tool within a month, on intimation in this regard by Bank to us. If required, we undertake to be demonstrate to the Bank's satisfactions at our cost. Further, we undertake to use the Online Monitoring Solutions if provided by the Bank and make required lease line and backup connectivity between our Managed Service Centers and its DR Center to Banks' DC and DR at our cost with network redundancy and note to bear the related recurring expenditure.

9. As a part of contract, we undertake to provide ATMs at DC location and note to service the said equipment and provide engineer having full knowledge of ATM as and when required without any additional cost.

10. We, undertake, to upgrade the Operating System and associated hardware components to latest available without any additional cost to the Bank, if Operating System supplied is declared out of date/end of support.

11. We undertake to ensure that in case of installation against replacement, the Hard Disk Drive of the equipment supplied will be handed over to the Branch head / his representative and this will be recorded in the installation report to be signed by our representative and Bank. We also give an undertaking that the integrity of the data on the Hard Disk will not be compromised and put to any misuse, causing financial or reputational loss to the Bank.

12. We give an undertaking that disposal process of the old equipment will be handled properly with a view to protecting the environment, reducing pollution by toxic gases / green house emissions and other non-biodegradable substances caused by e-waste disposal.

13. RFP requires decommissioning / regrouting , lifting, shifting and disposal of the existing ATM as per the e-waste disposal policy of the bank without any additional cost to the Bank. Payment for a new ATM would be made only after the old ATM has been removed by the successful bidder from the ATM kiosk, taken for disposal and undertaking/certificate submitted to the Bank, to the effect that ATM so taken shall be disposed of as per e-waste policy of the Bank.

14. We also certify that in the event of we becoming one of the successful bidders, the model of ATMs to be supplied by us are capable of running Multi-Vendor Software (MVS) and ATM Security Solution (EPS) being procured by the Bank without any hardware changes. We undertake the responsibility for testing,

integrating, commissioning and coordinating implementation of the MVS & EPS, currently under procurement by the Bank, to the ATMs to be supplied by us, without any extra cost to the Bank.

15. We hereby, irrevocably and unconditionally undertake to extend all supports (including, XFS CD Version 3.1 and above, documents, operations manuals, standards, binaries and specification of said models with its components, physical devices and its drivers) as and when required without any deviation, without any additional cost and shall work in coordination, collaboratively and cohesively with the Bank selected Solution Provider during the pre-implementation, integration, testing, pilot run, rollout/implementation, installation and post implementation support relating to solutions (i.e. Multi-Vendor Software, ATM Protection, Online Monitoring Solutions, any other agent at the client etc) in respect of our ATMssupplied to the Bank or being supplied under this RFP, to ensure that solutions to be procured runs on our ATM supplied without any impact and render all support required to ensure that ATM remains ups and running successfully during the currency of existing agreement.

Yours faithfully,

Signature and Seal of Bidder

Appendix S1

This certificate is to be on the letterhead of the Client

To whom so ever it may concern

This is to certify that _____ [Name of OEM/Bidder]
have successfully deployed _____ ATMs (Cash Dispensers) and is
working to our Satisfaction, the details of which are furnished as under :

| Make | Type of ATM (ATM/CD/CDM/ /Cash Dispenser | Model | No. of Terminals | During the period | |
|------|--|-------|---------------------|-------------------|----|
| | | | | From | To |
| | | | | | |

2.The aforesaid OEM/Bidder is also providing the following support services
satisfactory :

| Services | During the period (Mention Dates) | |
|----------------------|-----------------------------------|----|
| | From | To |
| Maintenance Services | | |
| | | |

Our coordinates for further details in this regard is as under:

| | |
|------------------|--|
| Name of Official | |
| Designation | |
| Landline no | |
| Cell no | |
| Email Id | |
| Address | |

Signature of the Client and Seal

Appendix-S2 : Client Certificate

This certificate is to be on the letterhead of the Client

To whom so ever it may concern

This is to certify that _____ [Name of OEM/Bidder]
have successfully deployed _____ ATMs (Cash Dispensers) and is
working to our Satisfaction, the details of which are furnished as under :

| Make | Type of ATM (ATM/CD/ | Model | No. of Terminals | During the period | | Country |
|------|-------------------------|-------|---------------------|----------------------|----|---------|
| | | | | From | To | |
| | | | | | | |

Our coordinates for further details in this regard is as under:

| | |
|------------------|--|
| Name of Official | |
| Designation | |
| Landline no | |
| Cell no | |
| Email Id | |
| Address | |

Signature of the Client and Seal

Appendix-S-3 : Client Certificate

This certificate is to be on the letterhead of the Client

To whom so ever it may concern

This is to certify that _____ [Name of OEM/Bidder]
have successfully deployed _____ ATMs/ and is working to our Satisfaction
in India, the details of which are furnished as under:

| Make | ATMs/ Model | No. of Terminals | During the period | |
|------|----------------|------------------|-------------------|----|
| | | | From | To |
| | | | | |

Our coordinates for further details in this regard is as under:

| | |
|------------------|--|
| Name of Official | |
| Designation | |
| Landline no | |
| Cell no | |
| Email Id | |
| Address | |

Signature of the Client and Seal

Appendix-S-4 : OEM Undertaking

Certificate cum Letter of undertaking [OEM]

This letter of authority should be on the letterhead of the manufacturer and should be signed by a competent person and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it duly countersigned:

No.

Date: <DD-MMM-YYYY>

To
The Deputy General Manager (I&R),
State Bank of India,
Corporate Centre,
Anytime Channels Dept.,
3rd floor, World Trade Centre Arcade,
Cuffe Parade, Mumbai – 400005.

Dear Sir,

Ref: RFP No.: SBI/AC/2022-23/003-B Dated : 31st March 2023.

We, who are established and reputable manufacturers / producers of
ATMs (Cash dispensers) _____ (Name of
the Brand) having factories / development facilities at

(
address of factory / facility) do hereby authorize M/s _____
(Name and address of Agent) to submit a Bid, and sign the contract with you
against the above Bid Invitation.

2. We have deployed _____ number of ATM / Cash dispensers for
various banks in India / Abroad.

3. We hereby certify that we have currently production and supply capacities of
..... Cash dispensers per quarter for the model proposed under the RFP. We
undertake to supply within 30 days of the issuance of the Purchase Order by the
Bank to the bidder and also agreeable to executing an agreement with the bidder
to comply with the requirements of the above RFP, as amended from time to time.

4. We, undertake to ensure full range of technology support to the Bank/bidder in
respect of our equipment supplied whether it be a Hardware or Software or spare
or maintenance or troubleshooting or integration or providing drivers of various
components (including part/components estimated time to failure details) or any

other technical support required to ensure uptime of the equipment/ATM during the minimum period of life span of the equipment/ATM i.e. seven years, extendable for a period up to 10 years at the sole discretion of the Bank.

5. We further certify that we have local presence in India having our / our Authorized Partner's Support Center in India and with a provision of highest escalation (level 3) in India/Abroad, details of which is furnished as under :

| A | | |
|---|--|--------|
| The OEM or OEM's Authorized Partner should have 24*7 helpdesk support setup for ATMs | | |
| Sr.No. | Complete Address details with contact Nos. | |
| 1 | Name of OEM | |
| | Address | |
| | Email | |
| | Phone | |
| | Fax | |
| | Name of Head | |
| | Designation | |
| | Cell | |
| | No. of Team Support Members | |
| | Whether comply with 3 minutes Response Time? | Yes/No |
| | Whether comply with 15 minutes resolution time for routine issues? | Yes/No |
| | No. of terminals supported | |
| NB: Bidder may add if more than one helpdesk support. | | |
| B | | |
| OEM Level three (Highest escalation) Technical Support | | |
| Sr.No. | Complete Address details with contact Nos. | |
| 1 | Name of OEM | |
| | Address | |
| | | |
| | Email | |
| | Phone | |
| | Fax | |
| | Name of Head | |
| | Designation | |
| | Cell | |

| | | |
|---|---|--------|
| | No. of Team Support Members | |
| | Whether comply with 3 minutes Response Time? | Yes/No |
| | Whether comply with 60 minutes resolution time? | Yes/No |
| | No. of terminals supported | |
| NB: Bidder may add if more than one helpdesk support. | | |

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

Yours faithfully,

[Bidder counter signature]

(Name of Manufacturer / Producers)

[Duly signed Letter on the letter head of Manufacturer countersigned by Bidder]

Appendix- S-5: OEM 24x7 Helpdesk

| | | |
|---|---|------------------------------|
| A | The Applicant or Applicant's Authorized partner or OEM or OEM's authorized partner should have 24*7 Online Helpdesk/Management Centre Support Set up for support services. | |
| Sr.No. | Complete Address details with contact Nos. | |
| 1 | Address | |
| | | |
| | Email | |
| | Phone | |
| | Fax | |
| | Name of Head | |
| | Designation | |
| | Cell | |
| | No. of Team Support Members | |
| | Whether comply with 3 minutes response time ? | |
| | Whether comply with 15 minutes resolution/escalation time for routine issues ? | Yes/No |
| No. of Terminals supported | | |
| No. of Support Centers in India | | |
| NB: Bidder may add if more than one helpdesk support. | | |
| | | Signature and Seal of Bidder |

Appendix – S-6 : Support for MVS, EPS, OMS

CONFIRMATION LETTER
FOR PROVIDING SUPPORT
FOR MVS, EPS AND OMS IMPLEMENTATION

The Deputy General Manager (I&R),
State Bank of India,
Corporate Centre,
Anytime Channels Dept.,
3rd floor, World Trade Centre Arcade,
Cuffe Parade, Mumbai – 400005.

Dear Sir

**IMPLEMENTATION OF MULTI-VENDOR SOFTWARE (MVS), ATM
PROTECTION SOLUTION (EPS) AND ONLINE MONITORING SOLUTION**

1. We are fully aware that the Bank has Selected M/S CMS Info Systems Pvt Limited for providing Multi-Vendor Software (MVS), ATM Protection Solution (EPS) And Online Monitoring Solution (OMS) through RFP Ref No. : SBI:GITC/ATM/2017-18/439 dated 10th Nov 2017.
2. Based on the existing agreements, we (OEMs/ATM Providers) agreed to install solutions (MVS, EPS and other agents) to be selected by the Bank, at no cost to the Bank, on all the existing ATMssupplied by the vendor to the Bank.
3. Based on the existing agreements, no charges are payable by the Bank for any software / patches /updates at the ATMs, including the quarterly visits for preventive maintenance. This will cover MVS/EPS/other agents upgrade also.
4. We, hereby, confirm to provide our full support as mentioned in **Annexure-S6a** for the captioned implementation for the ATMssupplied by us and agree to the testing pre-implementation and integration cost per ATM of each Make and Model, para (3), para (4) above and the SLA mentioned above, failing which the Bank may take decision to debar us for participation in future procurements or black list us.

(Signature of the Bidder)

(Countersigned by OEM of the ATM)

Annexure S6 a– Testing

I. Testing of ATM at LAB :

The Services of an experienced and qualified resident engineers with full knowledge of technical aspects of ATMs(eg. Any functionalities, security testing, software testing, integration testing, interface testing, support UAT etc) required by the Bank during the general shift on all days except Sunday. In exceptional circumstances, services should be available for extended working hours to meet the high priority time bound requirements without any additional cost.

II. Pre-Implementation- Integration, Testing and Pilot at ATMswith all required functionalities:

III. To provide one ATM of each model at the Bank's Test Lab as mentioned in the this letter. If the said machine is already provided in the Bank's Lab alternate Hard Disk to be provided for testing.

- To Provide necessary CEN XFS device drivers along with OS.
- To Provide test cases for Hardware related errors/ unsolicited
- To provide end to end support for Solutions integration, testing at the ATMssprovided, under the testing environment and successful pilot at ATMssunder the production environment.
- To share with Solution Provider Single Point Contact along with Escalation matrix for Solutions Support.
- To share the make-model-variants with Solution Provider.
- To share the following and any other details required in connection with ATMssupplied to the Bank, with Solution Provider and to the Bank in connection with testing of all the functionalities, proper error codes, health status messages, device status messages etc at the ATM eg :
 - Support for Operating System
 - Windows 10, patches, service packs etc
 - Changes in Operating System configuration (eg. Environment variable, parameter changes, enabling / disabling services etc)
 - End-user License Agreement (EULA)
 - Any other relevant information including Best Practices

- CEN XFS Layer:
 - XFS software compliant with CEN XFS 3.1 or higher specifications.
 - End-user license Agreement (EULA)
 - CEN XFS Layer CD to be provided.
 - Any other relevant information including Best Practices
- Hardware / software (both CEN XFS Compliant and Non-CEN XFS compliant)
 - Technical Specifications,
 - Documentations,
 - Drivers,
 - Terminal Diagnostic Tools/Utilities
 - Configuration / Parameter details,
 - Components,
 - Services
 - Patches, updates and upgrades
 - EMVCo/PCI certificates
 - Any other relevant information
 - Functional test cases (Positive and negative)
 - Error codes, Health Status Messages, Device status messages.
 - Provide complete details of XFS Devices
 - (Illustrative List of XFS Devices are given as under) :
 - Printer and Scanners
 - Card Readers (incl. EMV Contact/Contactless)
 - Cash Dispensers
 - Personal Identification Number Keypads (PIN pads)
 - Check Readers and Scanners
 - Depository Units
 - Screen Displays (including Touch Screens)
 - Vandal Shields
 - Text Terminal Units
 - Sensors and Indicators Units
 - Vendor Dependent Mode
 - Cameras
 - Card Embossing Units
 - Alarms & Sensors
 - Cash-In Modules
 - Card Dispensers
 - Barcode Readers
 - Biometric Readers
 - Item Processing Modules
- Full support for CEN XFS layer required in connection with integration with Solutions
- Support the Solution Provider with respect to any clarifications and resolution sought regarding the platform behaviour or compliance to the CEN XFS Specifications.

- Fixing of bugs / issues raised during the pre-implementation and pilot phase.
 - To conduct functionality tests to avoid any operational level issues.
 - Maintaining ATM-Wise version control of Solutions with granularity.
 - Pilot Implementation at ATMsof respective models/processors and its variants at live sites identified by the Bank.
 - To provide sign off post completion of functionality tests with Solution Provider.
 - To share all statutory or RBI compliance and security features as may be applicable on Effective Date incorporated in ATM-OEMs native software along with required technical details/drivers/components and test the same with the Solutions.
-

Appendix S7

Certificate for Tenders for Works under Rule 144 (xi) in the General Financial Rules (GFRs), 2017

To:

Date:

Dear Sir,

Ref: RFP No. SBI AC/2022-23/003-B dated 31st March 2023.

:-

Bidder Name:

We, _____ are a private/public limited company/LLP/Firm incorporated under the provisions of the Companies Act, 1956/ Limited Liability Partnership Act 2008/ Indian Partnership Act 1932 , having its registered office at hereinafter referred to as “Bidder/Seller” which expression shall mean and include, unless the context otherwise requires, its / his successors and permitted assigns.

This is to certify that we have read the clauses stated in the Office Memorandum issued by Ministry of Finance on the Insertion of Rule 144 (xi) in the General Financial Rules (GFRs), 2017 dated 23 July 2020 and amendments & clarifications hereto regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries. We certify that the Bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. We hereby certify that we fulfill all requirements in this regard and is eligible to be considered.

We also accept that if such certificate given by the Bidder if our bid is accepted and is found to be false, this would be a ground for immediate termination and further legal action in accordance with law.

Signature and Seal of the Bidder

Note: Where applicable, evidence of valid registration by the Competent Authority shall be attached

Appendix S-8

<< on letter head of bidder >>

Declaration of past and present litigation details

| Sno. | Case no/ court name | Description of litigation | Parties involved | Current status | Supporting documents |
|------|---------------------------|------------------------------|---------------------|-------------------|-------------------------|
| | | | | | |
| | | | | | |

Authorized signatory with Seal

Appendix-T

SECURITY CONTROLS

In addition to the eligibility criteria defined in Appendix-B, Bidder(s) are also required to comply with the following points and submit their compliance on the same on their letter head. In case of non-compliance of any of the requirement, Bid would be rejected:

Condition:

Bidder/vendor shall have obligation to comply with all the recommendations/close all the vulnerabilities reported in the various security review, IS Audit, UAT etc conducted by the Bank, regulators, bank appointed third party at various stages during the contract period without any additional cost the Bank."

The Bidder/vendor must comply with State Bank's IS policy, Cyber Security Policy and IT Policy and regulatory requirements.

List of controls related to Information Security the Bidder/vendor is required to implement.

| Sno. | Condition | Compliance Yes/No/ |
|------|--|-----------------------|
| 1 | The Bidder/vendor should have (Board/Top Management approved) Information Security Policy in place with periodic reviews (minimum annually) by Top Management? IS Policy should be communicated to all employees and there should be some entity to monitor the compliance of the Policy. | |
| 2 | The Bidder should have approved operational processes (SOP, etc) with periodic review (at least annually) including but not limited to: Business Continuity Management Backup Management and Restoration Testing Desktop/system/server/network device hardening with Baseline controls Patch Management Port Management Media Movement Log Management Personnel Security Physical Security Internal Security Assessment Processes | |

| Sno. | Condition | Compliance Yes/No/ |
|------|---|-----------------------|
| | Incident Management Regulatory Compliance | |
| 3 | The Bidder/Vendor should have deployed a dedicated information security team independent of IT, reporting directly to MD/CIO for conducting security related functions & operations | |
| 4 | Suitable Security certifications (ISO, PCI-DSS, SOC1 and SOC2 etc) of the security posture at Bidder/Vendor environment are in place | |
| 5 | Wherever any work or part of work is outsourced by the bidder/vendor to any other party(subletting), the Security prescriptions of the Fourth Party should be reviewed/ensured to be equivalent to those of the bidder/vendor. | |
| 6 | <p>The SLA/agreement between SBI and the bidder/vendor should contain the following clauses:</p> <p>Right to Audit to SBI with scope defined.</p> <p>Right to recall data by SBI. System of taking approvals for making changes in the application.</p> <p>Regulatory and Statutory compliance at vendor site.</p> <p>Special emphasis on IT Act 2000 & its amendments, and other Acts/Regulatory guidelines</p> <p>Availability of Compensation clause to fall back upon in case of any breach of data (confidentiality, integrity and availability), or incident that may result into any type of loss to SBI.</p> <p>No Sharing of data with any 3rd/4th party without explicit written permission from competent Information Owner of the Bank including with the Law Enforcement Agency (if applicable), etc.</p> <p>Residual risk to be covered by incorporating suitable legal terms in SLA.</p> | |
| 7 | The bidder/vendor should have a mechanism for completing the background verification of the officials before onboarding | |
| 8 | The bidder/vendor should not allow privilege access from internet | |
| 9 | The bidder/vendor should configure or provide access to officials based on a documented and approved Role Conflict Matrix | |
| 10 | All default admin and root users should be deleted/disabled and access should be based on user specific IDs and all such accesses should be logged. | |

| Sno. | Condition | Compliance Yes/No/ |
|------|---|-----------------------|
| 11 | The bidder/vendor should deploy Active Directory (AD), Single Sign On (SSO) and strong Password Policy for End point and application access | |
| 12 | Proper access control should be defined for protecting SBI data and access to the Data should be strictly on Need to Know Basis | |
| 13 | The bidder/vendor environment should be suitably protected from external threats by way of firewall, IDS/IPS, AV, DLP etc. | |
| 14 | The bidder/vendor environment is suitably protected from external threats by way of WAF, NAC etc. | |
| 15 | Rules implemented on Firewalls of the bidder/vendor environment should be as per their approved process, the bidder/vendor should have processes in place to review the Firewalls periodically | |
| 16 | The bidder/vendor environment should be segregated into militarized zone (MZ) and demilitarized zone (DMZ) separated by Firewall, where any access from an external entity is permitted through DMZ only | |
| 17 | The bidder/vendor should follow the best practices of creation of separate network zones (VLAN segments) for Production and non-Production such as UAT | |
| 18 | The bidder/vendor should follow the best practices of creation of separate network zones (VLAN segments) for Web, App, DB, Critical & Non-Critical Applications | |
| 19 | The bidder/vendor should have a separate network architecture diagram specific to integration with SBI | |
| 20 | Internet access should be restricted on: Internal servers Database servers Any other servers | |
| 21 | The application and DB should be hosted separately on a dedicated infrastructure (physical/logical) for SBI. | |
| 22 | The bidder/vendor should engage CERT Empanelled Auditors for ensuring security posture of their applications. Security Testing includes but is not limited to Appsec, API Testing, Source Code Review, VA, PT, SCD, DFRA, Process Review, Access Control etc. | |
| 23 | If any open source or free software are deployed in bidder/vendor environment, processes should be in place for closure of vulnerabilities & regular/timely patching for such software. | |

| Sno. | Condition | Compliance Yes/No/ |
|------|---|-----------------------|
| 24 | Minimum baseline controls must be implemented by the bidder/vendor for hardening the Application and DB Servers. | |
| 25 | The bidder/vendor should ensure that security measures are followed for safe storage and timely retrieval of data | |
| 26 | The bidder/vendor should obtain approval from the Bank in case if any activity will be outsourced by them or SBI specific data is to be shared to any other party, partly or fully, for any purpose. If so, are the specific activities / data elements and purpose documented and are made part of SLA | |
| 27 | The bidder/vendor will not be permitted to take any crucial decisions on behalf of SBI without specific written approval from the IT Application Owner/BU. | |
| 28 | The bidder/vendor should possess suitable Security certificate such as ISO27017 & ISO27018 for Cloud Services and PCI DSS where Debit Card related data are processed | |
| 29 | The bidder/vendor should ensure that the data shared by SBI is secured while transit, processing, at store, during backup and Archives, over external media etc. with latest & secured encryption standards | |
| 30 | Processes should be in place to permanently erase SBI data after processing or after a clearly defined retention period by the Bidder/Vendor. | |
| 31 | The bidder/vendor must not share data with outsiders without explicit & case specific approval of SBI. | |
| 32 | The key used by the bidder/vendor to encrypt SBI data should be different i.e. it should not be the same that was/is used for other clients. | |
| 33 | The bidder/vendor should not download or to prepare copies of data unless explicitly approved. | |
| 34 | The bidder should not host application and database (containing SBI data) in Public Cloud without specific approval from the Bank to this effect | |
| 35 | The bidder/vendor should ensure proper log generation, storage, management and analysis happens for application(including DFRA & access logs) | |
| 36 | The bidder/vendor should ensure that privilege access activities are logged, monitored, controlled and governed preferably using Privilege Identity Management (PIM) | |

| Sno. | Condition | Compliance Yes/No/ |
|------|---|-----------------------|
| 37 | The bidder/vendor should have captive SOC or Managed Service SOC for monitoring their systems and operations | |
| 38 | The bidder/vendor should deploy secure environments for their application for: Production Disaster Recovery Testing Environment. | |
| 39 | The bidder/vendor should perform periodic DR Drills | |
