



IT Department, Head Office, Gandamunda, Khandagiri, Bhubaneswar, 751030

RFP OGB/ITD/ATM/CD/2016/001 : REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION AND MAINTENANCE OF ATM MACHINE AND ATM SITE IN CAPEX MODEL.

INTRODUCTION

Odisha Gramya Bank invites Tender for Supply, Installation, Commissioning and Maintenance of 50 Nos. of Cash Dispensers supporting both Mag-Strip Cards and Chip-Based Cards under Capex (Ownership) model. Site Preparation work is to be done along with supply of other related equipments such as UPS, AC Units and any other material required as approved at 50 Locations. Maintenance for Cash Dispensers and UPS systems, batteries, AC units etc is for 5 years in total (Three Years Warranty and Two Years AMC). Bank at its' sole discretion may avail 2 years extended warranty on each hardware at the same AMC rate after completion of 5 years.

Project specific terms and conditions, General terms and conditions and Annexure relating to this RFP are furnished here under.

1. PROJECT SPECIFIC TERMS & CONDITIONS:

1.1. SCHEDULE OF BIDDING PROCESS:

| S.No | Description of Information/ Requirement | Information / Requirement |
|------|--|--|
| 1. | Tender Reference Number | RFP OGB/ITD/ATM/CD/2016/001 |
| 2. | Date of Issue of RFP | 21-10-2016 |
| 3. | Last date for receipt of queries, if any. | 03-11-2016 |
| 4. | Pre Bid Meeting | 05-11-2016 |
| 5. | Last Date and Time for Submission of bids along with supporting documents along with BG/DD ,EMD etc. | 21-11-2016 3PM |
| 6. | Date, Time and venue for opening the Technical bid. | 22-11-2016 3PM |
| 7. | Date, Time and venue for opening the Commercial bid. | Will be intimated to technically short-listed bidders. |
| 8. | Bid Submission Mode. | Through Manual Tendering process |
| 9. | Address for Communication / Submission of Bids | General Manager, Information Technology Dept, Odisha Gramya Bank, Head Office,Bhubaneswar-751030 |
| 10. | Contact officials for any clarification | Mr. S K BASA, Sr. Manager, ITD 0674-2353025 Mr. D D Mohanty, Sr. Manager, ITD 0674-2353024 Mr. A K Khandai , Manager, ITD 0674-2353023 |
| 11. | Contact e-mail ID | atm@odishabank.in ,itd@odishabank.in |

1.2. COST OF BID DOCUMENT & EARNEST MONEY DEPOSIT (EMD) / BANK GUARANTEE IN LIEU OF EMD:

| S. No. | Description | Amount in INR |
|--------|------------------------------------|--------------------------------|
| 1. | Cost of Bid document | 10,000/- (Ten Thousands only) |
| 2 | EMD/ Bank Guarantee in lieu of EMD | 20,00,000/- (Twenty Lacs Only) |

This RFP document is available at our Bank's website, www.odishabank.in and can be downloaded from the website.

ISSUED BY:

General Manager
IT Department
Head Office
Gandamunda , Bhubaneswar-751030

1.3 BIDDER'S QUALIFICATION CRITERIA:

The documentary evidence of the Bidder's qualifications to perform the contract, if its offer is accepted, shall establish to the Bank's satisfaction that:

1. The bidder is registered as a company in India as per Companies Act, 1956 and should have been in operation for a period of at least 5 years as on date of RFP. The Certificate of Incorporation issued by the Registrar of Companies along with copies of Memorandum and Articles of Association are to be submitted along with technical bid. (Documentary proof should be attached).
2. The Bidder has registered a turnover of at least Rs.50 Crores (Rupees Fifty Crores) per financial year (Financial year shall mean an accounting period of 12 months. Figures for an accounting period exceeding 12 months will not be acceptable) for the last 3 financial years, (not inclusive of the turnover of associate companies) as per the audited accounts. Annual reports of 2013-14, 2014-15 and 2015-16 should be attached. In case of bidders whose financial year falls other than April- March of the year and final audited accounts yet to be published, provisional results of 2015-16 (self certified) should be attached. (Documentary proof should be attached).
3. The bidder has registered net profit (after tax) for at least Two (2) financial year (Financial year shall mean an accounting period of 12 months. Figures for an accounting period exceeding 12 months will not be acceptable) in the immediate preceding 3 financial years as per audited accounts. Annual reports of 2013-14, 2014-15 and 2015-16 should be attached. In case of bidders whose financial year falls other than April- March of the year and final audited accounts yet to be published, provisional results of 2015-16 (self certified) should be attached. (Documentary proof should be attached).
4. The bidder and the OEM should be an ISO 9001 / 14001 certified company. Latest Valid ISO Certificate of the Manufacturing / Assembly / integration facilities should be submitted. (Documentary proof should be attached).
5. The Bidder should be original equipment manufacturer (OEM) for ATMs/CDs or premium partner / authorized reseller of the ATMs/ CDs in India. The Bidder must be in position to provide support / maintenance / upgradation during the period of contract with the Bank. Bidder, be it OEM or premium partner / authorized reseller, to submit a letter of authorization / Manufacturer Authorization Form (MAF) as per format provided in **Annexure E** of this RFP. Either OEM of ATMS/ CDs or only one of its premium partner / authorized reseller in India shall participate in this RFP.
6. The bidder should have supplied and installed at least 400 Nos. of ATM/CDS each in at least two Public/Private sector Banks in India, in the last 3 financial years 2013-14, 2014-15 and 2015-16 other than Odisha Gramya Bank. Satisfactory Certificate from the client from each bank as per format provided in **Annexure H** along with documentary proof should be submitted along with the technical bid. Each Purchase Order/Work orders should be produced as evidence.
7. The bidder must have presence with direct service centers or exclusive franchisee service centers or authorized service centers in our regional office locations. These locations should be staffed with support personnel with experience in service support of ATMS/ CDS/ peripherals / equipments proposed to be procured under this bid. Bidder to provide a list of service center/franchises with full details with address and contact of service engineers as in **Annexure Q** of the RFP along with the technical bid. (Documentary proof should be attached). Undertaking letter is to be submitted for providing the service within the Service level mentioned in the RFP. Bidders not having support infrastructure for either of the ATM CDs or Peripherals like ACs, UPS or other equipments are not eligible.

8. The bidder should submit a certificate issued by their company secretary, certifying that all the components/parts/assembly/software quoted/used in the ATMS/ CDs, ACs, UPS and any other equipment were original/new components/parts/assembly/software, and that no refurbished/ duplicate/second hand components/parts/assembly/software were being used or would be used. Bidder to submit the certificate as per format provided in **Annexure** - I of the RFP along with the technical bid. (Documentary proof should be attached)
9. The bidder should submit a letter of undertaking stating to agree to abide by all the terms and conditions stipulated by the Bank in the RFP including all annexures, addendum and corrigendum for the supply and installation of ATMS/ CDs at its Branches and other offices located across the command area of bank based on the requirements, specifications, terms and conditions laid down in this Request for Proposal (RFP). Bidder to submit the letter as per format provided in Annexure S & Annexure V of the RFP along with the technical bid. (Documentary proof should be attached).
10. The bidder should not have been blacklisted in any Central Government / PSU / Banking / Insurance company in India as on date of the RFP. Bidder to submit the Self Declaration certificate as per format provided in Annexure J of the RFP along with the technical bid. (Documentary proof should be attached).
11. The proposed make and model of Cash Dispenser should have capability to work with FIS IST 7.5 Switch version or Higher as on the date of submitting the bid. Undertaking letter / Confirmation letter from the participating Bidder with details of banks in India and FIS IST switch version or equivalent switch version. Bank may seek confirmation from such banks / switch vendors.

The bidder shall furnish relevant documents / self declaration supporting the above eligibility/ qualification criteria along with the technical bid with a self-certified check list for submission of required documents as per Annexure D .

Note: The CDs will be installed in our service area in Odisha including rural branches of 13 districts in Odisha State viz., Angul, Balasore, Bhadrak, Cuttack, Dhenkanal, Jajpur, Jagatsinghpur, Kendrapada, Keonjhar, Khurda, Mayurbhanj, Nayagarh and Puri.

The bidder needs to comply with all the eligibility criteria mentioned above to be evaluated for technical evaluation. Non-compliance to any of these criteria would result in outright rejection of the bidder's proposal. The Bidder should enclose proof in support of all eligibility criteria while submitting the Bid Proposal, failing which, the Bid Proposal will not be considered for further evaluation. There is no restriction on the number of credentials a bidder can provide, however all credential letters should be appropriately bound, labeled and segregated in the respective areas

1.4 PRE-DISPATCH INSPECTION, DELIVERY & DELAYS IN THE BIDDER'S PERFORMANCE

- a) Bank reserves its right to ask the successful bidder to provide one full set of ATMS/ CDS(as per technical specification as provided in Annexure G of the RFP) for configuration & testing of the ATMS/ CDs at the Bank's Information Technology Department, Head Office, Bhubaneswar. Such systems should be provided within 7 (seven) days from the date of request made by the Bank.
- b) The Successful Bidder should arrange for Pre-dispatch Inspection of the ATMS/ CDs to enable the Bank or its agents/ auditors entrusted with the job of verification of the ATMS/CDs, to inspect and get certified. Bank reserves the right to get other equipments like UPS & AC Units inspected on random basis. Pre-dispatch inspection of ATMS/ CDs will be done at factory or other locations within India / Abroad by a team of officers (maximum 3) from the Bank. The Successful Bidder shall assist the inspecting officials in the verification of the ATMS/CDs. In case any defect is found in the ATMS/ CDS, or if any discrepancy is found during such inspection, Bank shall not certify the ATMS/ CDs for dispatch. In such case, the

successful bidder shall be liable for replacement of such defective parts and intimate the Bank for re-inspection of the ATMs/CDs. All costs related to pre-dispatch inspection, loading of software related to pre-dispatch, if any will be to the successful bidder's account. Successful bidder should provide prior intimation of at least 7 days period for such Pre-dispatch inspection.

REQUIREMENT OF ATM SITES:

- c) **Bank has following requirements for 50 Nos. of ATM sites all over the command area of bank. However, Bank reserves the right to increase / decrease the quantity based on the actual requirements of the Bank.**

| SI No | Description | Qty. |
|-------|---|-------------|
| 01 | Cash Dispensers supporting both Magnetic-Stripe Cards and Chip-Based Cards and having inbuilt CCTV camera. | 50 |
| 02 | Site Preparation work (Civil, Interiors & Electrical works) | 50 Sites |
| 03 | Air Conditioners- One pair (2Nos.) for each location (Optional at Bank's discretion), External CCTV cameras. | 50 PAIRS |
| 04 | Fire Extinguisher, Burglar alarm with hooter. | 50 |
| 05 | UPS Systems with SMF Batteries(1KVA UPS with 8 hrs backup with atleast 3 batteries \geq 100Ah) with three years warranty for UPS Systems and Battery Bank and two years AMC for UPS Systems and batteries) | 50 |

- d) The ATMS/ CDs etc should be delivered to various locations within 5 (Five) weeks from the date of acceptance of the Purchase Order (including pre-dispatch inspection process). Locations wherever the road permit is required and the total delivery period of the ATMS/ CDs at the specified location will be 6 (Six) weeks from the date of acceptance of the Purchase Order (Proof of document should be submitted along with the invoice). The address of location for delivery of ATMS/ CDs will be advised through Purchase Order. The bidder should take care of any permits (e.g Road permit)/ Inter-state /Intra-state transportation formalities during the transit of the Hardware. Bank will not be responsible for any delay in delivery due to such permits/formalities. UPS, AC, TIS Materials, Burglar alarm, Hooter and other materials as applicable should be delivered and installed within 4 (Four) weeks from the date of acceptance of purchase order.
- e) If, at any time during performance of the Contract, the Bidder or its subcontractor(s) should encounter conditions impeding timely delivery of the ATMS/ CDs and performance of Services, the Bidder shall promptly notify the Bank in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Bidder's notice, the Bank shall evaluate the situation and may at its discretion extend the Bidder's time for performance against suitable extension of the performance guarantee for delivery.
- f) Delivery for the above purpose is deemed to be complete only when all the items specified in the Purchase Order are completely delivered and date of delivery is the date on which the last item is delivered. If this delivery schedule is not maintained, a penalty of one half percent (0.5%) of (CD cost in case of CD Machine or cost of site readiness in case site not ready) (location wise) for each week or part thereof of the delay subject to a maximum penalty not exceeding five percent (5 %) of the ATMS/ CDs cost/ site preparation cost as applicable (location wise) will be levied from the expiry of due date i.e. from 5 weeks (of acceptance of Purchase Order) (where road permit is not involved) / 6 weeks
- g) Failure of the successful bidder to comply with the above delivery schedule, as stipulated in clause 1.4 (D), (E) & (F) shall constitute sufficient grounds for the annulment of the award of contract and invocation of bank guarantee (delivery). In such an event the Bank will call for fresh bids and blacklist the bidder for period of one year.

1.5 INSTALLATION & OPERATIONALISATION – SCOPE OF WORK

Odisha Gramya Bank envisages installing 50 Nos. of Cash Dispensers supporting both Mag-Strip Cards and Chip-Based Cards under Capex (Ownership) model. The bidder is required to supply, install, commission and provide ongoing onsite maintenance support over the tenure of the contract. Bidder is required to undertake Site Preparation work including civil, electrical and interiors for 50 sites. Furthermore, the bidder is required to supply, install and commission related equipments such as UPS, AC Units, CCTV and Fire Extinguisher at 50 sites. Bidder is required to provide maintenance for all equipments (including batteries) for 5 years i.e. 3 years comprehensive onsite warranty and 2 years onsite AMC.

Scope Overview: The broad scope of the RFP is given below:

Supply, install, commission and ongoing maintenance of 50 Nos. of CDs as per the specification listed in **Annexure-G**.

Design, size, supply and provide ongoing maintenance support for Air Conditioners, Fire extinguisher, CCTV cameras, Burglar alarm and UPS as per the specification listed in **Annexure - G**

Perform the site preparation activities including (civil, interiors and electrical work) as per the **Annexure - G**.

The Contract duration is for a period of 5 years. The bidder is required to provide 3 years comprehensive onsite warranty for all equipments supplied by the bidder and further provide 2 years comprehensive onsite AMC. AMC is also required for UPS batteries.

All the ATM machines should have both screen touch and key input facility for transaction. Both the way of input facility should be in working condition.

All the ATMs and premises should be accessible to the entire physically challenged person. Any Physically challenged person should be able to operate all our ATMs smoothly.

The vendors will have to get pre delivery inspections of cash dispensers as per the delivery instructions from Odisha Gramya Bank ,Bhubaneswar at the vendor's cost. Bank reserves the right to get other equipments like UPS & AC Units inspected on random basis.

The selected bidder is required to undertake all the works mentioned in the RFP document:

a. Delivery and Site Preparation:

- i. The bidder to coordinate with the respective Regional office and branch in respect of all the works relating to this particular RFP.
- ii. The bidder has to coordinate with the branch and complete all site preparation and other preliminary works viz, earthing and any other work related for installation etc. Bidder shall ensure that the bank's work is not interrupted
- iii. The Bidder shall undertake to ensure that the site is ready as per the requirements before installation of CDs and then make arrangement for delivery , unpacking, inspection etc. with no additional cost to the bank
- iv. The bidder is responsible for supply and delivery, transportation, transit insurance, storage and installation, insurance up to acceptance by the bank, installation and commissioning of CDs at sites including integration, acceptance testing, documentation, warranty, annual maintenance.
- v. Any delay in installation of CDs and other equipments for whatsoever reasons should not entail in expiry of insurance and the same should be continued to be extended up to the date of installation and acceptance of the CDs and other equipments by the Bank
- vi. The bidder shall be responsible for installation and commissioning of CDs and other equipments including cabling and other related activities such as unpacking, uncarting, inspection etc.
- vii. During the installation the bidder shall check physical availability of items as per the packing list. If any of the items are not delivered/not as per the specification/ are damaged etc., the

bidder or their engineer/s at the site shall take immediate steps and ensure all the items are delivered so that the installation is not hampered.

The Bidder shall have to arrange for all testing equipments and tools required for installation, maintenance, and also arrange the vehicle for transport at no additional cost to the Bank

- viii. All the cabling done for the CDs shall be neat and structured. The bidder shall document the cabling path along with the equipment. Copy of the cabling diagram should be made available to the branch. Power and telecommunications cabling carrying data or supporting CD services should be protected from interception or damage. CD vendor should follow stringent guidelines and best industry practices to protect the system from unauthorized access and wire tapping
- ix. The bidder shall provide required technical assistance for connecting CDs to DR switch as and when the bank requires
- x. The bidder shall ensure that proper line condition exists before connecting CDs. The bidder shall coordinate with the Bank's vendor for configuring the ports for connecting CDs as per the IP addressing scheme of the bank
- xi. The bidder shall ascertain the network addressing from the bank and the free ports/interface points available at all locations before installation
- xii. The bidder shall ensure proper Grouting of CDs as a part of installation activity
- xiii. In case damage of the bank's property during CDs delivery and installation which is attributable to the bidder, bidder has to replace the damaged property at his own cost.
- xiv. For construction of ATM site of size more than 100 sq feet vendor/bidder need to take special approval for the same prior to construction and site preparation.
- xv. All the equipments like Rack, UPS, battery, wiring panel etc to be fitted in the **back room**. Wirings of ATM and Camera shouldn't be visible and accessible to common public.
- xvi. The bidder should undertake by a separate letter that out of the 50 new Cash Dispensers, a minimum of 10 will be made operational every month from the date of Purchase Order.
- xvii. The length of the Ethernet wire should be of sufficient length so that it can be connected from ATM machine to the network modem/router.
- xviii. The hooter should be fitted in such a way that it shouldn't be accessible to common public. The burglar alarm shouldn't ring automatically (without any human interference).
- xix. Bidder need to analyze the voltage sufficiency in the site for the hardwares during preliminary site inspection. Bidder should take care that ATM should not be down for any voltage fluctuation in the local area. Voltage stabilizer should be provided as per the requirement of the site.
- xx. Bidder shall be responsible for any damage due to the issue with earthing of the ATM site. Bidder has to ensure proper earthing of each ATM site.
- xxi. Bidder will be held responsible for any loss in ATM premises due to theft / robbery/ physical damage, if the incident not available in the CCTV footage.

b. Installation and maintenance:

- i. The bidder shall perform the following activities at the time of installation/commissioning the CDs and obtain confirmation from the bank official
- ii. The bidder shall ensure compatibility of the hardware, software and other equipments that they supply with the hardware and software systems being used in the bank ie. FIS IST Switch version 7.5 or higher
- iii. The bidder shall ensure that the operating system is hardened to block the services which are not required .Vendor need to ensure that there is no loss of journal data in case of OS crash or Hard-drive crash. In case of any crash of OS/Hard drive, Vendor need to recover data at its own cost.
- iv. The bidder shall ensure the following while installation and subsequent maintenance activities:
 - Loading multilingual Screens/Bank Product screens/Screens for other value added services like mobile top up, utility bill payment etc (Screens will be given by the bank)
 - Enabling electronic journal log and loading agent software for EJ pulling and content download. Mechanism to store the EJ log for at least 5 years. Bidder should ensure EJ pulling agent functioning with 99.5% uptime.
 - Configuring IP address in CDs.

- The bidder to deploy the display screens in CDs as and when the bank makes any modifications in CDs without any additional cost in the tenure of the contract including the AMC period. The display screens will be provided by the Bank.
- v. The bidder shall adhere to the service level specified in the RFP for the maintenance of equipment (CDs, CCTV, UPS, ACs, civil & electrical works) supplied by the bidder.
- vi. The bidder shall undertake shifting of CDs in case of the requirements as per mutually agreed terms
- vii. The Bidder shall provide all the software and other utilities required for integration/interface of the CDs with the alarms panel and digital video surveillance systems
- viii. It should be the responsibility of the vendor to provide the patch cord of required length (up to 5 meters) and attend the LAN cable issues from I/O port to CDs under warranty and AMC period of the CDs without any additional cost or visit charges to the Bank. The damaged patch cord to be replaced without any additional cost to the Bank during the warranty and AMC period.
- ix. If any particular CD is becoming out of order for technical reasons for more than three times in a period of 4 weeks, the Bank may ask the bidder to replace the CD and bidder should replace the CD with another new CD at no additional cost to the Bank
- x. The bidder has to update/supply/install necessary changes in CDs, if any due to regulatory/statutory compliance at no extra cost to the Bank
- xi. The privacy screen filter enables the view of the CD screen only to the customer standing in front of the CD. This is mandatory to implement for the CD
- xii. There must be at least one inbuilt camera in CD machine which should capture on real-time basis. Mechanism should be there to store video footage and still images for at least 2 year. Vendor should make provision for enough memory space for the same.
- xiii. Vault locks of the CD machines should require two separate passwords to get unlocked. Bidder should ensure replacement of vault lock battery before it gets exhausted. Bank shouldn't face any obstacle in ATM operation due to breakdown of vault lock for any technical reason.
- xiv. In the case of a Bidder offering to supply goods under contract, which the Bidder did not manufacture or otherwise produce, the Bidder should produce a certificate as per the format enclosed that they have been duly authorized by the manufacturer or producer to supply the goods and assuring full guarantee and warranty obligations. If proposals are submitted through the business partners or authorized distributors etc., a separate "LETTER OF AUTHORISATION TO BID" on behalf of the main Bidder/s should be enclosed along with the Technical Bid. Proposals received without the authorization letter/s will summarily be rejected.

c. CD Documentation

- . All documents supplied should be in English language
- i. One copy of the overview summary of the whole project, project completion report detailing site, equipment/rack layout, cabling diagram, earthing, network connectivity etc. to be submitted ITD, HO **Bhubaneswar**
- ii. One copy of site survey reports, including cabling , configuration/settings details shall be submitted to each CD location
- iii. Two copies of acceptance test procedure document of all testing, installation, commissioning activities carried out including the final results to be submitted before the issue of acceptance certificate by the Bank, one to the CD location and one to the ITD.
- iv. Wherever applicable the bidder shall submit the relevant test certificate/guarantee certificate/licenses along with the supplies, installation and acceptance, as applicable to CD location.
- v. One document should be provided having individual pictorial presentation for each function for the operations like cash replenishment, EJ retrieval, troubleshooting, TMK Checksum retrieval.

d. Training:

- i. The Bidder shall provide the user level training for a minimum of 2 and a maximum of 4 persons identified by the Bank, at each CD site, without any additional cost to the Bank.
- ii. The scope of the training shall cover all aspects of the operating of the CD. The same shall

- also be incorporated in the training manual/document.
- iii. The bidder shall complete the training immediately on installation of the CD.
- iv. The duration of training may be at least for 3 days.

e. Project Management

- i. For smooth completion of the project the bidder should identify one representative at all the Regional office locations and **Bhubaneswar** as a single point of contact.
- ii. The representatives nominated for the project should submit a weekly report to ITD, regarding the implementation of the project
- iii. Project completion report shall contain details of site , equipment, cabling etc
- iv. Project Completion Document should be comprehensive to enable the bank to refer to any details at a future date in case of faults/errors or maintenance/up gradation.
- v. All Liaison work for the successful installation of CDs including for site preparation will have to be done by the bidder

1.6 CENTRALISED ELECTRONIC JOURNAL PULLING, CONTENT DISTRIBUTION & SWITCH FEED MECHANISM:

- a) Successful bidder to provide the facility to extract the electronic journals for all the transactions in the ATM Sites to a centralized location server and should provide EJ viewing facility to the Bank.
- b) Successful bidder to ensure that the success rate of EJ pulling is at least 95% on T+1 basis and 100% on T+3 basis.
- c) Successful bidder to provide the EJ's in encrypted format with private key if required by the bank. Successful bidder to preserve the EJ's in the specified format.
- d) Successful Bidder has to take full responsibility of pulling Electronic Journals from ATM Sites and archival of the same at least for a period of 6 months or as decided by the Bank. The Bidder has to provide the Electronic journals to Bank's reconciliation team on T+1 basis at the desired location as decided by Bank.
- e) Solution offered by the bidder, should be compatible & capable of working on third party software for EJ pulling services i.e. EJ Transit agent, IQSD, Radia, SDMS, InfoBase etc and / or any other agent that the successful Bidder may deploy and in no way should hamper the functionality of the ATMs/CDs.
- f) In case of malfunctioning of Software, Successful bidder shall make necessary arrangement to copy data on daily basis to a remote folder and provide the same as and when required. If the ATMS/ CDs disconnects or EJ Pulling software needs to be re-installed, bidder shall be responsible to rectify the issues within 8 Hours of raising the call and Bank will not be responsible for the same.
- g) Successful bidder to provide Centralized content distribution to all Bunch Note Acceptors within 3 days after obtaining the new/additional ATMS/ CDs screen sets & audio files etc and also should provide details of successful and unsuccessful upload of the same in ATMS/ CDS. In case of any failure to distribute the screens through centralized mode due to size of files or any other issue, the Bidder should update the same by sending engineer onsite without any additional cost to the Bank. In case, Bank require changing the full screen set of ATMS/ CDSs or full set for additional language, then Bank shall bear the cost of same on mutually agreed terms wherein onsite visit by the ATMS/ CDs engineer is required.
- h) Screen distribution should be platform independent – should support windows 7 or any other higher Operating Systems installed on ATMS/ CDs deployed / to be deployed by the Bank. The solution should support PCX, GIF, MPEG, FLC, FLI and other image, audio, video file formats.
- i) Solution offered should be capable of distributing screens, audio files, antivirus software and patches at specified ATMS/ CDSs across India and also should be capable of roll back if

brought to the previous state. All necessary hardware, software etc required for this purpose (if not installed on any of the ATMS/ CDSs) shall be provided by the Bidder without additional cost to Bank.

- j) Bank shall provide standard online switch feed for monitoring the health status of ATM Sites deployed by the Bank. Bidder should develop web based application or any other interface for monitoring ATM Sites without any additional cost to the bank and also share the monitoring tool with the Bank.
 - k) In case the, Successful bidder is not able to monitor the health status of ATM Sites efficiently or build a interface along with standard online switch feed, then bidder should be capable of deploying the ATMS/ CDs along with agent based feed monitoring system without any additional cost to bank which should be capable of monitoring health status of ATMS/ CDs efficiently from the central monitoring system.
 - l) ATMs/CDs should have remote desktop applications / software installed so that bank team can access the ATMs data like IP details, Configuration details, ATM screens, EJ data, CCTV footage etc from bank's Head office location.
- m) Vendor need to take care of Helpdesk, Incident Management and EJ pulling of the Machines.

1.7 COMPREHENSIVE ON SITE WARRANTY and AMC:

- i. The Products supplied by the bidder shall carry minimum 36 months on-site warranty covering total equipment from the date of acceptance. The bidder shall provide 24 months onsite comprehensive AMC post the warranty period. Warranty and AMC terms & conditions shall cover the total equipment, including spare replacements along with OS, system software etc procured from the bidder, 24/7 Comprehensive Onsite Maintenance support. Warranty and AMC terms shall also cover the task of configuring/re-configuring operating system, other hardware/software resources, Operating System Hardening, Loading of the other system software procured either from the bidder or any other vendor, Hard Disk Configuration, Performance tuning, Loading & configuring operating system updates, integrating with the other hardware procured by the bank and any other tasks related to Hardware & System Software Management.
- ii. In the case of authorized/ channel partners, Warranty and AMC shall also include the cost for the back to back arrangement with OEM for maintenance of spares, providing support services, updates, if any required. Terms of Service Level Agreement, if any, are to be specified.
- iii. Besides general warranty support, critical support details should be furnished. The successful bidder shall be agreeable to enter in to Service Level Agreement with the Bank covering Warranty & AMC terms and conditions. Besides the above, the bidder shall extend the warranty terms & conditions, if any available by default or extended by OEM, with the product from OEM.
- iv. Cash Dispensers, ACs, UPS, CCTV, Fire extinguisher and other equipments supplied by the shall carry a free comprehensive, onsite warranty for a minimum period of Three (3) Years and AMC for next Two (2) Years from 4th year to 5th Year.
- v. This warranty shall remain valid for a minimum period of 36 (Thirty Six) months after the goods, or any portion thereof as the case may be, have been delivered to, accepted and installed at the final destination indicated in the Contract, or for minimum period of 39 (Thirty Nine) months after the date of delivery, whichever period concludes earlier.
- vi. List of spares with prices to be submitted by Bidder valid for Five years.
- vii. UPS Systems including Batteries shall carry a free comprehensive, onsite warranty for a minimum period of Three (3) Years and AMC of UPS Systems **including batteries** for next Two (2) Years from 4th year to 5th Year. During warranty and AMC period all parts of UPS including transformer, DC/ AC filtering capacitors, batteries are to be covered.
- viii. During the warranty/ AMC period selected bidder shall visit on his own the branches once bi-monthly for preventive maintenance support.
- ix. During Warranty and AMC period all parts of Cash Dispensers are to be covered. The

- Bidders shall submit the details of parts not covered during Warranty and AMC period, along with Bid documents. During the warranty/ AMC period selected bidder shall visit the branches bi-monthly for maintenance support.
- x. CDs (including all major components like Printers, Card readers, VSS, PC and components, Mother Boards, Monitor, Pin Pad, vault lock etc. other than consumables like paper, ribbon, rollers) shall carry a free comprehensive, onsite warranty for a minimum period of Three (3) Years and AMC for next Two (2) Years
 - xi. The bidder warrants that the Goods supplied under the Contract are new, unused and shall have no defect arising from design, materials or workmanship.
 - xii. The bidder has to submit the confirmation as per ANNEXURE –E MANUFACTURERS' AUTHORISATION FORM that for the subsequent AMC the bidder is taking the AMC support from the OEMs.
 - xiii. Third party warranty certificate/s should be provided to the Bank. However, the responsibility of comprehensive Warranty/AMC period lies primarily with the CDs bidder only
 - xiv. The Bidder will provide a Single point of contact with whom the bank will coordinate for the warranty/AMC. The bank may log a call with the bidder by phone, fax, email or any other manner the bank desires.
 - xv. Bidder 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 Equipment and necessary repairing of the Equipment) at such intervals (minimum once in a quarter) as may be necessary from time to time to ensure that the equipment is in efficient running condition so as to ensure trouble free functioning.
 - xvi. All engineering changes generally adopted hereafter by the Bidder for equipment similar to that covered by this agreement, shall be made to the equipment at no cost to the Bank.
 - xvii. Qualified maintenance engineers totally familiar with the equipment shall perform all repairs and maintenance service described herein.
 - xviii. The 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. The bidder's engineer shall enter the details of the action taken in such register. Additionally every time a preventive or corrective maintenance is carried out, the bidder'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. The original of the field call report shall be handed over to the Bank's official.
 - xix. The bidder shall provide replacement equipment if any equipment is out of the premises for repairs.

1.8 Service Level Agreement (SLA)

The Bidder shall abide to the Service Level Agreements mentioned in the RFP as below:

1.8.1 Penalty for Delay in Commissioning:

The penalty for delay period in weeks and part thereof after the time frame mentioned above will be calculated as follows.

Delivery for the above purpose is deemed to be complete only when all the items specified in the Purchase Order are completely delivered and date of delivery is the date on which the last item is delivered. If this delivery schedule is not maintained, a penalty of one half percent (0.5%) of order value, (location wise) for each week or part thereof of the delay subject to a maximum penalty not exceeding five percent (5 %) of the ATMS/ CDs cost (location wise) will be levied from the expiry of due date i.e. from 5 weeks (of acceptance of Purchase Order) (where road permit is not involved) / 6 weeks.

In case the provider has completed all the necessary required infrastructure but could not be commissioned due to issues attributed to bank, such delay will be exempted from the penalty calculations. The provider has to record the reasons for the delay in providing communicates to ITD, Administrative Office then and there. The copy of this communication should be produced along with the invoice for claiming exemption in penalty.

Wherever the commissioning is delayed due to delay in obtaining permission from local authorities, it will not attract penalty if supporting documents acceptable to the bank are provided. The provider has to inform the details to ITD, Administrative Office along with copies of application to local authorities and necessary fees paid, if any, to claim exemption from penalty.

The Bidder must strictly adhere to the implementation schedule, specified in the Work Order for performance of the obligations arising out of the contract including provision of fiber connectivity at all the locations and any delay will enable the Bank to resort to any or both of the following:

- a) The Bidder shall be liable to pay the Bank, penalty at the rate specified for delayed performance per week or part thereof of such delay, subject to a maximum of 5 % of the cost of the total site implementation cost.
- b) Termination of the agreement fully or partly and claim of liquidated damages.

The penalty as above for delayed commissioning will be deducted from the payments.

Similarly, penalty as above may be deducted from the payments towards installation of ATM sites which are not commissioned within the permitted time.

Whenever locations are shifted to new premises, materials have to be shifted within a period of four weeks from the Date of request for Shifting or the Date of Intimation from the Bank about the Site readiness at new location whichever is later. Penalty for delayed commissioning will be levied as specified above for procurement of new ATM sites.

If the delay is beyond 8 weeks for any site, the payment of all the sites will be withheld till the commissioning is completed and the Bank reserves the right to invoke the performance guarantee submitted by the successful bidder.

1.8.2 Penalty for not meeting the SLA terms on Uptime:

1.8.2.1 Calculation of Downtime:

The CD will be considered "down" when it cannot dispense cash. "Percentage Downtime" shall mean the aggregate of downtime of the particular CD 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 a CD works out to 18 hours during a quarter, then the percentage downtime shall be calculated as follows:

$$(18 \times 100) / (\text{No of days in quarter} \times 24) = \% \text{ of down time.}$$

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

If a CD is shut down or is unavailable to the public during cash loading, pre-determined specific periods as announced by the Bank etc & for reasons not attributable to the bidder, such time period of unavailability will be excluded from the denominator while calculating the downtime percentage.

"Down Time" shall mean the interval between the times of reporting of failure to the time of completion of repair. Down Time will have the exclusions detailed above.

1.8.2.2 Penalty for Downtime:

The table below specifies the end-to-end link **uptime matrix** along with **Mean Time To Resolve** (MTTR).

| No | Office | City | Uptime | MTTR (HH:MM) |
|----|--|---|--------|-----------------|
| 1 | Bank's Administrative office, Primary Data Centre, and DR Centre | District Head quarters & Metros | 99.5% | 04.00 |
| 2 | Branches/ Other locations | Tier 1 & 2 cities (Metro/ State Capitals/ District Headquarters) | 99.5% | 04.00 to 05.00 |
| 3 | Branches/ Other locations | Tier 3 cities& Rural (Bank's Rural branches and all other locations not covered under the above classifications) | 99 % | Maximum - 6 Hrs |

Bidder shall ensure that the full configuration of the Equipment is available to Bank in proper working condition and ensure minimum uptime of 99%, and maximum downtime per instance for each CDM should be less than four hours for metro/urban centers and six hours for other centers, counted by the Bank from the time the fault is reported failing which a penalty of Rs. 500/- (Rupees five hundred only) per hour subject to a cap of Rs. 2000/- per day will be deducted by the Bank for the period in excess of 4/6 hours, from the Annual Maintenance Charges payable or Performance guarantee bond. The downtime will be computed from the time of ticketing of the relative fault at the vendor's Management Center or reported to the Management Center by the Bank, whichever is earlier.

Penalty for UPS will be charged in the same mechanism as CDs. For any other equipment like fire extinguisher and ACs, service should be provided and rectification of reported problem within NEXT BUSINESS DAY. In case of failure of the Selected Bidder, a penalty of Rs.100/- per hour per other equipment would be charged. The daily cap on the penalty will be Rs2000/- per CD per day.

Exclusions to Bidders liability for penalty

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

- A maximum of 3 hours for bimonthly Preventive Maintenance
- Actual Supervisory Time (which should be reasonable)
- Actual downtime on account of the Switch and network connectivity.
- Core Banking Solution host outages.
- Vandalism
- Non-availability of access to the CD.

Bidder, in all such cases, shall inform the Bank regarding the same.

1.9 BANK GUARANTEE:

- a. Within 15 (Fifteen) days (exclusive of holidays) of the date of acceptance of the Purchase Order, the Successful Bidder shall furnish a bank guarantee (for delivery) for a period of 6 months with a claim period of 45 Days from the date of expiry of guarantee for an amount equivalent to 20% of the order value in the format as **per Annexure K**.
- b. In case the delivery period is extended based on the conditions stipulated vide clause 1.4(d) of this RFP, successful bidder shall ensure that the guarantee expiry date is also extended correspondingly.

- c. Failure of the successful bidder to comply with the requirement as stipulated above shall constitute sufficient grounds for the annulment of the award of contract and forfeiture of the earnest money deposit. In such an event the Bank will call for fresh bids and blacklist the bidder for a period of one year.
- d. Bank guarantee (for delivery) as stipulated vide point (a) above shall be released by the Bank on successful completion of delivery of entire ATMS/ CDs ordered duly supported by documentary proof of delivery of ATMS/ CDs to various locations as stipulated in Purchase Order and on submission of the Bank Guarantee for performance as stipulated vide clause 1.10 (e) of the RFP.
- e) Similarly, one month prior to expiry of the guarantee (for delivery), the successful bidder shall furnish a fresh Bank Guarantee (for performance) for an initial period of 42 months for an amount equal to 10% of the order value covering the period of comprehensive on-site warranty **(as per format enclosed in Annexure L)** with a claim period of 45 Days from the date of expiry of guarantee. The validity of the guarantee period shall cover the warranty expiry date of the last system supplied. This is equally applicable to ATMS/ CDs procured under clause 1.11 of this RFP.
- f) Similarly, One month prior to expiry of the Performance guarantee, the successful bidder shall furnish a fresh Bank Guarantee (for AMC) for initial period of 24 months for an amount equal to 10% of the AMC Amount. The similar condition is applicable for subsequent AMC period if bank opts but not later than 2022-23.
- g) The above mentioned bank guarantees shall be issued by any scheduled commercial bank other than Odisha Gramya Bank is acceptable to us. Successful Bidder should inform the Guarantee Issuing Bank to forward the original guarantees directly to the Bank.
- h) Bank reserve its right to invoke the Bank Guarantee (for delivery) on the following grounds and as per terms and conditions stipulated in the Bank Guarantee:
 - a) Delay / non-delivery of ATMS/ CDs beyond stipulated delivery schedule as per clause 1.4 of the RFP.
 - b) Non-submission of guarantee (for performance) as stipulated vide clause 1.10 (e) of the RFP.

1.11 PROCUREMENT OF ADDITIONAL ATMS/ CDS:

- 1) Bank reserves its right to procure additional ATMS/ CDs items over and above the quantity mentioned as per clause 1.4 (C) in this RFP from the awardees of the contract for supply to its Head Office, Regional offices, Branches and other offices located across the Country as per the additional terms and conditions stipulated below.
- 2) The total value of such additional ATMS/ CDs procurement shall not exceed 25% of the value of the contract amount.
- 3) The Bank may exercise this option for a period of 1 (one) year from the date of acceptance of the purchase order at the pre-determined price. Head Office will directly place orders with the supplier.
- 4) The rates will be valid for a period of 1 (ONE) YEAR from the date of acceptance of purchase order, if not revised earlier. The successful bidder shall supply the additional ATMS/ CDs at the pre-determined price with similar technical specifications and models specified in this RFP) at the time of release of purchase order, whichever is lower.
- 5) The technical specification of such additional ATMS/ CDs should confirm to the technical specifications provided in this RFP or higher configuration.
- 6) Bank will have periodic review of technology. In case any of the models becomes obsolete, then Bank will consider the alternate model in consultation with the OEM. The Vendor will

also provide the latest model available, if there is upward revision in the model offered, at no extra cost to Bank.

- 7) The successful bidder has to pass on the benefit of discount / reduction in prices/ Govt. duties, if any, to the Bank voluntarily during the contracted period of one year.
- 8) Comprehensive onsite Warranty and Annual Maintenance Contract for such additional ATMS/ CDs will also be as per clause 1.8 of this RFP.
- 9) Splitting of purchase order will be as per clause 1.15 of this RFP.
- 10) successful bidder shall furnish a fresh Bank Guarantee (for performance) for an initial period of 42 months for an amount equal to 10% of the order value covering the period of comprehensive on-site warranty (**as per format enclosed in Annexure L**) with a claim period of 45 Days from the date of expiry of guarantee. The validity of the guarantee period shall cover the warranty expiry date of the last system supplied. This is equally applicable to ATMS/ CDs procured under clause 1.11 of this RFP. Such guarantee shall be submitted within 30 days from the date of reaching the upper limit for provision for additional ATMS/ CDs procurement or 1 (one) from the date of acceptance of the purchase order, whichever is earlier.
- 11) Bank, however, reserves its right to purchase the ATMS/ CDs from any other vendor also during the said period.
- 12) Bank Guarantee (for Delivery & performance) for additional ATMS/ CDs will also be as per clause 1.10 (a) and 1.10 (c) of this RFP.

1.12 PAYMENT TERMS:

- a) **60%** of the Invoice value of the ATMS/ CDs shall be made on Delivery of the ATMS/ CDs stipulated in the RFP. Payment shall be released by Head Office, Bhubaneswar on submission of proof of document such as delivery chalan duly counter signed by Bank official, Tax Invoice. Penalty if any shall be deducted from the amount payable as per clause 1.4 (d) of this RFP. **Payment shall be released within 60 working days from the date of submission of required documents in full.**
- b) **40%** of the invoice value of the ATMS/ CDs after successful installation, configuration and operationalisation of the ATMS/ CDs as per Bank's requirement. Payment shall be released by on submission of proof of document such as installation cum warranty certificate along with ATMS/ CDs configuration report as per 1.5 (k) of the this RFP .Penalty if any shall be deducted from the amount payable as per clause 1.5 (g) of this RFP. **Payment shall be released within 60 working days from the date of submission of required documents in full.**
- c) In case installation of ATMS/ CDs is delayed due to Bank and the delay is more than 30 days then 20 % of the invoice value of the ATMS/ CDs shall be paid on submission of Site is not Ready (SNR) certificate duly signed by bank officials from respective Branch / Regional Office / Other office locations and on submission of bank guarantee for 20 % of the Invoice value for a period of 3 months with a claim period of 45 Days.
- d) 100% of the invoice value on charges for Centralized Electronic Journal (EJ) pulling, Software & Content distribution at ATMS/ CDS, Helpdesk and Incident Management and consumables if any shall be payable on monthly basis on submission of respective reports duly signed from the IT Department of the bank . Penalty if any shall be deducted from the amount payable as per clause 2.28. (RESPONSIBILITY FOR FAULT FREE OPERATION) of this RFP.
- e) 100% of the invoice value regarding ATM site preparation will be paid after site handover to the bank. ATM site handover will be done after golive or operationalisation of the complete ATM site including AC, signage board, AC, Earthing, UPS, Wiring Board, Burglar Alarm, CCTV etc.

1.13 PRICES AND TAXES

- a. The quoted prices shall be inclusive of Customs / Excise Duties / CVD etc and exclusive of all taxes (Sales Tax & Central Sales Tax, etc), VAT, Service tax, Entry tax, Octroi etc. However, Bank will reimburse the Octroi / entry tax, if any, on production of original documents.
- b. The quoted prices shall be all inclusive of technical service charges, if any, for erecting, testing, configuration, installation and commissioning of ATMS/ CDs at the location as specified by the Bank in the Purchase Order, charges for media, charges for packing, freight and forwarding, transit insurance and local transportation charges, Hamali charges and charges such as cost towards boarding, traveling, lodging etc.
- c. Applicable taxes like TDS, if any will be deducted from the amount payable.
- d. Prices should be furnished item-wise with break-up of unit costs as per Commercial bid in Annexure P.
- e. Bidders to quote AMC charges separately as per Commercial bid in Annexure P. The L1 bidder will have to match the lowest price (line item wise) quoted for AMC by any of the technically qualified bidders whose commercial bids are opened. Bidder to quote most competitive prices for AMC.
- f. Prices quoted by the Bidder shall remain fixed during the Bidder's performance of the contract and will not be subject to variation on any account.
- g. Prices for the additional procurement will be governed by clause 1.11 of the RFP.
- h. A bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
- i. Price should not be indicated at any place in the Technical Bid. If the price is indicated in the technical bid, the entire bid will be summarily rejected.
- j. The prices for the ATMS/ CDs that the Bidder will supply shall be quoted in Indian Rupees. Any reference made to variation in pricing due to appreciation / depreciation of Indian rupees against any other currency is not acceptable.
- k. Bids (both technical as well as commercial bid) shall be valid for a period of 90 days from the last date for submission of bids. Bids submitted with a short validity period will be treated as non-responsive and will be rejected.
- l. Bids shall be submitted strictly as per the format given in the bid and any addition / deletion / change in the format will be summarily rejected.
- m. Bids without signature of authorized signatory of the bidder will be summarily rejected

1.14 EVALUATION OF BIDS AND AWARDING THE CONTRACT:

a) Evaluation of Technical Bids:

The Bank's evaluation of the technical bids will take into account the following factors and based on such evaluation a list of technically qualified bidders will be prepared for opening the commercial bid submitted:

- i) Compliance of terms and conditions stipulated in Clause 1.3 of RFP duly supported by documentary evidence called for therein.

- ii) Submission of duly signed Annexure as applicable of the RFP.
- iii) Review of written reply, if any, submitted in response to the clarification sought by the Bank, if any.

b) Evaluation of Commercial Bids :

Commercial bids of only the technically qualified short-listed bidders evaluated for awarding the contract.

The Bank's evaluation of the commercial bids will take into account the following factors.

- i) Status of Compliance of terms and conditions of clause 1.13 of this RFP.
- ii) Submission of Commercial Bids strictly in the format specified.

c) Determination of L1 Bidder and Awarding of Contract:

Bank will determine the L1 bidder through the commercial bid submitted by the bidders :

- i) The L1 bidder will be determined based on the lowest TOTAL PRICE QUOTED for (Total cost of Ownership (TCO) under **Annexure-P**

- ii) There will be no negotiation on the price. As such bidders in their own interest should quote most competitive prices. The Bank reserves the right to reject the L1 bid if it finds the same as unreasonable.

The Bid should submit Eligibility and Technical Bids in one envelope and Commercial Bids in a separate sealed envelope. Both the sealed covers should be submitted in one sealed cover, super scribing the envelope with the RFP Reference number, due date, Name of the Bidder, etc.

ENVELOPE -1: Eligibility and Technical Bid

Technical Bid should be complete in all respects and contain all information asked for, except price information. The Bidder should enclose a copy of the **Masked Commercial Bid** as per price schedule with 2 Years AMC after three years warranty without the prices (please put 'x' mark wherever prices are quoted) along with other bid documents for evaluation purpose. The Bid Document should not contain any price information

The eligibility and technical envelope should have the following documents:

- a. Eligibility Criteria, along with all supporting required.
- b. Bid security
- c. Bid Form
- d. All annexure on Company's letter head with authorised persons signature and company seal on all pages.
- e. All supporting documents and product literature in support of Technical specifications
- f. Relevant brochures for Cash Dispensers, CCTV, UPS, ACs and Fire Extinguisher
- g. Masked Commercial Bid (copy of the Price Schedule without the prices ie., put 'x' mark wherever prices are quoted)

ENVELOPE-2: Commercial Bid:

The Commercial Bid as per **Annexure-P** should give all relevant price information and should not contradict the Technical Offer in any manner.

All Bid Documents are to be properly filed in a box file and all pages of the bid documents should be numbered serially (1/xxx, 2/xxx (where xxx is last page number of Bid document)) and should bear the company's seal and signature/s of the authorized person/s on all pages. Documentary proof, wherever required, in terms of the RFP shall be enclosed.

The Technical Bids containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the Bids. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "Accepted" and "Noted", "As given in Brochure/

Manual" is not acceptable. The Bank may treat such Bids as not adhering to the RFP guidelines and as unacceptable.

The Bid Document should be complete in all respects and contain all information asked for and indicate that all products and services asked for are considered.

Bidder's proposal should strictly conform to the Eligibility Criteria, Technical specifications and all other terms and conditions, stipulated in the RFP.

Proposals not conforming to the specifications will be treated as technically non-responsive. Bank will not entertain any correspondence on this.

The prices should be inclusive of Central Excise, Customs and other Duties/Levies. *SalesTax/VAT, Octroi /Entry Tax, Service Tax etc., if payable extra, shall be payable at actual upon production of documentary evidence of payment.*

The goods portion on which VAT is applicable and service portion on which service tax is applicable shall be provided separately. Both VAT and Service tax will not be paid for the same amount.

If the participating bidders need any clarification on any of the aspects of the Bid Document, they can seek clarifications in advance through e-mail to atm@odishabank.in on or before 03.11.2016 strictly as per format specified.

The Bank reserves the right to make amendments to the RFP before the last date prescribed for submission of the responses. Such clarifications, amendments to our RFP, if any, will also be hosted on our website www.odishabank.in and will form part of this RFP. Bidders are requested to take note of the same.

The Last date for submitting the Bid proposals along with Bid Security and RFP cost is **21.11.2016 by 15.00 hours** at this office. Any Bids received after the due date and time will not be accepted.

Technical Bids and Commercial Bids complete in all aspects should be submitted in sealed master envelope to Senior Manager(IT) or Manager(IT), Head Office-ITD, Gandamunda **Bhubaneswar-751030** within the above stipulated date and time.

Evaluation of Bids

I. Eligibility and Technical Bid evaluation

The Bank will evaluate the bid submitted by the bidders under this RFP. If warranted, the Bank may engage the services of external consultants for evaluation of the bid. It is Bank's discretion to decide at the relevant point of time.

The Eligibility and Technical Bid will be opened first for Technical Evaluation in the presence of bidders who choose to be present. The eligibility bid submitted by the bidder will be evaluated against the Eligibility criteria set forth in the RFP. The bidder needs to comply with all the eligibility criteria mentioned in the RFP to be evaluated for technical evaluation. Non-compliance to any of the mentioned criteria would result in outright rejection of the bidder's proposal. The decision of Odisha Gramya Bank would be final and binding on all the bidders to this document. Odisha Gramya Bank may accept or reject an offer without assigning any reason what so ever.

The bidder is required to comply with the technical specifications mentioned in Annexure - G of the RFP. Non-compliance to this may lead to disqualification of a bidder, which would be at the discretion of the Bank. Bank would use an internal scoring mechanism to score each of the RFP responses with appropriate apportionment of scores.

Technically responsive bidders will be finalised after evaluation of Eligibility Criteria and Technical specification.

II. Commercial Evaluation:

Only those bidders who qualify the technical evaluation will be eligible for the commercial evaluation.

Bank will finalize the L-1 bidder based on the TCO (ANNEXURE- P).

The commercial evaluation will take into account on the following factors:

- Based on the correct value of the bid, the “Total Cost of Ownership” (‘TCO’) of commercial bid will be calculated on NPV basis:
 - The present value of AMC cost offered for all the years of AMC shall be added to the price of the hardware item offered, for the purpose of evaluation of bid and arriving at L1, L2, and L3 and so on. The present value of AMC component will be calculated as per the following formula:

$$\frac{C}{(1+r)^n}$$

Where C is the annual amount of each year.

R is the prevailing Base rate .

‘n’ is the number of years, i.e. ‘n’ is 1 for the 1st year, 2 for 2nd year.....5 for 5th year

- All evaluated bids will be compared among themselves to determine the lowest evaluated Bid.
- The Bidders will be categorized as L1, L2, L3 etc on the basis of their TCO (In the ascending order, i.e. L1 being the Vendor with the lowest TCO, followed by L2 with the next lowest TCO).

The Bidder who is identified as L1 will be eligible for the award of contract. The Bank at its sole discretion may not go ahead with the award of contract the L1 bidder.

The Bank reserves a right to allocate 30% of the requirement to L2 bidder if the L2 bidder is agreeable to match the prices finalized by the Bank with the L1 bidder.

Note: Bank reserves the right to reject this invitation to offer in part or in full, or cancel the entire procurement process at any stage without assigning any reason. The Bank at its’ sole discretion may release purchase order for either 100 % of order value to L1 bidder or may split the order between L1 and L2 (minimum of 70 % to L1 bidder).

1.15 SPLITTING OF PURCHASE ORDER:

On Finalization of this RFP, for the supply of ATMS/ CDs the below mentioned ratio will be followed

| Sl. No. | BIDDER | SUPPLY RATIO (approx) |
|---------|------------------------------------|-----------------------|
| 1. | L1 | 70 % |
| 2. | L2 / Next Higher responsive bidder | 30% |
| 3. | TOTAL | 100% |

- I. 70 % of the order value will be placed with the L1 bidder.
- II. 30 % of the order value will be placed with the L2 bidder / next higher responsive bidder, subject to L2 vendor agrees to supply the ATMS/ CDs at the L1 price (Line Item wise). Letter to this effect should be submitted by the L2 bidder within 3 days (exclusive of holidays) from the date of opening of commercial Bid.
- III. If the L2 bidder is not willing to supply the ATMS/ CDs at the L1 price, then their portion will be offered to the next higher responsive bidder (L3) subject to bidder agrees to supply the ATMS/ CDs at the L1 price. Letter to this effect should be submitted by the bidder within 3 days (exclusive of holidays) from the date of request from the bank. Separate purchase order will be placed with the bidder.
- IV. If the L2 bidder / next higher responsive bidder(s) are not willing to supply the ATMS/ CDs at the L1 price as per clause III above, then their portion will be placed with the L1 bidder. Separate purchase order will be placed with the L1 bidder.

- V. If L1 bidder backs out for any reason or the purchase order given to the L1 Bidder does not get executed in part / full, then bids will be cancelled and bank shall go for re-tender. Bank shall forfeit the EMD / Invoke bank guarantee in lieu of EMD, invoke bank guarantee for delivery and blacklist the bidder for a period of one year. However, the bidder shall continue performance of the contract for the part executed until the period of contract.
- VI. If for any reason the L2 / next higher responsive bidder backs out or the purchase order given to the L2 / next higher responsive bidder does not get executed, the Bank shall forfeit the EMD / Invoke bank guarantee in lieu of EMD, invoke bank guarantee for delivery and blacklist the bidder for a period of one year. However, the bidder shall continue performance of the contract for the part executed until the period of contract.
- VII. Bank Guarantee (for Delivery & performance) for separate purchase orders will also be as per clause 1.10 (a) and 1.10 (e) of this RFP.

Note: The Bank at its' sole discretion may release purchase order for either 100 % of order value to L1 bidder or may split the order between L1 and L2 (minimum of 70 % to L1 bidder).

2. GENERAL TERMS & CONDITIONS:

2.1. SUBMISSION OF BIDS:

2.1.1. SUBMISSION OF BIDS THROUGH MANUAL TENDERING:

Bidders satisfying the Project Specific terms and conditions and General terms and conditions specified in this RFP and ready to provide the said ATMS/ CDs, TIS Materials, AC, Stabilizer, Fire extinguishers, CCTV, UPS, Battery and other hardware etc in conformity with Technical Specification and models stipulated in Annexure-C, may submit their bid on or before the time line stipulated vide clause 1.1 of the RFP.

Bank will not allow any bids to be submitted after the deadline for submission of bids. In the event of the specified date and time for the submission of bids, being declared a holiday for the Bank will receive the bids up to the appointed time on the next working day. Extension / preponement of submission date and time will be at the sole discretion of the Bank.

Bids submitted by any other means other than bid submission in Manual Tendering will not be accepted by the Bank

2.1.2. SUBMISSION OF DOCUMENTS:

In addition to submitting the documents, Bidder should also submit the following in a sealed cover to the address notified in the clause 1.1 of the RFP on or before schedule mentioned in clause 1.1 of the RFP.

- 1) Demand Draft issued from any nationalized bank for **Rs.10,000/-** (Rupees Ten Thousand Only – non-refundable) towards cost of documents.
- 2) Bank guarantee in lieu of EMD for **Rs.2,000,000/-**(Rupees Twenty Lacs Only) towards EMD should be submitted with validity of 6 Months
- 3) Acknowledgment issued by Manual Tendering system for having received the bid through Manual Tendering system.

In case the above documents are not submitted on or before the schedule mentioned in clause 1.1 of the RFP, the bid will be rejected.

The above documents in a sealed cover should be put in the tender box kept in the ATM Division of Information Technology Department of the Bank's Head Office, Bhubaneswar on or before the date and time mentioned in the Schedule for bidding process given in clause 1.1 of this RFP or they may be handed over to any one of the officers of the Bank's Information Technology Department, Head Office, Bhubaneswar mentioned in clause 1.1 of the RFP.

2.2. BID OPENING PROCESS:

The Bank will follow a two-stage bid opening process through Manual Tendering system. The stages are:

1. Technical Bid Opening and Evaluation.
2. Commercial Bid Opening and Evaluation

In the first stage, the technical bids submitted in Bank's Manual Tendering website shall be opened in the presence of available authorized representatives of the bidders who chose to remain at the time, date and venue mentioned in clause 1.1 of this RFP. The evaluation and short listing criteria shall be based on the criteria set out in clause 1.14 (a) of this RFP.

In the second stage, commercial bid submitted in the Bank's Manual Tendering website by the short-listed bidders shall be opened / processed. The time, date and place of opening the commercial bid shall be advised to the technically qualified bidders individually either by email, fax or by letter.

The evaluation of commercial bid be based on the criteria set out in Clause 1.14(b) of this RFP and selection of L1 bidder shall be based on the criteria set out in clause 1.14(c) of this RFP. Splitting of purchase order (supply ratio) shall be based on the criteria set out in clause 1.15 of the RFP.

2.3. COST OF BID DOCUMENT AND EARNEST MONEY DEPOSIT / BANK GUARANTEE IN LIEU OF EMD:

The bid should also be accompanied by Earnest Money deposit / Bank Guarantee in lieu of EMD (refundable) of **Rs.20,00,000/- (Rupees Twenty Lacs only)** and cost of bid document (non-refundable) for **Rs.10,000/- (Rupees Ten Thousand Only)** only by way of a Demand Draft for the amount in favour of Odisha Gramya Bank, payable in Bhubaneswar.

In Case the EMD is submitted in the form of Bank Guarantee the same should be valid for minimum period of 6 months with a claim period of 45 Days from the date of expiry of guarantee from the last date for submission of bids. The format for submission of EMD in the form of Bank Guarantee is as per Annexure N of this RFP.

This earnest money / Bank Guarantee in lieu of EMD will be refunded to the disqualified bidder along with notice of disqualification, to unsuccessful bidders on determination of L1 bidder and to the successful bidder on receipt of the Bank guarantee as per clause 1.8 (a) of this RFP. Bids received without the Demand Draft/ Bank Guarantee in lieu of EMD mentioned above will be rejected.

2.4. BIDDER'S INQUIRIES ON RFP & BANK'S RESPONSE:

All enquiries from the bidders, related to this RFP must be directed in writing / email and sent to the address mentioned in clause 1.1 of the RFP. Any clarifications / query received thereafter shall not be considered and will be ignored. The preferred mode of delivering written questions, to the aforementioned contact person would be through the email followed by letter in writing. In no event, Bank will be responsible in ensuring receipt of inquiries.

Bank makes no commitment on its part to accept all the queries / suggestions / requests submitted by the bidders. Bank on reviewing the inquiries received from the bidders, wherever needed, will carry out necessary amendment to its RFP clauses, if any, and the same will be posted in the Bank's

website and no separate communication will be sent to individual bidders.

2.5. BIDDER'S RESPONSIBILITY VIS-À-VIS THIRD PARTY PRODUCTS / EQUIPMENTS / SOFTWARE:

If the proposal includes equipment or software marketed and / or supported by other companies / individuals, the bidder, as the prime contractor for the delivery, installation and maintenance of the entire system, must declare that they possess the requisite permission / license for the equipment / software.

2.6. LIABILITIES OF THE BANK:

This RFP is not an offer of the Bank, but an invitation for Bidder's responses. No contractual obligations on behalf of the Bank, whatsoever, shall arise from the tender process unless and until a formal contract is signed and executed by duly authorised officers of the Bank and the Bidder. However, until a formal contract is prepared and executed, this offer together, notification of award of contract and Bidder's written acceptance thereof shall constitute a binding contract with the vendor.

2.7. OWNERSHIP:

The RFP and all supporting documentation / templates are the sole property of the Bank and violation of this will be breach of trust and the Bank would be free to initiate any action deemed appropriate. The proposal and all supporting documentation submitted by the bidders shall become property of the Bank.

2.8. FURNISHING OF INFORMATION

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

2.9. FORMAT AND SIGNING OF BIDS

The original Technical and Commercial bids shall be typed and shall be signed by the Bidder or a person or persons duly authorised to bind the Bidder to the contract. The person or persons signing the bid shall initial all pages of the offer.

2.10. AUTHENTICATION OF ERASURES / OVERWRITING ETC.

Any inter-lineation, erasures, or overwriting shall be valid only if the person or persons signing the bid initial them.

2.11. AMENDMENTS TO RFP TERMS AND CONDITIONS:

Banks reserves its right to issue any amendments to the terms and conditions, technical specification of the RFP at any time prior to the deadline for opening of the technical bids. Such amendments to RFP shall be webcasted through Bank's official website.

2.12. OTHER CONDITIONS:

Wherever a particular brand is not specified for the peripheral items / accessories, the quote for such products should be for major brands acceptable to the Bank. Bidders should indicate the brand names of such peripheral items in the "Technical detail form as per format given in Annexure II". Bank reserves its right to reject any brand and the bidders should supply the brand acceptable to the Bank at the same cost as quoted in the commercial bid.

2.13. CLARIFICATION

During evaluation of the bids (technical), the Bank may, at its discretion, ask the Bidder for any clarification on its bid. The request for clarification and the response shall be in writing / email, and no change in the prices shall be sought, offered, or permitted after submission of the bid.

2.14. ERRORS AND THEIR RECTIFICATION

Arithmetical errors will be rectified on the following basis:

If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the bidder does not accept the correction of the errors, its bid will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

2.15. BANK'S RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS.

Notwithstanding anything contained in any of the clauses, Bank hereby reserves its right to accept or reject any or all the bids and to annul the bidding process at any time prior to contract award, without thereby 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.

2.16. CONTACTING THE BANK

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

2.17. ACCEPTANCE OF CONTRACT.

Within 7 days (exclusive of holidays) of receipt of the Purchase Order, the successful Bidder/s shall sign, affix official stamp and date the duplicate copy / photo copy of the Purchase Order and return it to the Bank as a token of having accepted the terms and conditions of the Purchase Order.

2.18. FORMATION OF CONTRACT.

The notification of award in the form of a Purchase Order or Letter and acceptance thereof by the bidder will constitute the formation of the Contract.

2.19. ASSIGNMENT

The Successful Bidder/s shall not assign, in whole or in part, its obligations to perform under this Contract, except with the Bank's prior written consent.

2.20. USE OF CONTRACT DOCUMENTS AND INFORMATION

The Successful Bidder shall not, without the Bank's prior written consent, disclose any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the Supplier in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary for purposes of such performance.

2.21. PACKING

The Successful Bidder shall provide such packing of the ATMS/ CDs as is required to prevent their damage or deterioration during the transit to their final destination. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the Goods' final destination and the absence of heavy handling facilities at all points in transit.

2.22. INSURANCE

The Goods supplied under the contract shall be fully insured any loss or damage incidental due to transportation, storage and erection. The transit insurance shall be for an amount equal to 110% of the invoice value of the Goods from "Warehouse to Destination" on All Risk basis including "War Risks & Strikes". The supplier should also insure the goods for the invoice value under Storage Cum Erection Policy till three months from the date of delivery. Any damage happen to the system due to non availability of Storage Cum Erection Policy, the supplier has to bear the losses. Bidder has to submit a copy of the insurance policy so that the Bank may get a new insurance cover after stipulated period.

2.23. TERMINATION FOR DEFAULT

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

- a) if the Bidder fails to deliver any or all of the ATMS/ CDs within the period(s) specified in the Purchase Order, or within any extension thereof granted by the Bank pursuant to clause 1.4(d) or
- b) if the Bidder fails to perform any other obligations(s) under the Contract.

In the event of the Bank terminating the Contract in whole or in part, the Bank may procure, upon such terms and in such manner, as it deems appropriate, ATMS/ CDs and related services, similar to those undelivered, and the Bidder shall be liable to the Bank for any excess costs for such similar ATMS/ CDs and related services. However, the Bidder shall continue performance of the Contract to the extent not terminated.

2.24. TERMINATION FOR INSOLVENCY

The Bank may at any time terminate the Contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

2.25. FORCE MAJEURE

Notwithstanding the provisions of clauses 2.23 to 2.24 the Bidder shall not be liable for penalty or termination for default if and to the extent that the delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, fires, floods and epidemics.

If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

Similarly, Bank shall also be not liable for any delay or failure in providing required infrastructure or support to the bidder to perform its obligations under the contract where such delay or failure is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, fires, floods and epidemics

2.26. TRAINING / INCIDENTAL SERVICES

The Successful Bidder may be required to provide any or all of the following services, including additional service, if any, at their cost:

- a) Performance or supervision of on-site assembly and /or start-up of the supplied Goods;
- b) Furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied Goods;
- c) Successful Bidder to provide onsite training to officials of the Bank at each site besides training to the admin team at Bank's Head Office consisting of 5 officials of Information Technology Department / IT Department for a period of 3 Days
- d) Successful Bidder shall also provide operational onsite training to officers of Bank at each site and at Branches including safe lock password change, viewing/ retrieval of images from DVSS system etc. The training should cover features of hardware, communication devices, security devices interfaces, admin job etc. including hands exercises.
- e) Successful Bidder shall also provide additional user /administrative training, if required by the bank, without any additional cost to the bank.

2.27. COPY RIGHT/LICENCE VIOLATION

The bidder shall explicitly absolve the Bank of any responsibility/liability for use of system/software delivered along with the equipment; (i.e. the bidder shall absolve the bank in all cases of possible litigation/claims arising out of any copy right/license violation.) for software (s) sourced either from third parties or from themselves.

2.28. RESPONSIBILITY FOR FAULT FREE OPERATION

The Successful Bidder, following the execution of the Contract, will assume total responsibility for the fault free operation of the ATMS/ CDS, associated application software and maintenance during the comprehensive onsite warranty period.

The following conditions shall be applicable for ensuring trouble-free maintenance:

- a) The Successful Bidder has to maintain a minimum of 98% guaranteed uptime (12 Hour Cycle) and 97% (24 Hours) for each machine and 99% guaranteed uptime for entire network of systems deployed by the Bank. Bidder is required to enter into SERVICE LEVEL AGREEMENT (SLA) for the end user guaranteed uptime .The percentage of uptime will be calculated based on the time to repair / rectify a fault from the time the complaint is made to the time it is rectified. Bank will engage the services of a Managed Service Provider (MSP) for providing the services like Cash Replenishment, cash pickup, FLM, consumable replenishment online status monitoring, DVR monitoring, EJ pulling incident management etc. Successful Bidder shall provide all necessary support including training to the Managed Service Provider (MSP) and installation of EJ client on each machine. The report of the MSP will be considered as final for arriving at end –user availability for the purpose of SLA calculation. The Successful Bidder shall provide SLM remote monitoring, preventive maintenance (once a quarter) and AMC services. For providing SLM services the MSP shall raise incident ticket with the Successful Bidder and the Successful Bidder shall rectify the defect as per the Response time& Resolution time as detailed below. Downtime penalty will be applicable based on the non- availability of the machines. All calls logged up to 5 PM has to be attended on the same day and calls logged after 5 PM should be attended within a period of 15 Hours.

| Description of Services | Centres (up to 100 kms) | Rural Centres (More than 100 kms) |
|--------------------------------------|--------------------------|--------------------------------------|
| Telephonic / email support | 24 * 7 Support | 24 * 7 Support |
| Service Window -12 Hour Cycle | 9 AM to 9 PM (All Days) | 9 AM to 9 PM (All Days) |
| Response Time | 2 Hours | 4 Hours |
| Resolution Time | 4 Hours | 6 Hours |

| | |
|---|---|
| Penalty for Non –availability (Downtime) | Penalty of Rs. 500/- (Rupees five hundred only) per hour subject to a cap of Rs. 2000/- per day will be deducted by the Bank for the period in excess of 4/6 hours, from the Annual Maintenance Charges payable or Performance guarantee bond. The downtime will be computed from the time of ticketing of the relative fault at the vendor's Management Center or reported to the Management Center by the Bank, whichever is earlier. |
|---|---|

Note: Penalty for UPS will be charged in the same mechanism as CDs. For any other equipment like fire extinguisher and ACs, service should be provided and rectification of reported problem within NEXT BUSINESS DAY. In case of failure of the Selected Bidder, a penalty of Rs.100/- per hour per other equipment would be charged. The daily cap on the penalty will be Rs2000/- per CD per day.

- b) The Successful Bidder shall perform comprehensive Preventive maintenance of the ATMS/ CDs, ACs and other hardware once in a quarter (in coordination with MSP). The hard disk should be able to store the image data along with currency note number data for a period of at least Twelve months. The image data should be retrievable remotely to address any dispute or as a response to police / regulatory authorities. The bidder will be responsible for providing image data as required by the Bank either by pulling the data remotely or retrieving from the machine physically without any cost to Bank. In the event of bidder failing to provide the image data as per bank's requirement the Bank shall levy penalty equivalent to the amount of disputed transaction plus penalties imposed by police/regulator /ombudsman court etc. Such data will have to be provided within 24 hours from the requisition by the bank failing which the penalty clause will be invoked. The data should be stored securely and must be accessible only to authorized personnel. The bidder shall be providing remote monitoring support to the managed services bidder for maintaining the guaranteed uptime.
- c) Bank shall not pay any additional charges during the tenure of contract for any maintenance activity, Repairs, replacement of all spares ATMS/ CDs, Connectivity equipments, electrical, consumables Spare part etc. Successful bidder shall be responsible for the installation of the ATMS/ CDs at the locations across the country irrespective of the location.
- d) The product/configuration offered should be available during the warranty /Extended warranty (AMC) period. Spares for the product offered should be available for at least 7 years from date of installation.
- e) In case the product/configuration offered is discontinued, then successful bidder to provide ATMS/ CDS of the new model (better configuration) at the pre-determined price. If the Bidder is unable to services the already installed ATMs/ CDs due to non said product/model is discontinued by the OEM, then the ATMs/ CDs with new ATMs/ CDs for which spares and support services are available at no additional cost to the Bank
- f) Successful bidder to ensure supply, installation and replacements of original spare parts only (OEM) including all consumables due to any breakdowns, thefts ,voltage fluctuation, earthing related, electrical fluctuations, short circuit, rodent attacks, etc or natural wear & tear or due to aging of ATMs/ CDs, without any extra cost to Bank.
- g) Successful bidder should arrange for change of password & Replacement of electronic or mechanical lock or break opening of lock of ATMs/ CDs without any additional cost to Bank on account of any reason thereof.
- h) Successful bidder has to provide ATMs/ CDs camera image free of cost, whenever Bank requires the same. Any financial loss on account of non-availability of the footage due to reasons attributable to bidder shall be borne by the bidder.

- i) Successful bidder is expected to take full fledged responsibility of the ATMs/ CDs (both hardware & software). Bank shall not pay any charges for fixing/replacing any spare parts/ consumables for whatsoever reason other than Vandalism, fire and natural calamities.
- j) Exclusions to Bidders liability for penalty
The following exclusions would be taken into account in computing penalty:
 - A maximum of 3 hours for bimonthly Preventive Maintenance
 - Actual Supervisory Time (which should be reasonable)
 - Actual downtime on account of the Switch and network connectivity.
 - Core Banking Solution host outages.
 - Vandalism
 - Non-availability of access to the CD.

Bidder, in all such cases, shall inform the Bank regarding the same.

2.29. HELPDESK & INCIDENT MANAGEMENT:

- a) Centralized Helpdesk with multiple communication lines as single point of contact for ATMs/ CDs or any other related issues. Proactive problem resolutions round-the-clock and remote support to field operatives and Branches.
- b) The system should drive an automatic process (fault diagnosis, fault segregation, fault ticket generation, assigning owner to the ticket, and call to action, dispatches, progress monitoring, escalation and call closure) to record any type of fault without manual intervention.
- c) The Bidder should provide a dedicated help desk that function as the single point of contact for end-to-end resolution for ATMs/ CDS, automated on-line real-time fault detection & trouble ticketing.
- d) The Bidder should coordinate with ATMs/ CDs vendor/OEM for all the activities under the scope of work of this RFP.
- e) The Bidder's Incident Management Services should also manage the coordination and follow up till resolution of incidents that require both single and multiple third parties.
- f) The Bidder shall provide ATMs/ CDs Uptime/ downtime / SLA report within 24 hrs as desired by Bank as and when required.
- g) Any customization required for monitoring the performance of ATMs/ CDs has to be done by the successful Bidder at his own cost.
- h) Detailed analysis report on performance, uptime and availability of ATMs/ CDs to customers ATM wise /State wise/center wise etc on monthly basis and/or as and when required.
- i) Monthly Reports on the Bidder's performance on call logging, call forwarding to the Third Party Vendor and escalations if required.
- j) The Bidder should provide monthly and daily detailed ATMs/ CDs transaction report on ATMs/ CDs performance.
- k) Long pending issues and exceptional cases shall be reported in a separate format on daily basis and on weekly basis as the case may be

2.30. HAND HOLDING SUPPORT:

Successful Bidder shall provide one resource for each ATMs/ CDs at the place of deployment for a month (25 days) to provide hand-holding to the officials of the branch and to the customers of the Bank. Responsibilities of the resource would include helping officials of the branch to carry out day-

to day activities like cash reconciliation, trouble shooting, and CBR data preparation besides motivating customers to use ATMs / assist customers to carry out transactions. Resource selection should be the responsibility of the bidder. Bidder should thoroughly verify the credentials of the resource before deploying at bank branches. Successful Bidder to share the personal details such as Name /Address/Contact details prior to the deployment of resources.

2.32. LIQUIDATED DAMAGES (PENALTY):

Liquidated damages in the form penalty will be collected as defined in clause 1.4 of this RFP. Without any prejudice to the Bank's other rights under the law, the Bank shall recover the penalty, if any, accruing to the Bank, as above, from any amount payable to the Successful Bidder either as per this contract, executed between the parties or under any other agreement / contract, the Bank may have executed / shall be executing with the Successful Bidder.

2.33 LIMITATION OF LIABILITY:

The liability of bidder under the scope of this RFP is limited to the value of the relevant Order.

2.34. COMPLIANCE TO LABOUR ACT:

As per Government (Central / State) Minimum Wages Act in force, it is imperative that all the employees engaged by the bidder are being paid wages / salaries as stipulated by government in the Act. Towards this, successful bidder shall submit a confirmation as per format provided in Annexure U of the RFP.

2.35. OTHER TERMS AND CONDITIONS

- i) The Bank shall have the right to withhold any payment due, to the SB(Selected Bidder), in case of delays or defaults on the part of the SB. Such withholding of payment shall not amount to a default on the part of the Bank.
- ii) SB shall hold the Bank, its successors, Assignees and administrators fully indemnified and harmless against loss or liability, claims actions or proceedings, if any, that may arise from whatsoever nature caused to the Bank through the action of its technical resources, employees, agents, contractors, subcontractors etc. However, the SB would be given an opportunity to be heard by the Bank prior to making of a decision in respect of such loss or damage.
- iii) SB shall be responsible for managing the activities of its personnel and will be accountable for both. SB shall be vicariously liable for any acts, deeds or things done by their technical resources, employees, agents, contractors, subcontractors etc. that is outside the scope of power vested or instructions issued by the Bank.
- iv) SB shall be the principal employer of the technical resources, employees, agents, contractors, subcontractors etc. engaged by SB and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the contract to be issued for this tender.
- v) The indemnification is only a remedy for the Bank. The successful bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities.
- vi) SB shall be held entirely responsible for the security and the protection of their workers at all

times inclusive of non-working hours. They shall be deemed to have included for all costs associated therewith, including cost of insurance, medical expenses etc if any. SB shall inform all his employees, technical resources, employees, agents, contractors, subcontractors etc associated in execution of the work awarded under this RFP, to work in the specified area and they should not move around at other places of premises without any specific reason.

- vii) SB or its authorized agents or its employees / technical resources shall not store or allow to store in the Bank's premises any goods, articles or things of a hazardous, inflammable, combustible, corrosive, explosive or toxic nature.
- viii) SB and its employees, technical resources, agents, contractors, subcontractors or its authorized agents shall provide full co-operation to other agencies working in the premises and shall follow the instruction of site in charge. No extra claims shall be entertained on account of any hindrance in work.
- ix) SB shall not be entitled to any compensation for any loss suffered by it on account of delays in commencing or executing the work, whatever the cause of delays may be including delays arising out of modifications to the work entrusted to it or in any sub-contract connected therewith or delays in awarding contracts for other trades of the Project or in commencement or completion of such works or for any other reason whatsoever and the Bank shall not be liable for any claim in respect thereof.
- x) It is well defined and understood that the labour or any employee or technical resources of the SB will have no right for claim of employment on the Bank.
- xi) No extra claim shall be entertained on account of all the redo of work on account of SB's negligence and resulting into make good of the damages or damaged portions during executing the job. All such cost shall be borne by the SB.
- xii) SB shall indemnify the Bank from all the acts & deeds on account of negligence by his employees, agencies, representatives or any person acting on his behalf.
- xiii) SB shall take all risk Insurance coverage for its employees, technical resources, representatives or any person acting on his behalf during the contract period to cover damages, accidents and death or whatever may be.
- xiv) SB should indemnify the Bank for Intellectual Property Rights (IPR) / copy right violation, confidentiality breach, etc, if any.
- xv) The Bank ascertains and concludes that everything as mentioned in the tender document or its addendum circulated to the bidders and responded by the bidders have been quoted for by the bidders, and there will be no extra cost associated with the same in case the SB has not quoted for the same.

2.36. RESOLUTION OF DISPUTES

In case of any disagreement or dispute between the Bank and the successful bidder, the dispute will be resolved in a manner as outlined hereunder.

The Bank and the Successful Bidder shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute between them on any matter connected with the contract or in regard to the interpretation of the context thereof. If, after thirty (30) days from the commencement of informal negotiations, the Bank and the Successful Bidder have not been able to resolve amicably a contract dispute, such differences and disputes shall be referred, at the option of either party, to the arbitration of one single arbitrator to be mutually agreed upon and in the event of no consensus, the arbitration shall be done by three arbitrators, one to be nominated by the Bank, one to be nominated by the successful bidder and the third arbitrator shall be nominated by the two arbitrators nominated as above. Such submission to arbitration will be in accordance with the Arbitration and Conciliation Act 1996. Upon every or any such reference the cost of and incidental to the references and award shall be at the discretion of the arbitrator or arbitrators or Umpire appointed for the purpose, who may determine the amount thereof and shall direct by whom and to whom and in what manner the same shall be borne and paid.

Courts of Bhubaneswar city shall alone have jurisdiction to the exclusion of all other courts, in respect of all differences and disputes envisaged above.

ANNEXURE - A
OFFER COVERING LETTER

DATE:

**The General Manager,
Information Technology Department,
Odisha Gramya Bank,
Head Office,
Gandamunda
BHUBANESWAR – 751030.**

Dear Sir,

Sub: Your RFP No.RFP OGB/ITD/ATM/CD/2016/001 dated 21-10-2016 FOR THE SUPPLY, INSTALLATION AND MAINTENANCE OF CDS AND ATM SITES:

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for providing said ATMS/ CDs as detailed in your above referred RFP.

We confirm that the offer is in conformity with the terms and conditions as mentioned in the above-cited RFP and agree to all the terms and conditions of the RFP and subsequent amendments made, if any.

We also understand that the Bank is not bound to accept the bid / offer either in part or in full and that the Bank has right to reject the bid / offer in full or in part or cancel the entire tendering process without assigning any reasons whatsoever.

We furnish hereunder the details of Demand Draft / Bank guarantee in lieu of EMD submitted towards RFP document fees and EMD Amount.

| Description | Amount in INR | DD / BC NUMBER | DATE OF THE DD | Name of issuing Bank & Branch |
|----------------------------|---------------|----------------|----------------|-------------------------------|
| Cost of Bid Document | 10,000/- | | | |
| EMD/ Bank guarantee Amount | 20,00,000/- | | | |

**Authorized Signatory
Place:**

Name and Designation

Office Seal

Date:

ANNEXURE-B**BID FORM**

Ref No.....

Place:

Date:.....2016

The General Manager

IT DepartmentOdisha Gramya Bank, Head Office,
Gandamunda, Bhubaneswar-751030

Dear Sir,

Having examined the 'Request for Proposal RFP No: OGB/ITD/CD/2016dated:', the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, install, commission and maintenance of the items mentioned in the schedule of requirements for your Branches/ Offices in conformity with the said RFP at the prices to be offered in the commercial bid and is made part of this Bid.

We undertake, if our Bid is accepted, to deliver the Goods in accordance with the Delivery Schedule specified.

If our Bid is accepted, we will obtain the Guarantee from a Bank in a sum equivalent to 10 percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Bank.

We agree to abide by this Bid for a period of 180 days from the last date of submission of Bid and shall remain binding upon us and may be accepted at any time before the expiration of that period.

We confirm that our prices are valid for a period of minimum one year from the date of acceptance of Purchase order.

We further confirm that,

Until the Purchase Order is accepted, this Bid, together with your written acceptance thereof and your Notification of Award shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above Contract, we will strictly observe the laws against fraud and corruption in force in India namely

"Prevention of Corruption Act, 1988". Commissions or gratuities, if any, paid or to be paid by us to agents relating to this Bid, and to Contract execution if we are awarded the Contract, are listed below:

Name & address of agent Amount & currency Purpose of commission or gratuity (If **none, state none**)

We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this..... Day of 2016

(Signature) (In the capacity of) Duly authorized to sign Bid for & on behalf of
(Name & Address of the Bidder)

ANNEXURE- C
(Part 1 / 4)
A Price Schedule

(Amount in Rs.)

| Sl. No | Item Description (a) | Qty (Nos) (b) | Unit Price with 3 years warranty (c) | Total Product/Hardware Cost (d)= (bxc) | Implementation Cost (e) | AMC 4 th Year (f) | AMC 5 th Year (g) | Total Cost (h) = (d+e + f+ g) |
|--------|--|----------------------------|---|--|----------------------------------|---------------------------------------|---------------------------------------|--|
| 1 | Cash Dispensers supporting both Mag-Strip Cards and Chip-Based Cards including integrated VSS as per the specifications given in ANNEXURE-I technical Specifications for Cash Dispensers | 50 | | | Implementation cost for 50 | AMC for 50 CDs | AMC for 50 CDs | |
| 2 | Site Preparation work (Civil, Interiors & Electrical works mentioned in Annexure – C (Part2/4 and Part 4/4) excluding cost of optional items listed in Annexure C (Part2/4 and Part 4/4) | 50 Sites | | | Implementation cost for 50 | NA | NA | |
| 3 | 1 Tonne Air Conditioners- One pair (2 Nos.) for each location as per Annexure-I | 50 Pairs (100 AC units) | | | Implementation cost for 50 pairs | AMC for 50 pairs | AMC for 50 pairs | |
| 4 | Fire Extinguishers As per Annexure | 50 | | | Implementation cost for 50 | AMC for 50 units | AMC for 50 units | |

| Sl. No | Item Description (a) | Qty (Nos) (b) | Unit Price with 3 years warranty (c) | Total Product/Hardware Cost (d)=(bxc) | Implementation Cost (e) | AMC 4 th Year (f) | AMC 5 th Year (g) | Total Cost (i)=(d+e+f+g) |
|--------|---|------------------|---|--|----------------------------------|------------------------------------|------------------------------------|-----------------------------|
| 5 | UPS Systems with SMF Batteries (1 KVA UPS with 8 hrs backup with atleast 3 batteries >=100Ah) with three years warranty for UPS Systems and Battery Bank and three years AMC for UPS Systems only) as per the specifications given in ANNEXURE-I 2a. Specification of UPS System with Battery | 50 | | | Implementation cost for 50 units | AMC for 50 units | AMC for 50 units | |
| 6 | Visit to CD location by Technical Person for additions/modifications in Display Screens | Rate Per visit | | | NA | NA | NA | |
| 7 | Remote Key Distribution Software | 1 | | | NA | NA | NA | |
| 8 | Software Distribution Capability | 1 | | | NA | NA | NA | |
| 9 | 1 KVA Stabilizer | 1 | | | | | | |
| 10 | Isolation Transformer | 1 | | | | | | |
| 11 | CCTV | 2 | | | | | | |
| | Sum Total | | | | XXXX | XXXX | XXXXX | XXXX |
| | Xxx | | | | | | | |

Notes:

a. The present value of AMC cost offered for all the years of AMC shall be added to the

price of the hardware item offered, for the purpose of evaluation of bid and arriving at L1, L2, L3 and so on. The present value of AMC component will be calculated as per the following formula: (This calculation will be done by the Bank based on AMC prices quoted by the Bidder.)

$$\frac{C}{(1+r)^n}$$

Where C is the annual amount of each year.

R is the prevailing Base rate.

'n' is the number of years, i.e. 'n' is 1 for the 1st year, 2 for 2nd year.....5 for 5th year

b. The Commercial offer shall be on a fixed price basis.

c. The rate quoted by the Vendor should necessarily include the following:

- AMC for Cash Dispensers, ACs, CCTV and Fire Extinguisher is for 2 years after 3 years warranty.
- UPS as well as the Battery Bank, carries free warranty period of 3 years.
- UPS with Battery Bank will carry 2 years AMC after 3 years free warranty.
- The above quotes are exclusive of taxes.
- Transportation, forwarding and freight charges of all equipment to the site;
- Comprehensive Insurance to cover equipment during transit period and until installation and acceptance of equipment by Odisha Gramya Bank; the equipment shall be fully insured in Indian Rupees (INR). In case any loss or damage occurs, the Bidder should be responsible for initiating and pursuing claims and settlement and also make arrangements for repair and/or replacements of any damaged item/s;
- Sales Tax/ Service Tax / VAT, at actual, is payable extra
- Basic Cost of UPS System is inclusive of all Excise Duty, Installation charges, Freight, Insurance etc and VAT/Service tax only will be payable extra at actual on production of documentary proof of having paid the same.
- Bidder shall provide list price of the spare parts which should be valid for a period of Five years (i.e. during the contract period).
- Services which are required to be extended by the Bidder in accordance with the terms and conditions of the contract.
- Items listed under additional components shall also be considered for TCO calculation. However, the quantities may vary since these would be required by the Bank on a case to case basis.
- Arithmetical errors, if any, in the price breakup format will be rectified as under:

o 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.

o 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.

o 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.

o Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving does not prejudice or affect the relative ranking of any bidder.

The Optional items mentioned in Annexure- C (Part 2/4) and Annexure-C(Part 4/4) will not be a part of the TCO. However the bidder is required to quote competitive price for the same and provide the total in ANNEXURE- C (Part 1 / 4)-B Total Cost of Site Preparation optional Line Items.

Bank reserves the right to calculate TCO for evaluation of commercial bid using any formula recommended by regulatory/supervisory authorities and L1 (Lowest Evaluated Bidder) status is determined based on this calculation.

Place.

Date:

AUTHORISED SIGNATORY

Name:

Designation:

**ANNEXURE- C
(Part 1 / 4)-B**

Total Cost of Site Preparation optional Line Items

| Sl. No | Item Description (a) | Qty (Nos) (b) | Unit Price with 3 years warranty (c) | Total d=((b) x (c)) (c) | Implementation Cost (e) | AMC 4th Year (f) | AMC 5th Year (g) | Total Cost = +d+e+F+g |
|--------|---|---------------|--------------------------------------|-------------------------|----------------------------|------------------|------------------|-----------------------|
| 1 | Price of Optional Items of Site Preparation work (Civil, Interiors & Electrical works mentioned in Annexure – C (Part2/4 and Part 4/4) | 50 Sites | | | Implementation cost for 50 | NA | NA | |
| | mentioned in Annexure – C (Part2/4 and Part 4/4) | | | | | | | Xxxx |

a. The above quotes are exclusive of taxes

Sales Tax/ Service Tax / VAT, at actual, is payable extra

b. The above cost are inclusive of:

.Transportation, forwarding and freight charges of all equipment to the site;

Comprehensive Insurance to cover equipment during transit period and until

installation and acceptance of equipment by OdishaGramyaBank; the

equipment shall be fully insured in Indian Rupees (INR). In case any loss or damage occurs, the Bidder should be responsible for initiating and pursuing claims and settlement and also make arrangements for repair and/or replacements of any damaged item/s;

c. The Optional items mentioned in Annexure- C (Part 2/4) and Annexure-C(Part 4/4) will not be a part of the TCO. However the bidder is required to quote competitive price for the same and provide the total in ANNEXURE- C (Part 1 / 4)-B Total Cost of Site Preparation optional Line Items.

d. The L1 bidder is required to match the lowest quote offered by any bidder for the Optional items mentioned in Annexure- C (Part 2/4) and Annexure-C(Part 4/4) in Annexure-C(Part1/4)-B Total Cost of Site Preparation optional Line Items.

Place.

AUTHORISED SIGNATORY

Date:

Name:

Designation:

| |
|--|
| |
|--|

Annexure C(Part 2/4)

LIST OF ITEMS REQUIRED FOR INFRASTRUCTURE CREATION OF PROPOSED CDSCENTER FOR ODISHAGRAMYABANK

A. Mandatory Items

| | | | | | | |
|-----------------------|--------------------|------------|-------------|------------------|---------------|----------------|
| A Construction | | | | | | |
| | | 1 | 2 | 3 | 4 | 5 |
| Sl. No. | Particulars | Qty | Rate | Per/ unit | Amount | Remarks |

NOTE:All the tiles and granite to be fixed in cement mortar 1:4 and the joints to be filled with nearest matching color cement. Tiling to be finished with scraping and raking the joints and appropriate grouting / jointing material of same shade, if flooring is being done over existing tiles, then approved synthetic resin in appropriate ratio is to be used

| | | | | | | |
|----------------------------------|---|--------|--|---------|--|--|
| 1 | Providing & fixing 24" x24"x 7mm thick plain vitrified Glazed tiles ceramics of approved shade . tiles to be fixed diagonally (Rate only) | 100.00 | | PSft | | |
| 2 | Providing & fixing 20 mm thick polished granite for Sides of steps, Risers,& for external areas . The color should be Lavender Blue. Change in colour to Black / Jet Black will be considered based on the constraints on availability | 45.00 | | PSft | | |
| 3 | Providing & fixing cement tiles for exterior paving including curing, cleaning etc complete (| 50.00 | | PSft | | |
| 4 | Providing & fixing 20 mm thick polished polished granite for exterior surfaces of walls with grooves. | 100.00 | | P. Sft. | | |
| 5 | Providing and fixing 7mm thick plain vitrified tiles for skirting of 4 inches ht. ceramics of approved shade. | 35.00 | | R.ft. | | |
| B RAMP AND PARTITIONS etc | | | | | | |
| 1 | Providing & constructing Brick work in cement mortar 1:4 including racking the joints, for ramp using first quality bricks including curing | 50.00 | | C.ft. | | |
| 2 | Providing & constructing 9" th. Solid block masonry in CM 1:5 including racking the | 80.00 | | Sft. | | |

| | | | | | |
|----------|--|--------|--|-------|--|
| | joints plastered of 12mm average th. On both sides with sponge finish/ lime rendering including necessary scaffolding curing etc complete (UPS room) | | | | |
| C | FALSE CEILING | | | | |
| 1 | Providing & fixing gypsum board false ceiling with GI frame work all as per drawings & instructions of the Architect / Bank. | 100.00 | | Sft | |
| 2 | Providing & fixing 2 to 3 line POP cornice (as per drawings) | 50.00 | | R. ft | |
| 3 | providing Cutouts for light fixtures | 4.00 | | Each | |
| D | MAIN ENTRANCE | | | | |
| 1 | Providing and fixing 8 mm thick glazed entrance door with powder coated standard medium gauge aluminum 85-100 mm wide top and bottom frame anti-shatter film, floor spring of Everite/ Hemco/Hyper or equivalent make, Godrej or equivalent Lock, Customized handle, Necessary frosted film only on the middle portion of the glass etc complete all as per drawings and instructions of the Architect/ Bank. Frosted film on all area of the middle portion with transparency of the letters "Odisha Gramya Bank" and "CDs" in the drawings. No etching on top and bottom areas as per Architects drawings.Handle 2 nos. 1 inch dia and 1ft 6 inch long. devoid of any drilling on glass and will be provided on two sides as per drawings and sketches.Glass specified is Saint Gobain or Modi float or equivalent If any deviation is there is the drawings on etching in drawings the same can be ignored. | 30.00 | | Sft | |
| 2 | Providing and fixing 8 mm thick clear glass with powder coated of appx. 85 mm wide aluminum frame. Glass to be laminated with clear anti-shatter film on one side with necessary etching on glass all as per | 80.00 | | Sft | |

| | | | | | |
|----------|---|--------|--|------|-------------------------|
| | drawings and instructions of the Architect/ Bank. | | | | |
| E | MISCELLANEOUS | | | | |
| 1 | Providing & fixing soft board with 9mm th. Ply back & fabric not less than 180 per mtr. With tw0molding | 8.00 | | Sft | |
| 2 | Providing Visual Merchandising set – with customized branded information panel, Writing ledge, Cheque deposit box and Poster frames of standard sizes for CD room of 10'x10' approx. room size., preferably with Grey color and Bank reserves the right to opt for other colours also depending on the logo colours | 1.00 | | Each | |
| 3 | Providing & fixing Glow sign board of reputed makemade out of high quality flex cloth & translucent Vinyl, including necessary light fittings inside the board (tube lights of Philips or equivalent make) Board should be strictly as per Bank's specification with 5 years warranty from the Principal . However, the bidder is responsible for enforcing the warranty when required. The warranty certificate/s available from the principal shall be made available to the Bank. | 30.00 | | Sft | |
| 4 | As above except the size to be approximately 2'x2'.6" – location to be determined as per site construction. Sign Board will be fixed to the wall perpendicular to the Main Sign Board or with pole separately as per location of CD for better visibility. | 5.00 | | Sft | |
| 5a | Demolishing the existing brick / solid block / hollow block masonry with plastering including removing the debris from the site & transporting to contractors own dumping yard for Bricks in Cubic Feet | 50.00 | | C.ft | Not at all locations |
| 5b | Demolishing the existing flooring / solid block / hollow block masonry with plastering including removing the debris from the site & transporting to contractors own dumping yard - for tiles and flooring in Sq ft. | 50.00 | | Sft | |
| 6a | MS rolling shutter (without box) Providing & fixing MS rolling grills with box or enclosures, with necessary locking arrangement both when closed or opened, including painting with 2 coats of synthetic enamel paint over a coat of primer etc complete all as per drawings & instructions of the Architect /Bank(Asian/ J&N / Berger or equivalent) (Sq. Ft.) | 100.00 | | Sft | |

| | | | | | | |
|---|---|------|--|------|--|--|
| 7b | Wooden boxing for the above shutter with 19 mm Marine Ply to be covered with grey laminate. Plywood to be boiling water proof (Sq. Ft.) | 1.00 | | Sft. | | |
| 8 | Providing & fixing MS Stands for A.C exterior unit fixed to walls, painted with enamel paint | 2.00 | | Set | | |
| 9 | Providing & fixing Wooden Storage Cabinet made of ply, on all four sides, 4 shelves inside with wire manager slots, finished with enamel paint in interior and 1.0 mm laminate finish on exterior, appropriate slots to be made for air circulation on either sides, approximate size 3' x 3' x 8' and should accommodate UPS, Batteries, NIU and belongings of Security Guard as per the drawings and instructions of the Architect/Bank. Double door with blue lamination. Louvers to be used instead of slots (No.) | 1.00 | | No | | |
| 10 | Access Lock pillar – 6" x 6"x 7' box (14 sqft) to be done with 19 mm ply finished with blue laminate Sq. Ft.) | 1 | | No | | |
| TOTAL interior & civil works | | | | | | |

B.Optional Items

| A | Construction | | | | | |
|----------------|---|------------|-------------|------------------|---------------|----------------|
| | | 1 | 2 | 3 | 4 | 5 |
| Sl. No. | Particulars | Qty | Rate | Per/ unit | Amount | Remarks |
| 1 | Providing & fixing 12"x12"x7mm thick plain vitrified Glazed tiles of approved shade . tiles to be fixed diagonally | 100.00 | | PSft | | Optional |
| 2 | Providing and fixing 24"x24"x7mm thick plain vitrified Glazed tiles of approved shadetiles to be fixed diagonally (Rate only) | 100 | | PSft | | Optional |
| 3 | Providing & laying POP over floor with plastic sheet below | 100 | | PSft | | optional |
| 4 | Providing & fixing 20 mm thick polished granite for treads with Bull nosing & 3 nos. of grooves in cement mortar 1:5 including | 15 | | PSft | | optional |

| | | | | | | |
|----------|---|-------|--|--------|--|----------|
| | filling the joints with nearest matching color cement. | | | | | |
| 5 | Providing & fixing 20 mm thick polished granite for sills with Bull nosing on both sides | 20 | | PSft | | optional |
| 6 | Providing & fixing exterior grade 3 mmthickAluco Bond / Euro Bond or Equivalent , Matte finish aluminum metal cladding for exterior surfaces of approved make and shade (Rate only) | 100 | | P.Sft. | | Optional |
| 7. | Providing POP punning to attain level and plumb surface for interior surfaces of walls | 200 | | Sft. | | Optional |
| 8 | Providing painting with Plastic emulsion Paint of approved make and shade, with necessary putty over a coat of wall primer (base preparation) (Asian/J and N/ Berger or equivalent for exisiting wall/new wall painting) | 200 | | Sft. | | Optional |
| 9 | Providing & fixing 4"high 20mm th.tw Skirting paint finish (Rate only) | 35.00 | | R.ft. | | Optional |
| B | WALLS,BRICK WORK, LINTEL, SOFFIT AND PARTITIONS | | | | | |
| 1 | Providing & constructing Brick work in cement mortar 1:4 including racking the joints, for steps using first quality bricks including curing | 50 | | Sft. | | Optional |
| 2 | Providing & constructing 6" th. Solid block masonry in CM 1:4 including racking the joints plastered of 12mm average th. On both sides with sponge finish/ lime rendering including necessary scaffolding curing etc complete | 80 | | Sft. | | Optional |
| 3 | Providing and constructing 6 "th. Partition wall using first quality bricks in CM 1:4 including racking the joints , RCC bands at 3' 0" interval with 2 nos. of 6 mm dia bars in RCC bands, including plastering on both sides of average 12 mm th. | 80.00 | | Sft. | | Optional |

| | | | | | | |
|----------|---|----------|--|--------|--|----------|
| | Sponge finish / lime rendering with necessary scaffolding curing etc complete | | | | | |
| 4 | Providing and constructing 6 "th. Solid block masonry in CM 1:4 including racking the joints , RCC bands at 3' 0" interval with 2 nos. of 6 mm dia bars in RCC bands, including plastering on both sides of average 12 mm th. Sponge finish / lime rendering with necessary scaffolding curing etc complete | 80 | | Sft | | Optional |
| 5 | P/F RCC lintel beam, including plastering 8" X 8" with necessary steel reinforcement | 12 | | R. ft. | | Optional |
| 6 | Providing plastering to exterior / interior surfaces of walls in CM mortar 1:4, 12 mm th. with necessary scaffolding ,curing etc complete | 50 | | Sft | | Optional |
| 7 | Providing & painting to walls with 2 or more coats of Enamel paint for existing rolling shutter over a coat of primer of approved make & shade (Asian /J & N / Berger or equivalent) | 200 | | sft | | Optional |
| 8 | Providing & painting to walls with 2 or more coats of cement based paint over a coat of primer of approved make & shade (Asian /J & N / Berger or equivalent) | 200 | | Sft | | Optional |
| C | MISCELLANEOUS | | | | | |
| 1 | Providing and fixing caging to the external AC units as applicable | 2 | | Set | | Optional |
| 2 | Flush Door (As per the requirement) for back room (ISI marked commercial ply as per thickness of partition along with hinges embedded lock and handle on the inside (This is for locations where partition is created for guard) | 1 | | No | | Optional |
| 3 | Providing and fixing wooden paneling with 1.5 feet frame work with 1mm laminate | 1 Sq. Ft | | Sft | | Optional |

| | | | | | | |
|---|--|----|--|------|--|----------|
| 4 | Providing and fixing wooden partition with one side laminate and paint on the other side for approxi sizes of 9' height and 10' length . | 90 | | Sft | | Optional |
| 5 | Providing and fixing wooden partition with both sides laminate for approxi sizes of 9' height and 10' length | 90 | | Sft | | Optional |
| 6 | "Providing and Fixing of 2 nos. of Wooden storage shelf 3 ft x 1.5 ft comprising of 18mm arine plywood finished with plastic paint on all sides, supported on wooden frames, provision for wiring, front and back opened". | 2 | | Nos. | | Optional |

Note:

1. These are indicative combinations given. Bidder should match the laminate blue color and doorframe powder coating to the blue color of the OdishaGramya Bank Logo. However Bank may opt for some other colour combinations also.
2. The optional items mentioned in Annexure- C (Part 2/4) and Annexure-C(Part 4/4) will not be a part of the TCO .However the bidder is required to quote competitive price for the same. These rates will be further reviewed with our architect/compared with our existing rates to arrive at an acceptable rate, which is binding on the bidder.
3. The Mandatory items will form a part of the TCO ANNEXURE- C (Part 1 / 4)- A Price Schedule
4. The Optional items will not be a part of the TCO. However the Bidder is required to fill in the total of the optional item in ANNEXURE- C (Part 1 / 4)-B Total Cost of Site Preparation optional Line Items.
5. The L1 bidder is required to match the lowest quote offered by any bidder for the Optional items mentioned in Annexure- C (Part 2/4) and Annexure-C(Part 4/4) in Annexure-C(Part1/4)-B Total Cost of Site Preparation optional Line Items.

Laminate and Paints to be used for CD centers:

Laminate: Blue-- G495 / 1495

Grey -- CG339 / 1339

Green Lam: Blue – Robin blue 300/. 2300

Grey – Dust 268 / 2268

Merion – Grey -- Ash grey

Laminate for paneling – Magnolia –1017/ 210017

Paint: Wall: Sugarcane (Emulsion)

Annexure-C (Part 3/4)

| LIST OF ITEMS REQUIRED FOR INFRASTRUCTURE CREATION OF | | | | | |
|--|---|------------|-------------|-------------|---------------|
| PROPOSED CDCENTER FOR ODISHA | | | | | |
| GRAMYA BANK | | | | | |
| | | | | | |
| | For Air conditioning works and | | | | |
| | Fire Extinguisher | | | | |
| | | | | | |
| SI No. | Description | Qty | Rate | Unit | Amount |
| 1 | Providing & fixing 1T High Wall Split ACs of reputed make with 100% standby unit; timer unit to be provided for alternate operation of the two A.C units thus provided. Copper, drain pipe length not exceeding to 5.0 Mtr. including internal/external 1/2/3 KVA Voltage stabilizer as per the requirements Copper Piping standard is 5 meters. Copper cabling > 5 Mtrs is on chargeable basis for AC installation at mutually agreed rates. Energy Rating: 3 Star EER . | 2.00 | | Set | |
| 2 | Fire Extinguisher – Hand held 2 Kg portable Co2 Fire Extinguisher | 1.00 | | No | |
| | Total | | | | |

Annexure-C (Part 4/4)

| LIST OF ITEMS REQUIRED FOR INFRASTRUCTURE CREATION OF | | | | | |
|--|---|------------|-------------|-------------|---------------|
| PROPOSED ATM SITE FOR Odisha Gramya Bank | | | | | |
| A. Mandatory Items | | | | | |
| Sl No. | Description | Qty | Rate | Unit | Amount |
| | | 1 | 2 | 3 | 4 |
| 1 | <p>Providing and fixing a modular Distribution box comprising of Enclosure of approximate dimensions 600x665x100 mm comprising of</p> <ul style="list-style-type: none"> * 4 pole ELCB 300 MA – 1 no * 7 nos. Single Pole MCBs to control * 8 nos. UPS power sockets * light through backup power (4nos) * UPS power to CD * 2 nos. Raw power sockets * Digital timer 2 nos. General Lighting and Stabilizer output ,AC • Double pole MCB – 2 Nos. for input to UPS DB and input for stabilizer. • Triple pole MCB –01 no. for input to Power DB • Provision to be made for 2 nos. timer switches (1 no for AC and 1 no or signage) • Air conditioner timer will be charged extra under the item as applicable • Providing and installing Digital timer for signage • Three way connector- 5 nos. (2 no for general lighting, 1no for emergency light 1 no for signage and 1 no for UPS power to CD) • Power points – 10 nos. (2nos for CD, 2 nos. for NIU, 1 no each for monitor, | | | | |

| | | | | | |
|----|---|-------|--|---------|--|
| | camera, text interface, card access, and 2 nos. spare power points). • Smoke detection system with hooter | | | | |
| 2 | Supply & fixing 2 no 25 A DP MCB in MS box & necessary interconnections | 1.00 | | Set | |
| 3 | Supplying & fixing sub mains using 4 nos. of 6 sq mm & 1 run of 4 sq mm copper wires in 2 mm thick PVC pipe / casing & capping | 40.00 | | Mtr | |
| 4 | Supplying & fixing UPS input circuit using 2 runs of 6 sq mm & one run of 4 sq mm copper circuit in PVC casing & capping / 2 mm thick PVC pipe | 50.00 | | Mtr | |
| 5 | Supplying & fixing AC power circuit using 2 runs of 4 sq mm & one run of 2.5 sq mm copper circuit in PVC casing & capping / 2 mm thick PVC pipe | 80.00 | | Mtr | |
| 6 | Supplying & fixing 20 A industrial plug & socket with 25 A MCB in metal box enclosures | 2.00 | | Set | |
| 7 | Supplying & fixing 30 A industrial plug & socket with 32 A DP MCB with necessary connections | 2.00 | | Set | |
| 8 | Supplying & fixing 6 A Universal socket switch modular type with back box | 3.00 | | Set | |
| 9 | Providing light point wiring controlled by 6 A modular switch controlled by 6A modular switch using 3 runs of 1.5 sq mm copper wires in PVC casing & capping / 2 mm thick PVC pipe | 9.00 | | No | |
| 10 | Supplying & wiring 2 runs of 2.5 sq mm & one run of 1.5 sq mm copper wires in PVC casing & capping / 2 mm PVC pipe | 50.00 | | Mtr | |
| 11 | Providing Earthing pit size 3' x 3' x 7' deep .Earthing plate to be 60 cm x 60cmx3mm Copper with central hole connected with 10 SGW wire with brass nut and bolt to meter, pit to be filled with charcoal layer, further with 6" to 8" soil, followed by second / third layer subsequently till the top. Open pipe 1.5" diameter to be inserted in to the pit up to the earthing plate filled with water when dry, pipe should be above ground level with a funnel For UPS , CD and Lightening arrestor to be located as per site location | 3.00 | | L/S | |
| 12 | Providing & wiring with 8 SWG Copper wire in PVC conduit for VSAT Disc (Unit meter rate) | 50.00 | | Per Mt. | |

| | | | | | |
|--------------------------|--|-------|----------|--------|--------|
| 13 | Providing & fixing t 12" x 12" mirror optic fixtures with white diffusers (each) Total:4 | 2.00 | | each | |
| 14 | Providing & fixing daylight type lights for the above fixtures (2Tube lights/Unit) | 2.00 | | each | |
| 15 | Providing & fixing Philips / Wipro or equivalent 2' 0" x 2' 0" mirror optic fixtures with white diffusers (rate only) (each) | 2.00 | | each | |
| 16 | Philips or equivalent swivel semi-recessed ceiling mounted spotlight (white round) Wipro, Philips or equivalent (each) | 4.00 | | each | |
| 17 | Providing & fixing 2" Patti tube light fitting with tube light | 2.00 | | each | |
| 18 | Providing & fixing 1 x 11 w CFL mirror optic fixture | 1.00 | | No | |
| 19 | Providing Telephone point / jack RJ 11 (Mk, Crabtree or equivalent) for logic type board | 2.00 | | No | |
| 19a | Providing and laying 8 pair telephone cabling in 20 mm diaPVC conduits (Delton / Johnson / Finolex or equivalent) from junction to sockets | 15.00 | | Mtr | |
| 20 | Fixing 1 KVA UPS with Batteries | 1.00 | | No | |
| 21 | Main cabling from Meter to CD site 6 mm square per meter | 1.00 | | R. Ft. | |
| 22 | Light Fittings for Poster Frames Wall mounted flexible gooseneck spotlights or equivalent with built in transformer 12V, 35 Watts of light from, Deconor equivalent Make and LFH 123 - 2 nos. for wall posters suggested (No) | 2 | | No. | |
| | Total | | | | |
| B. Optional Items | | | | | |
| SI No | Description | Qty | Rate | Unit | Amount |
| 1. | Main cabling from Meter to ATM site 10mm square per meter | 2 | R / feet | | |
| | <u>Approved makes</u> Wire – Finolex or equivalent Switches - MK, Havells, Crabtree,Anchor Roma or equivalent Distribution board - MDS, Indo Asian or equivalent Fixtures - Wipro, Philips, Crompton or equivalent | | | | |

NOTE:

1. The optional rates in site civil works will not be considered for evaluation but for items where rate only and "optional" are mentioned the bidder must quote realistic rates and for these items rate analysis will be required if they are to be incorporated and these rates will be further reviewed with our architect/compared with our existing rates to arrive at an acceptable rate, which is binding on the bidder.
2. **The Mandatory items will form a part of the TCO ANNEXURE- C (Part 1 / 4)-A Price Schedule**
3. **The Optional items will not be a part of the TCO.** The Bidder is required to fill in the total of the optional item in ANNEXURE- C (Part 1 / 4)-B Total Cost of Site Preparation optional Line Items
4. Implementation manual, Site preparation services and sketches of CD site for a standard size of 10 x 10 sq ft. will be supplied along with RFP copy.
5. For evaluation purpose Code no of electrical items of Wipro are given. Electrical fittings of Philips Compton Greaves with equivalent code nos. can also be quoted. However final confirmation is subject to approval of Bank. Light fittings for Poster frames will also be with these equivalent code Nos. only
6. Lighting arrangement inside the CD room should be arranged in such a way that face of the person operating the CD should be captured clearly. Bank is agreeable for suitable design changes in the CD room for incorporating the changes required for this purpose
7. The L1 bidder is required to match the lowest quote offered by any bidder for the Optional items mentioned in Annexure- C (Part 2/4) and Annexure-C(Part 4/4) in Annexure-C(Part1/4)-B Total Cost of Site Preparation optional Line Items.

**Place.
Date:**

**AUTHORISED SIGNATORY
Name:**

Designation

ANNEXURE- D
ELIGIBILITY CRITERIA-DECLARATION

The General Manager
Odisha Gramya Bank
IT Department,
Gandamunda ,Khandagiri
Bhubaneswar – 751030

SUB: Your RFP No.RFP OGB/ITD/ATM/CD/2016/001 dated 21/10/2016 FOR THE SUPPLY, INSTALLATION AND MAINTENANCE OF CDS AND ATM SITES

We have carefully gone through the contents of the above referred RFP and furnish the following information relating to Eligibility Criteria as stipulated in the RFP.

| SI No: | ELIGIBILITY CRITERIA as per Clause No.1.3 of the RFP | Documentary proof Submitted (YES /NO) |
|---------------|--|---|
| 1 | The bidder is registered as a company in India as per Companies Act, 1956 and should have been in operation for a period of at least 5 years as on date of RFP. The Certificate of Incorporation issued by the Registrar of Companies along with copies of Memorandum and Articles of Association are to be submitted along with technical bid. (Documentary proof should be attached). | |
| 2 | The Bidder has registered a turnover of at least Rs.50 Crores (Rupees Fifty Crores) per financial year (Financial year shall mean an accounting period of 12 months. Figures for an accounting period exceeding 12 months will not be acceptable) for the last 3 financial years, (not inclusive of the turnover of associate companies) as per the audited accounts. Annual reports of 2013-14, 2014-15 and 2015-16 should be attached. In case of bidders whose financial year falls other than April- March of the year and final audited accounts yet to be published, provisional results of 2015-16 (self certified) should be attached. (Documentary proof should be attached). | |
| 3 | The bidder has registered net profit (after tax) for at least Two (2) financial year (Financial year shall mean an accounting period of 12 months. Figures for an accounting period exceeding 12 months will not be acceptable) in the immediate preceding 3 financial years as per audited accounts. Annual reports of 2013-14, 2014-15 and 2015-16 should be attached. In case of bidders whose financial year falls other than April- March of the year and final audited accounts yet to be published, provisional results of 2015-16 (self certified) should be attached. (Documentary proof should be attached). | |
| 4 | The bidder and the OEM should be an ISO 9001 / 14001 certified company. Latest Valid ISO Certificate of the Manufacturing / Assembly / integration facilities should be submitted. (Documentary proof should be attached). | |
| 5 | The Bidder should be original equipment manufacturer (OEM) for ATMs/CDs or premium partner / authorized reseller of the ATMs/ CDs in India. The Bidder must be in position to provide support / maintenance / upgradation during the period of contract with the Bank. Bidder, be it OEM or premium partner / authorized reseller, to submit a letter of authorization / Manufacturer Authorization Form (MAF) as per format provided in Annexure E of this RFP. Either OEM of ATMS/ CDs or only one of its premium partner / authorized reseller in India shall participate in this RFP. | |

| | | |
|----|--|--|
| 6 | The bidder should have supplied and installed at least 400 Nos. of ATM/CDS each in at least two Public/Private sector Banks in India, in the last 3 financial years 2013-14, 2014-15 and 2015-16 other than Odisha Gramya Bank. Satisfactory Certificate from the client from each bank as per format provided in Annexure H along with documentary proof should be submitted along with the technical bid. Each Purchase Order/Work orders should be produced as evidence. | |
| 7 | The bidder must have presence with direct service centers or exclusive franchisee service centers or authorized service centers in our regional office locations. These locations should be staffed with support personnel with experience in service support of ATMS/ CDS/ peripherals / equipments proposed to be procured under this bid. Bidder to provide a list of service center/franchises with full details with address and contact of service engineers as in Annexure Q of the RFP along with the technical bid. (Documentary proof should be attached). Undertaking letter is to be submitted for providing the service within the Service level mentioned in the RFP. Bidders not having support infrastructure for either of the ATM CDs or Peripherals like ACs, UPS or other equipments are not eligible. | |
| 8 | The bidder should submit a certificate issued by their company secretary, certifying that all the components/parts/assembly/software quoted/used in the ATMS/ CDs, ACs, UPS and any other equipment were original/new components/parts/assembly/software, and that no refurbished/ duplicate/second hand components/parts/assembly/software were being used or would be used. Bidder to submit the certificate as per format provided in Annexure - I of the RFP along with the technical bid. (Documentary proof should be attached) | |
| 9 | The bidder should submit a letter of undertaking stating to agree to abide by all the terms and conditions stipulated by the Bank in the RFP including all annexures, addendum and corrigendum for the supply and installation of ATMS/ CDs at its Branches and other offices located across the command area of bank based on the requirements, specifications, terms and conditions laid down in this Request for Proposal (RFP). Bidder to submit the letter as per format provided in Annexure S & Annexure V of the RFP along with the technical bid. (Documentary proof should be attached). | |
| 10 | The bidder should not have been blacklisted in any Central Government / PSU / Banking / Insurance company in India as on date of the RFP. Bidder to submit the Self Declaration certificate as per format provided in Annexure J of the RFP along with the technical bid. (Documentary proof should be attached). | |
| 11 | The proposed make and model of Cash Dispenser should have capability to work with FIS IST 7.5 Switch version or Higher as on the date of submitting the bid. Undertaking letter / Confirmation letter from the participating Bidder with details of banks in India and FIS IST switch version or equivalent switch version. Bank may seek confirmation from such banks / switch vendors. | |

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection.

Authorized Signatory

Name and Designation

Office Seal

Place:

Date:

ANNEXURE- E
MANUFACTURERS' AUTHORISATION FORM
(Bidders are requested to submit this form separately for Cash Dispenser, UPS System, Air conditioner, CCTV and Fire Extinguisher)

No.

Dated: / /2016

The General Manager
IT Department ,
Odisha Gramya Bank, Head Office,
Gandamunda, Bhubaneswar, 751030

Dear Sir,

Sub: RFP No: OGB/ITD/CD/2016 dated .:

We who are established and reputable Manufacturers of Cash Dispensers/UPS/ACs/FE etc.having manufacturing facility at and do hereby authorize M/s. (Name and Address of Agent) to submit a bid, and sign the contract with you for the goods manufactured by us against the above RFP.

We hereby extend our full onsite guarantee, onsite warranty and onsite AMC support as per Clauses of Contract for the goods and services offered for supply by the above firm against this RFP and we will provide service support for seven(7=3+2+2) years to the Bidder.

Authorized Signatory

Name and Designation

Office Seal

Place:

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. It should be included by the Bidder in its bid.*

ANNEXURE -F

1. TURNOVER AND P&L DETAILS:

(Bidders have to submit Certified Xerox copies of Audited Balance Sheet/ P&L).

| (Amount in Rs.) | | |
|-----------------|----------|-----------------|
| F. Y. | Turnover | Profit and Loss |
| 2013-14 | | |
| 2014-15 | | |
| 2015-16 | | |

2. HARDWARE DELIVERED DETAILS:

(Submit Certified Xerox copies of POs as support documents for each item).

Details of Cash dispensers supplied to meet eligibility criteria:

| Sl. No. | PO No. and Date | Order placed by Organisation | Qty. | Cumulative Total |
|---------|-----------------|------------------------------|------|------------------|
| 01. | | | | |
| 02. | | | | |
| 03. | | | | |
| 04. | | | | |

3. Clarifications required for this RFP Terms and Conditions:

(It is to be submitted to submit their clarification/queries in word document in the following format)

| Sl. No. | Clause No. and Page No. | RFP Term | Bidders Request for following Clarifications and Amendments | Banks Revised Amendment |
|---------|-------------------------|----------|---|-------------------------|
| 01. | | | | |
| 02. | | | | |
| 03. | | | | |
| 04. | | | | |

ANNEXURE-G : Compliance to Technical Specifications

1) Technical Specifications for Cash Dispensers

| Sl. No | FEATURE | SPECIFICATIONS / CONFIGURATION | Complied Yes/No | Comments, if any |
|--------|---------------------------|---|-----------------|------------------|
| 1 | MODEL | Lobby MODEL CD compatible with any regulated Power Supply (Conventional UPS & Solar UPS). System should work on 230V 50 Hz supply Single Phase. Please mention Make & Model of CD. (Please indicate the tolerance level) | | |
| 2 | PROCESSOR | Intel/Atom/Pentium or any other equivalent with Clock speed 1.66 GHz or higher | | |
| 3 | MEMORY (RAM) | 2 GB DDR2 or Higher (Upgradable to 4 GB) | | |
| 4 | HARD DISK DRIVE | Minimum 500 GB x 2 SATA HDD | | |
| 5 | INTERNAL DVD WRITER (R/W) | 16x and above speed with controller Card. | | |
| 5a | Key Board & | Metallic Key board & Optical Mouse – if they are | | |

| | | | | |
|---|---|--|--|--|
| | Mouse | need for admin functions of Cash Dispenser. | | |
| 6 | Sensors | The CD must have necessary sensors to monitor Temperature Status, Vibration Status, Chest open status for sending Signal / Messages to Switch. | | |
| 7 | OPERATING SYSTEM & CONTROLLING SOFTWARE | <p>Bidder has to provide any operating system with GUI. Bidder need to provide license , upgradation ,security patches and updation if any without any additional cost.Bidder should take care of the support of the OS during the contract period. Necessary OEM certificate should be provided along with the Technical Bid.</p> <p>Furthermore the bidder should ensure that on upgradation, there should be no disruptions of service and there should not be any performance related issues faced</p> <p>Furthermore, If the bidder is proposing Windows POS Ready 2009 then vendor should ensure that there will be no performance and functional related issues and if required the bidder will upgrade the system with windows 7 at a later date with no additional cost to the bank Compatible with FIS IST Switch version 7.5 or Above. VSAT, Leased Line, CDMA, ISDN Technology. Reversal Message of Transactions. Multilingual Software for Customer display apart from Hindi ,Odia and English. Remote Retrieval of Journal particulars electronically (EJ pulling) to any vendor of bank's choice (Agent</p> | | |
| | | <p>will be provided by bank).</p> <p>100 Mbps Ethernet Controller. At least one serial port + one parallel port + minimum 5 USB (USB Port for copying EJ files) with at least 2 on the front side. Remote login facility for such utilities like Remote load of screens, to shutdown / start cash dispenser to make cash dispenser clear fitness etc. Trace features (provide log file for all messages received and sent by Cash Dispenser. Especially in networked conditions, log should provide information from where the message is received and to which the message sent. i.e. Source and Destination Machines should be identifiable through the logs) Following software reqd. 1.Remote Key Distribution 2. Software distribution capability. (Bank will provide Agent) CD should be preloaded with XFS/equivalent software and should be capable of running multi vendor software without hardware & operating</p> | | |

| | | | | |
|----|-------------------------------|---|--|--|
| | | system changes. | | |
| 8 | CURRENCY CHEST | The external body should be in steel conforming to international standards like UL – 291 Level I & above & Certificate should be in force. Resistance to Fire/Water/Temperature. Provision for external Alarm system. | | |
| 9 | CURRENCY CHEST LOCKING SYSTEM | At a minimum, Dual Combination electronic locks (with an option to enable OTC, wherever / whenever required) to open the safe and aulTD trail without any hardware change. (Locking Mechanism to comply with Standards like UL 437 VDS Class etc) (Mention Model). | | |
| 10 | DISPENSER | Mention type of technology. Vacuum /Friction. Mode : (Stack and present/bunch) Single bill divert. Can dispense old/new/mixed currency. Delivery speed : not less than 4 per second. Delivery notes it dispenses at a time. (should not be less than 40 notes at a time) Note retraction facility / feature by CD should be disabled. Capable of diverting non-CD fit notes. | | |
| 11 | CURRENCY CASSETTE | Four Currency Cassettes. Capacity should not be less than 2500 notes per cassette. Capable of Dispensing 100, 500, 1000 notes. All cassettes should be capable of dispensing all types of notes. Old/New/Mixed Currency. Latching facility is required for cassettes. Cassette shall be compatible for Cassette Swap implementation. | | |
| | | One purge Bin. Divert bin with lock and key Should have sensor to send message low-cash supply to the switch center. (Low media indication.) Visual signal to confirm proper insertion of cassette. | | |
| 12 | PRINTERS | Customer : Thermal Printer / Dot Matrix. Journal : Thermal / DMP Printer to print aulTD trail as per the Bank's requirement Auto paper cut facility to throw the receipt to the customer. Should support Local Language Printing. Printer rolls should have sensor to indicate low supply to switch center. (Low Media Warning.) | | |
| 13 | KEY PAD | 16 Keys and above. Type : Privacy in operation of keyboard with key guard. CD should have Pin Pad Shield covering all three sides to avoid shoulder surfing or capture by the external camera. Metallic stainless steel/Polycarbonate PIN Pad CDs must have latest PCI compliant Encrypting Pin Pad (EPP) and 3 DES double length keys for protecting the PIN data. | | |

| | | | | |
|----|---|---|--|--|
| 14 | OPERATIONAL KEYS | Eight Keys | | |
| 15 | CARD READER with EMV/PCI-DSS compliant | Dip Card Reader With media entry indicator, having capability to read magnetic strip track 1 & 2. The card reader should also be 'EMV' Version 4 or later to handle VISA /Master/ RuPay/ Kisan & any other Domestic & International Debit & Credit cards. Hybrid Card reader technology Capable of reading both Smart and Magnetic Card i.e EMV compliant card readers. (i.e. CARD reader should be able to read EMV cards/Magnetic stripe Cards) Anti Skimming device | | |
| 16 | DES CHIP | Triple DES enabled: (3 DES Chip with encryption and validation software. Should hold all the hardware and software to enable at any time.) | | |
| 17 | DISPLAY MONITOR TO CUSTOMER | 10" and above touch screen LCD / LED Colour Monitor. (Message display in multilingual : Local language, Hindi and English.) Ability to add flash messages on welcome loop screens and all screens as requested by Bank. CDs to have the Privacy Screen filter to enable the view of the CD screen only to the customer standing in the front of the CD. | | |
| 18 | SUPPORT TO PHYSICALLY / VISUALLY CHALLENGED | Suitability for Visually challenged (with audio support). Braille stickers on all devices as per requirements to support visually challenged. Suitable for wheel chair based operation for Physically challenged. | | |
| 19 | EDJC | Compatible for remote Electronic Data Capture of Journal. | | |
| 20 | PROTOCOLS | Should support TCP/IP. Should support IPv6 also. | | |
| 21 | CD CABINET | Should hold all the hardware for making above specified activities like processors/Ports/Netware Interface Cards etc | | |
| 22 | CD FUNCTIONALITY | Should be mechanically and electrically capable of functioning 24x365 basis. Should enable voice using software of Bank's choice and should support for audio. | | |
| 23 | POWER | Power and telecommunications cabling carrying data or supporting CD services should be protected from interception or damage. CD vendors should follow stringent guidelines and best industry practices to protect the systems from unauthorized access and wire-tapping. | | |
| 24 | SYSTEM HARDENING / | All CDs should be adequately hardened. Only white listed necessary services should run on the machines. No malware including viruses, worms & | | |

| | | | | |
|----|-----------------------------------|--|--|--|
| | TERMINAL SECURITY | Trojans enter the machine and affect the CD and the network. All CDs should be PA-DSS Compliant. | | |
| 25 | FINGER PRINT READER | STQC certified finger print scanner for biometric enabled payment system in the fascia. | | |
| 26 | OTHERS | A Complete write-up on the Security features on the Cash Dispensers shall be attached. | | |
| a | | Should be capable of Audio guidance in Ten languages (The required .WAV files to be provided by the Bank.) | | |
| b | | The CD should be capable to support Biometric functions and integrated with the Bank's Biometric solution without any additional cost of the Bank. | | |
| c | | The software required for connecting the CD to the existing FIS IST 7.5 or above Switch to be provided by the bidder. | | |
| d | | The bidder shall provide required mesh to cover the holes available in the CD to prevent the dust / insects / rats / lizards entering into the CD / equipment. | | |
| e | | The CD shall be properly grouted as defined in scope of work. | | |
| 27 | DIGITAL VIDEO SURVEILLANCE SYSTEM | <ul style="list-style-type: none"> i. The Digital Video Surveillance System which shall be the integral part of the CD and shall have the following features : ii. The system shall have minimum two cameras and at least one camera installed inside the CD. iii. The Camera shall be pilfering proof. iv. The system shall capture the image of the cardholder while doing the transaction and the image shall have the clarity to identify the cardholder. v. The system shall be capable of motion activation. | | |
| | | <ul style="list-style-type: none"> vi. The System should be able to store the images in a digital format for minimum 24 months at an average of 300 transactions per day. The bidder will be responsible for maintenance activities and image retrieval. The backups should be taken during preventive maintenance and supervised by the bidder. The media for back up will be provided by the bank. vii. The system should provide the necessary interface to view the stored images on hard disk or external media. viii. The system shall take care of extreme light conditions. ix. The system must capture the image and the transactions with time stamp. x. The system shall provide for locating and retrieving an image or event by date and time, card number, transaction number and CDID. | | |

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|----|----------------------------|--|--|--|
| | | <ul style="list-style-type: none"> xi. The hardware shall be integrated within the CD. xii. The solution must not degrade the performance of CD e.g. speed of normal transaction. xiii. The image / video data stored on hard disk should be taken as backup during preventive maintenance on media provided by the Bank and handed over to the concerned branch. xiv. There should not be any loss of data due to space constraint. The data backup is to be monitored to ensure that there will not be overwriting after the specified minimum period. xv. At no point of time cameras should focus on CD key pad (mask must be implemented on the key pad area) and the camera images shall have timestamp by default. | | |
| 28 | BIOMETRIC KIT FOR THE CDs | CD configuration as above along with scanner and thumb / finger print scanning software. CDs should have functionality required for illiterate persons. Trilingual screen support and capable of Voice Guidance. The CD will be connected to the Switch. The switch will identify whether transaction is PIN based or Biometric. | | |
| 29 | FUNCTIONS | Cash withdrawal both inter and intra bank. Balance inquiry Cheque book request. Statement Request. PIN Change Mini Statement Printing Enable linking for 4 accounts like SB, CA, OD, etc. Any other functionality decided by the Bank. | | |
| 30 | ENVIRONMENTAL REQUIREMENTS | Operating temperature : 0 to 50 Degree C Storage : -10 to 70 Degrees C Relative Humidity : 10% to 90% non-condensing | | |
| 31 | Rear View Mirror | Rear View Mirrors should allow CD users to see what is happening behind him/her when they enter PIN to prevent shoulder surfing. All CDs should have rear mirrors covering majority area of the CD site. | | |
| 32 | Shutter | Top locking provision of the shutter should be there so that shutter can't be closed by unauthorized person. | | |
| 33 | Others | Implementation of directions/ guidelines/ best practices of RBI/ Govt/ IBA should be possible The CD should be enabled with Voice Guidance (Hindi / Odia and English) feature capable of guiding visually challenged as per IBA guidelines. | | |

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2. Technical Specifications of UPS Systems

a. Specification of UPS System with Battery

| SI.No | FEATURE | SPECIFICATIONS / CONFIGURATION | Complied Yes/No | Comments, if any |
|----------|--------------------------------|---|-----------------|------------------|
| 1 | Technology | 1 kVA single phase input & output, on-line double conversion unit with facility for Automatic Switch Over to battery and Visa-Versa without any delay. Intelligent load and inverter management based on real time. | | |
| | | Microprocessor controlled high frequency PWM technology. UPS should have 8 hours backup and should be compatible with Solar Power | | |
| 2 | INPUT | | | |
| 2.1 | Nominal Voltage | 230 V AC, [+20 % TO -35%], Single Phase | | |
| 2.2 | Nominal Frequency | 45 Hz to 55 Hz | | |
| 2.3 | Input Power Factor | > 0.9 | | |
| 3 | RECTIFIER & CHARGER | | | |
| 3.3 | Type | PWM with Active power factor control | | |
| 3.4 | Nominal voltage regulation | + / - 1 % | | |
| 3.5 | Ripple (without battery) | < 1 % | | |
| 3.6 | Charging method | Constant voltage constant current [CVCC] | | |
| 4 | BATTERY | | | |
| 4.1 | No. of hours of backup | 8 hours based on load connected. | | |
| 4.2 | Battery voltage | 36V | | |
| 4.3 | Type | Sealed Maintenance Free [SMF] Lead Acid | | |
| 4.4 | Voltage, rating | The bidder shall supply and install suitable Racks to house the batteries. | | |
| 5 | OUTPUT | | | |
| 5.1 | Power Capacity | 1KVA | | |
| 5.2 | Load Power Factor | 0.7 lag to unity within KVA & KW rating | | |
| 5.3 | Nominal voltage | 220 / 230 VAC, Single Phase | | |

| | | | | |
|----------|--|---|--|--|
| 5.4 | Regulation | For Balanced Load +/- 1 % | | |
| 5.5 | | For 100% Unbalanced Load +/- 2 % | | |
| 5.6 | Frequency | 50/60 Hz [+/- 0.25 Hz] in Free running mode | | |
| 5.6.1 | | 50 Hz [+/- 3 Hz] in synchronous mode | | |
| 5.7 | Waveform | True sine wave | | |
| 5.8 | Total Harmonic Distortion | <= 3 % Max for 100% Linear load; | | |
| 5.8.1 | | <= 5 % Max for 100% Non-Linear load | | |
| 5.9 | Overload capacity | 125% for 5 min | | |
| 5.9.1 | | 50% for 60 sec | | |
| 5.10 | Inverter | IGBT based PWM True On Line with INSTANTANEOUS SINEWAVE CONTROL and on / off control using real time clock. | | |
| 5.11 | Dynamic Response | For 0 to 100 % step load change, the output shall remain within +/- 5 % and recovers to 98 % within quarter cycle | | |
| 5.12 | Crest Factor | 3:01 | | |
| 5.13 | Duty | Continuous | | |
| 6 | BYPASS STATIC SWITCH | | | |
| 6.1 | Frequency synchronization band | + / - 3 Hz | | |
| 6.2 | Slew Rate | 0.1 Hz / Sec | | |
| 6.3 | Transfer [Inverter to Bypass] | In sync mode - < 2 to 3 m sec | | |
| 6.3.1 | | In async mode - < 10 m sec | | |
| 6.3.2 | | In built Enable / diable option | | |
| 6.4 | Retransfer [Bypass to Inverter] | In sync mode -No break in retransfer | | |
| 7 | MANUAL BYPASS FACILITY | To be provided | | |
| 8 | EFFICIENCY | | | |
| 8.1 | [At full load & nominal input voltage] | | | |
| 8.2 | Inverter Efficiency [DC to AC] | > = 90 % | | |
| 8.3 | Converter Efficiency [AC to DC] | > = 90 % | | |
| 8.4 | Overall Efficiency | > = 85 - 90 % | | |
| 9 | ENVIRONMENTAL | | | |

| | | | | |
|-------|---------------------------------------|--|--|--|
| 9.1 | Acoustic Noise level | < 55 db | | |
| 9.2 | Ambient Temperature | 0 to 50Deg C | | |
| 9.3 | Storage Temperature | -10 to 70 Deg C | | |
| 9.4 | Humidity | Upto 95 %, RH, Non-condensing | | |
| 9.5 | Altitude | < 1000 Mtrs, above sea level [without derating] | | |
| 10 | PHYSICAL | | | |
| 10.1 | Enclosure - Protection grade | IP - 20 or High | | |
| 10.2 | Cooling | Forced Air | | |
| 10.3 | Cable Entry | Rear | | |
| 11 | METERING / LCD Digital Display | | | |
| 11.1 | | Input voltage | | |
| 11.2 | | Battery voltage | | |
| 11.3 | | Output load (W) | | |
| 11.4 | | Input voltage | | |
| 11.5 | | Battery current (%) | | |
| 11.6 | | Output voltage | | |
| 12 | INDICATORS / ALARMS | | | |
| 12.1 | | Battery low pre-alarm | | |
| 12.2 | | Batter low | | |
| 12.3 | | Load on battery | | |
| 12.4 | | UPS indicator | | |
| 12.5 | | Battery status indicator | | |
| 12.6 | | Load on Bypass | | |
| 12.7 | | Inverter Faulty | | |
| 12.8 | | Mains, Inverter, Output on Indicator & Others if any, specify | | |
| 13 | PROTECTIONS | | | |
| 13.1 | | Input under / over voltage | | |
| 13.2 | | Rectifier over voltage | | |
| 13.3 | | Rectifier over current | | |
| 13.4 | | Battery low | | |
| 13.5 | | Battery charging current limit | | |
| 13.6 | | Output under voltage | | |
| 13.7 | | Output over voltage | | |
| 13.8 | | Output overload | | |
| 13.8 | | Output short circuit | | |
| 13.10 | | Inverter over temperature | | |
| 14 | ISOLATION TRANSFORMER | To be provided as an optional feature of the system at the input | | |
| 15 | TESTING | IEC 62040 - PART III. Testing by | | |

| | | | | |
|------|--------------------------------|--|--|--|
| | STANDARDS | NABL approved labs | | |
| 16 | STABILIZER | 1 kVA Stabilizer [as an optional item. Provide make, model, Technical specs., etc] | | |
| 17 | COMMUNICATION INTERFACE | | | |
| 17.1 | Standard | RS 232 port for Software Interface | | |
| 17.2 | Optional | SNMP facility. However, Inbuilt provision to be available in the UPS | | |
| 18 | Load Management | Sinage On time and Off time control through inverter output when mains is present only - shall not work in battery mode. | | |
| 18.1 | | Minimum 3 programmable socket at the output. | | |

3. Technical Specifications of AC and Fire Extinguisher

| Sl. No | Equipment | SPECIFICATIONS / CONFIGURATION | Complied Yes/No | Comments, if any |
|--------|-------------------|--|-----------------|------------------|
| 1 | AC | Providing & fixing 2 Wall Split ACs of reputed make with STAR-3 EER rated 100% standby unit and of 1 ton capacity; timer unit to be provided for alternate operation of the two A.C units thus provided. Copper, drain pipe length not exceeding to 5.0 Mtr. including internal/external 1 or 2 KVA Voltage stabilizer as per the requirements | | |
| | | Copper Piping standard is 5 meters. Copper cabling > 5 Mtrs is on chargeable basis for AC installation at mutually agreed rates.. | | |
| 2 | Fire Extinguisher | Fire Extinguisher – Hand held 2 Kg portable Co2 Fire Extinguisher | | |

4. Technical Specifications of Construction and Civil

| Sl No | Construction particulars | Complied (Yes/No) | Comment S if any |
|--|---|-------------------|------------------|
| NOTE: All the tiles and granite to be fixed in cement mortar 1:4 and the joints to be filled with nearest matching color cement. Tiling to be finished with scraping and raking the joints and appropriate grouting / jointing material of same shade, if flooring is being done over existing tiles, then approved synthetic resin in appropriate ratio is to be used | | | |
| 1 | Providing & fixing 12"x12"x7mm thick plain vitrified Glazed tiles of reputed company of approved shade . tiles to be fixed diagonally | | |

| | | | |
|----------|--|--|--|
| 1a | Providing & fixing 24" x 24"x 7mm thick plain vitrified Glazed tiles of reputed company of approved shade . tiles to be fixed diagonally | | |
| 1b | Providing and fixing 24"x24"x7mm thick plain vitrified Glazed tiles of reputed company of approved shade. tiles to be fixed diagonally | | |
| 2 | Providing & laying POP over floor with plastic sheet below | | |
| 3 | Providing & fixing 20 mm thick polished granite for treads with Bull nosing & 3 nos. of grooves in cement mortar 1:5 including filling the joints with nearest matching color cement. | | |
| 4 | Providing & fixing 20 mm thick polished granite for sills with Bull nosing on both sides | | |
| 5 | Providing & fixing 20 mm thick polished granite for Sides of steps, Risers,& for external areas The color should be Lavender Blue / Black / Jet Black. | | |
| 6 | Providing & fixing cement tiles for exterior paving including curing, cleaning etc complete | | |
| 7 | Providing & fixing exterior grade 3 mm thick Aluco Bond / Euro Bond or Equivalent , Matte finish aluminum metal cladding for exterior surfaces of approved make and shade | | |
| 7a | Providing & fixing 20 mm thick polished granite for exterior surfaces of walls with grooves all as per drawings & instructions of the Architect/Bank | | |
| 8a. | Providing POP punning to attain level and plumb surface for interior surfaces of walls | | |
| 8b. | Providing painting with Plastic emulsion Paint of approved make and shade, with necessary putty over a coat of wall primer (base preparation) (Asian/J and N/ Berger or equivalent for existing wall/new wall painting) | | |
| 9 | Providing and fixing 7mm thick plain vitrified tiles for skirting of 4 inches ht. Of reputed company of approved shade. | | |
| 9a | Providing & fixing 4"high 20mm th.tw Skirting paint finish | | |
| B | WALLS,BRICK WORK, LINTEL, SOFFIT AND PARTITIONS | | |
| 1 | Providing & constructing Brick work in cement mortar 1:4 including racking the joints, for ramp using first quality bricks including curing | | |
| 1a | Providing & constructing Brick work in cement mortar 1:4 including racking the joints, for steps using first quality bricks including curing | | |
| 2 | Providing & constructing 9" ht. Solid block masonry in CM 1:5 including racking the joints plastered of 12mm average th. On both sides with sponge finish/ lime rendering including necessary scaffolding curing etc complete (UPS room) . | | |
| 2a | Providing & constructing 6" ht. Solid block masonry in CM 1:4 including racking the joints plastered of 12mm average th. On both sides with sponge finish/ lime rendering including necessary scaffolding curing etc complete | | |
| 2b | Providing and constructing 6 " ht. Partition wall using first quality bricks in CM 1:4 including racking the joints , RCC bands at 3' 0" interval with 2 nos. of 6 mm dia bars in RCC bands, including | | |

| | | | |
|------------------------|--|--|--|
| | plastering on both sides of average 12 mm thick. Sponge finish / lime rendering with necessary scaffolding curing etc complete | | |
| 2c | Providing and constructing 6 " ht. Solid block masonry in CM 1:4 including racking the joints , RCC bands at 3' 0" interval with 2 nos. of 6 mm dia bars in RCC bands, including plastering on both sides of average 12 mm th. Sponge finish / lime rendering with necessary scaffolding curing etc complete | | |
| 3 | P/F RCC lintel beam, including plastering 8" X 8" with necessary steel reinforcement | | |
| 4 | Providing plastering to exterior / interior surfaces of walls in CM mortar 1:4, 12 mm th. with necessary scaffolding ,curing etc complete | | |
| 5 | Providing & painting to walls with 2 or more coats of Enamel paint for existing rolling shutter over a coat of primer of approved make & shade (Asian /J & N / Berger or equivalent | | |
| 6 | Providing & painting to walls with 2 or more coats of cement based paint over a coat of primer of approved make & shade (Asian /J & N / Berger or equivalent) | | |
| FALSE CEILING | | | |
| 1 | Providing & fixing gypsum board false ceiling with GI frame work. | | |
| 2 | Providing & fixing 2 to 3 line POP cornice | | |
| 3 | providing Cutouts for light fixtures | | |
| D | MAIN ENTRANCE | | |
| 1 | Providing and fixing 8 mm thick glazed entrance door with powder coated standard medium gauge aluminum 85-100 mm wide top and bottom frame anti-shatter film, floor spring of reputed make, Lock of reputed make, Customized handle, Necessary etching only on the middle portion of the glass etc. Etching on all area of the middle portion with transparency of the letters "Odisha GramyaBank " and "ATM/CD" in the drawings. No etching on top and bottom areas. Handle 2 nos. 1 inch dia and 1ft 6 inch long. devoid of any drilling on glass and will be provided on two sides. Glass specified is Saint Gobain or Modi float or equivalent make | | |
| 2 | Providing and fixing 8 mm thick clear glass with powder coated of appx. 85 mm wide aluminum frame. Glass to be laminated with clear anti-shatter film on one side with necessary etching on glass. | | |
| E MISCELLANEOUS | | | |

| | | | |
|-----|---|--|--|
| 1 | Providing & fixing soft board with 9mm th. Ply back & fabric not less than 180 per mtr. With tw molding | | |
| 2 | Providing Visual Merchandising set – with customized branded information panel, Writing ledge, Cheque deposit box and Poster frames of standard sizes for CD room of 10'x10' approx. room size., preferably with Grey color and Bank reserves the right to opt for other colours also depending on the logo colours | | |
| 3 | Providing & fixing reputed brand Glow sign board made out of high quality flex cloth & translucent Vinyl, including necessary light fittings inside the board (tube lights of Philips or equivalent make) Board should be strictly as per Bank's specification with 5 years warranty from the Principal . However, the bidder is responsible for enforcing the warranty when required. The warranty certificate/s available from the principal shall be made available to the Bank. | | |
| 4 | As above except the size to be approximately 2'x2'.6" – location to be determined as per site construction. Sign Board will be fixed to the wall perpendicular to the Main Sign Board or with pole separately as per location of CD for better visibility. | | |
| 5a | Demolishing the existing brick / solid block / hollow block masonry with plastering including removing the debris from the site & transporting to contractors own dumping yard for Bricks in Cubic Feet | | |
| 5b | Demolishing the existing flooring / solid block / hollow block masonry with plastering including removing the debris from the site & transporting to contractors own dumping yard - for tiles and flooring in Sq ft. | | |
| 6a | MS rolling shutter (without box) Providing & fixing MS rolling grills with box or enclosures, with necessary locking arrangement both when closed or opened, including painting with 2 coats of synthetic enamel paint over a coat of primer etc complete all as per drawings & instructions of the Architect /Bank (Asian/ J&N / Berger or equivalent) (Sq. Ft.) | | |
| 7b | Wooden boxing for the above shutter with 19 mm Marine Ply to be covered with grey laminate. Plywood to be boiling water proof (Sq. Ft.) | | |
| 8 | Providing door mat | | |
| 9 | Providing plastic chair of Neel Kamal or equivalent reputed make with armrests for security guard. | | |
| 10a | Providing & fixing MS Stands for A.C exterior unit fixed to walls, painted with enamel paint | | |
| 10b | Providing and fixing caging to the external AC units as applicable | | |

| 11 | Providing & fixing Wooden Storage Cabinet made of ply, on all four sides, 4 shelves inside with wire manager slots, finished with enamel paint in interior and 1.0 mm laminate finish on exterior, appropriate slots to be made for air circulation on either sides, approximate size 3' x 3' x 8' and should accommodate UPS, Batteries, NIU and belongings of Security Guard as per the drawings and instructions of the Architect/Bank. Double door with blue lamination. Louvers to be used instead of slots (No.) | | |
|--|--|----------------------|-----------------|
| 12 | Access Lock pillar – 6" x 6"x 7' box (14 sqft) to be done with 19 mm ply finished with blue laminate Sq. Ft.) | | |
| 13 | Flush Door (As per the requirement) for back room (ISI marked commercial ply as per thickness of partition along with hinges embedded lock and handle on the inside (This is for locations where partition is created for guard) . | | |
| 14 | Providing and fixing wooden paneling with 1.5 feet frame work with 1mm laminate | | |
| 15a | Providing and fixing wooden partition with one side laminate and paint on the other side for approximate sizes of 9' height and 10' length . | | |
| 15b | Providing and fixing wooden partition with both sides laminate for approximate sizes of 9' height and 10' length | | |
| 16 | "Providing and Fixing of 2 nos. of Wooden storage shelf 3 ft x 1.5 ft comprising of 18mm marine plywood finished with plastic paint on all sides, supported on wooden frames, provision for wiring, front and back opened". | | |
| Note: | | | |
| | 1. These are indicative combinations given. Bidder should match the laminate blue color and doorframe powder coating to the blue color of the Odisha Gramya Bank Logo. However Bank may opt for some other color combinations also. | | |
| | Laminate and Paints to be used for CD centers: | | |
| | Laminate: Blue-- G495 / 1495 | | |
| | Grey -- CG339 / 1339 | | |
| | Green Lam: Blue – Robin blue 300/. 2300 | | |
| | Grey – Dust 268 / 2268 | | |
| | Merion – Grey -- Ash grey | | |
| | Laminate for paneling – Magnolia –1017/ 210017 | | |
| | Paint: Wall: Sugarcane (Emulsion) | | |
| 5. <u>Technical Specifications of Electricals</u> | | | |
| SI No | Description | Complied (Yes/No) | Comments if any |
| 1 | Providing and fixing a modular Distribution box comprising of Enclosure of approximate dimensions 600x665x100 mm comprising of | | |
| | 4 pole ELCB 300 MA – 1 no | | |
| | 7 nos. Single Pole MCBs to control | | |
| | Ø 8 nos. UPS power sockets <input type="checkbox"/> | | |

| | | | |
|---|--|--|--|
| | Ø light through backup power (4nos) □ | | |
| | Ø UPS power to CD □ | | |
| | Ø 2 nos. Raw power | | |
| | Ø digital timer □ | | |
| | Ø 2 nos. General Lighting and □ | | |
| | Ø stabilizer output □ | | |
| | Double pole MCB – 2 Nos. for input to UPS DB and input for stabilizer. | | |
| | Triple pole MCB –01 no. for input to Power DB | | |
| | Provision to be made for 2 nos. timer switches (1 no for AC and 1 no or signage) | | |
| | Air conditioner timer | | |
| | Providing and installing Digital timer for signage | | |
| | Three way connector- 5 nos. (2 no for general lighting, 1no for emergency light 1 no for signage and 1 no for UPS power to CD) | | |
| | Power points – 10 nos. (2nos for CD, 2 nos. for NIU, 1 no eachfor monitor, CCTV camera, text interface, card access, and 2 nos. spare power points). | | |
| | Smoke detection system with hooter | | |
| 2 | Supply & fixing 2 no 25 A DP MCB in MS box & necessary interconnections | | |
| 3 | Supplying & fixing sub mains using 4 nos. of 6 sq mm & 1 run of 4 sq mm copper wires in 2 mm thickPVC pipe / casing & capping | | |
| 4 | Supplying & fixing UPS input circuit using 2 runs of 6 sq mm & one run of 4 sq mm copper circuit in PVC casing & capping / 2 mm thickPVC pipe | | |
| 5 | Supplying & fixing AC power circuit using 2 runs of 4 sq mm & one run of 2.5 sq mm copper circuit in PVC casing & capping / 2 mm thick PVC pipe | | |
| 6 | Supplying & fixing 20 A industrial plug & socket with 25 A MCB in metal box enclosures | | |
| 7 | Supplying & fixing 30 A industrial plug & socket with 32 A DP MCB with necessary connections | | |
| 8 | Supplying & fixing 6 A Universal socket switch modular type with back box | | |
| 9 | Providing light point wiring controlled by 6 A modular switch controlled by 6A modular switch using 3 runs of 1.5 sq mm copper wires in PVC casing & capping / 2 mm thick PVC pipe | | |

| | | | |
|-----|--|--|--|
| 10 | Supplying & wiring 2 runs of 2.5 sq mm & one run of 1.5 sq mm copper wires in PVC casing & capping / 2 mm thick PVC pipe | | |
| 11 | Providing Earthing pit size 3' x 3' x 7' deep .Earthing plate to be 60 cm x 60cmx3mm Copper with central hole connected with 10 SGW wire with brass nut and bolt to meter, pit to be filled with charcoal layer, further with 6" to 8" soil, followed by second / third layer subsequently till the top. Open pipe 1.5" diameter to be inserted in to the pit up to the earthing plate filled with water when dry, pipe should be above ground level with a funnel | | |
| 12 | For UPS , CD and Lightening arrestor to be located as per site location Providing & wiring with 8 SWG Copper wire in PVC conduit for VSAT Disc | | |
| 13 | Providing & fixing of reputed make, 12" x 12" mirror optic fixtures with white diffusers Total:4 | | |
| 14 | Providing & fixing daylight type lights for the above fixtures(2Tube lights/Unit) | | |
| 15 | Providing & fixing Philips / wipro or equivalent 2' 0" x 2' 0" mirror optic fixtures with white diffusers | | |
| 16 | Philips or equivalent swivel semi-recessed ceiling mounted spotlight (white round) wipro, Philips or equivalent | | |
| 17 | Providing & fixing 2" Patti tube light fitting with tube light | | |
| 18 | Providing & fixing 1 x 11 w CFL mirror optic fixture | | |
| 19 | Providing Telephone point / jack RJ 11 (Mk, Crabtree or equivalent) for logic type board | | |
| 19a | Providing and laying 8 pair telephone cabling in 20 mm diaPVC conduits (Delton / Johnson / Finolexor equivalent) from junction to sockets | | |
| 20 | Providing & fixing 1 KVA UPS (with 12 hours back up) of reputed make. | | |

Note: The bidder should necessarily indicate the name of the brand while submitting the proposal along with the specifications offered. Technical specification evaluation of UPS will be made by the Bank to assess the specs conform to the Bank's requirements. Main cabling from Meter to CD site 4

mm square per meter Main cabling from Meter to CD site 10mm square per meter Light Fittings for Poster Frames Wall mounted flexible gooseneck spotlights or equivalent with built in transformer 12V, 35 Watts of light from, Deconor equivalent Make and LFH 123 - 2 nos. for wall posters suggested(No)

We confirm compliance of all technical Specifications without any deviations

Signature of the Bidder

ANNEXURE -H
CERTIFICATE FROM CLIENT

We hereby certify that M/s. _____ was awarded contract for the supply of ATM Sites vide our Purchase Order Reference No. _____ dated _____ (copy of PO enclosed) with reference to our RFP Reference No. _____ dated _____.

We also certify that M/s. _____ has executed the contract so awarded to them complete in all respects as per terms and conditions of the above referred Purchase Order / RFP. The details of project execution under the above purchase order / RFP is as under

| Year in which The ATMs /CDs supplied in capex model. | Total Order Value. | Details of ATMs/CDs supplied and installed. (List out of the make and model of ATMs /CDs supplied) | Name and details of Contact person of the organisation for reference. |
|--|--------------------|--|---|
| | | | |

Authorized Signatory

Name and Designation

Office Seal

Place:

Date:

ANNEXURE I

**The General Manager,
IT Department,
Odisha Gramya Bank,
Head Office,
Gandamunda ,Khandagiri
Bhubaneswar 751030**

UNDERTAKING OF AUTHENTICITY FOR Hardwares and Softwares

Sub: Supply of IT ATM SITES:

Ref: Your RFP reference No: RFP No.RFP OGB/ITD/ATM/CD/2016/001 dated 21/10/2016

With reference to the ATM Sites being supplied /quoted to you in response to the above RFP, we hereby undertake that all the components / parts / assembly / software used in the ATM site under the above like Processor, Mother Board, Memory, Hard disk, Monitor, SMPS, ACs, UPS,CCTV and other hardware etc shall be original new components/parts/ assembly /software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly /

software are being used or shall be used.

We also undertake that in respect of licensed operating system if asked for by you in the RFP, the same shall be supplied along with the authorised license certificate (eg: Product Keys on Certification of Authenticity in case of Microsoft Windows Operating System) and also that it shall be sourced from the authorised source (eg: Authorised Microsoft Channel in case of Microsoft Operating System).

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. In case of default and we are unable to comply with above at the time of delivery or during installation, for the IT ATMS/ CDS/Software already billed, we agree to take back the ATM Sites without demur, if already supplied and return the money if any paid to us by you in this regard.

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

Authorized Signatory

Name and Designation

Office Seal

Place:

Date:

ANNEXURE -J
SELF DECLARATION – BLACKLISTING

**The General Manager
Information Technology Department
Odisha Gramya Bank
Head Office
Bhubaneswar- 751030**

Dear Sir,

We hereby certify that, we have not been blacklisted in any Central Government / PSU / Banking / Insurance company in India as on date of the RFP.

Authorized Signatory

Name and Designation

Office Seal

Place:

Date:

ANNEXURE - K
PROFORMA OF BANK GUARANTEE (DELIVERY)

THIS GUARANTEE AGREEMENT executed at _____ this ____ day of

_____ Two thousand Sixteen **BY:**

_____ Bank, (*), a **body corporate constituted under Banking**

Companies Acquisition and Transfer of Undertakings Act, 1970 having its Registered Office / Head Office at _____, and a Branch Office 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 assigns)

IN FAVOUR OF:

Odisha Gramya Bank, a body corporate constituted under Banking Companies Acquisition and Transfer of Undertakings Act, 1970, having its Head Office at 763 Anna Salai, Bhubaneswar 751030 (hereinafter referred to as "the **Bank**", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns)

ON BEHALF OF:

M/s. _____, a company within the meaning of the Companies Act, 1956 (I of 1956) and having its Registered Office at

_____ (hereinafter referred to as "the **Vendor**", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns)

1. WHEREAS the Bank on _____, has entered into a contract with the vendor for supply of ATM Sites (hereinafter collectively called "ATMS/ CDS") for supply and installation at its Branches and other offices located across the Country.
2. AND WHEREAS pursuant to the Bid Documents, Purchase Order dated _____ and other related documents (hereinafter collectively referred to as "the **said documents**"), the Bank has agreed to purchase from M/s. _____ the said ATMS/ CDS, more particularly described in the said documents, and the vendor has agreed to supply the said ATMS/ CDSto the Bank, subject to payment of price as stated in the said documents and also subject to the terms and conditions, covenants, provisions and stipulations contained in the said documents.
3. AND WHEREAS pursuant to the above arrangement, the Bank has placed a purchase Order with the said vendors and the vendors has duly confirmed the same.
4. AND WHEREAS in terms of the said documents, the vendor has agreed to deliver the said ATMS/ CDs within a maximum period of 5 weeks from the date of acceptance of the purchase order ,Locations wherever the road permit is required within a maximum period of 6 weeks from the date of acceptance of the purchase order and to provide an unconditional irrevocable performance Bank Guarantee in favour of the Bank from a Scheduled Commercial Bank other than Odisha Gramya Bank acceptable to the Bank for securing the Bank towards faithful observance and performance by the vendor of the terms, conditions, covenants, stipulations, provisions of the Contract / the said documents.
5. AND WHEREAS at the request of the vendor, the Guarantor has agreed to guarantee the Bank, payment of Rs. _____ (Rupees _____ only), being 20% of the contract value, towards faithful observance and performance by the vendor of the terms of the contract.

NOW THEREFORE THIS AGREEMENT WITNESSETH AS FOLLOWS:

In consideration of the premises, the Guarantor hereby unconditionally, absolutely and irrevocably guarantees the Bank as follows:

6. The Guarantor hereby guarantees and undertakes to pay, on demand, to the Bank at its office at Bhubaneswar forthwith, the sum of Rs. _____ or any part thereof, as the case may be, as aforesaid due to the Bank from the vendor, towards any loss, costs, damages etc., suffered by the Bank on account of default of the vendor in the observance and performance of the said delivery obligations and other terms, conditions, covenants, stipulations, provisions of the contract, without any demur, reservation, contest, recourse or protest or without any reference to the vendor. Any such demand or claim made by the Bank, on the Guarantor shall be final, conclusive and binding, not withstanding any difference or any dispute between the Bank and the vendor or any dispute between the Bank and the vendor pending before any Court, Tribunal, Arbitrator, or any other authority.

1. The Guarantor agrees and undertakes not to revoke this Guarantee during the currency of these presents, without the previous written consent of the Bank and further agrees that the Guarantee herein contained shall continue to be enforceable until and unless it is discharged earlier by the Bank, in writing.
2. The Bank shall be the sole judge to decide whether the vendor has failed to perform the terms of the contract for supplying the ATMS/ CDS, and on account of the said failure what amount has become payable by the vendor to the Bank under this Guarantee. The decision of the Bank in this behalf shall be final, conclusive and binding on the Guarantor and the Guarantor shall not be entitled to demand the Bank to establish its claim under this Guarantee but shall pay the sums demanded without any objection, whatsoever.
3. To give effect to this Guarantee, the Bank, may act as though the Guarantor was the principal debtor to the Bank.
4. The liability of the Guarantor, under this Guarantee, shall not be affected by

i) any change in the constitution or winding up of the vendor or insolvency or any absorption, merger or amalgamation of the vendor with any other company, corporation or concern; or

ii) any change in the management of the vendor or takeover of the management of the vendor by the Government or by any other authority; or

iii) acquisition or nationalization of the vendor and/or of any of its undertaking(s) pursuant to any law; or

iv) any change in the constitution of the Bank / vendor; or

v) any change in the set up of the Guarantor which may be by way of change in the constitution, winding up, voluntary or otherwise, absorption, merger or amalgamation or otherwise; or

vi) the absence or deficiency of powers on the part of the Guarantor to give Guarantee(s) and/or Indemnities or any irregularity in the exercise of such powers.

5. Notwithstanding anything contained herein:

i) Our liability under this Bank guarantee shall not exceed Rs _____

(Rupees _____ only);

ii) This Bank guarantee shall be valid upto; and

iii) We are liable to pay the guaranteed amount or any part thereof under this Bank guarantee only and only if you serve upon us a written claim or demand on or before _____ " (* *)"

6. For all purposes connected with this Guarantee and in respect of all disputes and differences under or in respect of these presents or arising there from, the courts of Bhubaneswar city where the Bank has its Head Office shall alone have jurisdiction to the exclusion of all other courts.

IN WITNESS WHEREOF the Guarantor has caused these presents to be executed on the day, month and year first herein above written as hereinafter appearing.

SIGNED AND DELIVERED BY

The within named Guarantor,

_____ ,
by the hand of Sri. _____, its authorized official.

(*) To be suitably altered depending on the nature of constitution of the bank that issues the Guarantee.

(**) There shall be a claim period of 45 Days from the date of expiry of the guarantee. Hence the date should be 45 Days from the date of expiry of guarantee.

ANNEXURE – L
PROFORMA OF BANK GUARANTEE (PERFORMANCE)

To
General Manager
Odisha Gramya Bank,
IT Department
Gandamunda, Bhubaneswar - 751030

THIS GUARANTEE AGREEMENT executed at _____ this _____ day of _____ Two Thousand Sixteen BY: _____ Bank, (*) **a body corporate constituted under Banking Companies Acquisition and Transfer of Undertakings Act, 1970**, having its Registered Office/ Head Office at _____, and a Branch Office 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 assigns)

IN FAVOUR OF:

Odisha Gramya Bank, a body corporate constituted under Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Head Office at Gandamunda ,Khandagiri Bhubaneswar 751030 (hereinafter referred to as “**Bank**”, which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns),

1. **WHEREAS** the Bank, on _____ has concluded a Contract with _____ a company within the meaning of the Companies Act, 1956 (1 of 1956) and having its registered office at _____ for supply of ATM Sites (hereinafter collectively called “ATMS/ CDS”) and installation at its Branches and other offices located across the Country.
2. **AND WHEREAS** pursuant to the Bid Documents, purchase order, and the other related documents (hereinafter collectively referred to as “the said documents”), the Bank has agreed to

purchase from M/s.....who has agreed to provide to the Bankthe said ATMS/ CDS, more particularly described in the said documents, subject to payment of the price as stated in the said documents and also subject to the terms, conditions, covenants, provisions and stipulations contained in the said documents.

3. **AND WHEREAS** pursuant to the above arrangement, the Bank, has concluded a Contract, with M/s. on (Hereinafter referred to as "the Vendor" which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns), subject to the terms and conditions contained in the said documents and the vendor has duly confirmed the same.
4. **AND WHEREAS** in terms of the Contract stated in the said documents, the vendor has agreed to warrant comprehensive maintenance of the entire ATMS/ CDs including the System, software, components and accessories supplied and to provide an unconditional and irrevocable performance bank guarantee, in favour of the Bank, from a Scheduled Commercial Bank other than Odisha Gramya Bank acceptable to the Bank for securing the Bank towards faithful observance and performance by the vendor of the terms, conditions, covenants, stipulations, provisions of the Contract/the said documents.
5. **AND WHEREAS** at the request of the Vendor, the Guarantor has agreed to guarantee the Bank, payment of Rs. _____ (Rupees _____ only) being 5% of the contract value towards faithful observance and performance by the Vendor of the terms of the Contract.

NOW THEREFORE THIS AGREEMENT WITNESSETH AS FOLLOWS:

In consideration of the premises, the Guarantor hereby unconditionally, absolutely and irrevocably guarantees the Bank as follows:

6. The Guarantor hereby guarantees and undertakes to pay, on demand, to the Bank at its office at Bhubaneswar forthwith, an amount of Rs(the amount equal to 10% of the order value or any part thereof, as the case may be), as aforesaid due to the Bank from the Vendor, towards any loss, costs, damages, etc. suffered by the Bank on account of default of the **Vendor** in providing comprehensive maintenance as per the warranty and contractual terms and in the observance and performance of other terms, conditions, covenants, stipulations, provisions of the Contract, without any demur, reservation, contest, recourse or protest or without any reference to the

Vendor. Any such demand or claim made by the Bank, on the Guarantor shall be final, conclusive and binding notwithstanding any difference or any dispute between the Bank and the **Vendor** or any dispute between the Bank and the **Vendor** pending before any Court, Tribunal, Arbitrator, or any other authority.

1. The Guarantor agrees and undertakes not to revoke this Guarantee during the currency of these presents, without the previous written consent of the Bank and further agrees that the Guarantee herein contained shall continue to be enforceable until and unless it is discharged earlier by the Bank, in writing.
2. The Bank shall be the sole judge to decide whether the **Vendor** has failed to perform the terms of the Contract in providing comprehensive maintenance as per the warranty and contractual terms by the Vendor to the Bank, and on account of the said failure what amount has become payable by the **Vendor** to the Bank under this Guarantee. The decision of the Bank in this behalf shall be final, conclusive and binding on the Guarantor and the Guarantor shall not be entitled to demand the Bank to establish its claim under this Guarantee but shall pay the sums demanded without any objection, whatsoever.
3. To give effect to this Guarantee, the Bank, may act as though the Guarantor was the principal debtor to the Bank
4. The liability of the Guarantor, under this Guarantee shall not be affected by
 - i) any change in the constitution or winding up of the Vendor or any absorption, merger or amalgamation of the **Vendor** with any other company, corporation or concern; or
 - ii) any change in the management of the **Vendor** or takeover of the management of the **Vendor** by the Government or by any other authority; or
 - iii) acquisition or nationalisation of the **Vendor** and/or of any of its undertaking(s) pursuant to any law; or

- iv) any change in the constitution of the Bank / **Vendor**; or
- v) any change in the set up of the Guarantor which may be by way of change in the constitution, winding up, voluntary or otherwise, absorption, merger or amalgamation or otherwise; or
- vi) the absence or deficiency of powers on the part of the Guarantor to give Guarantees and/or Indemnities or any irregularity in the exercise of such powers.

5. Notwithstanding anything contained herein:

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

6. For all purposes connected with this Guarantee and in respect of all disputes and differences under or in respect of these presents or arising there from the courts of Bhubaneswar city where the Bank has its Head Office shall alone have jurisdiction to the exclusion of all other courts. IN WITNESS WHEREOF the Guarantor has caused these presents to be executed on the day, month and year first herein above written as hereinafter appearing.

SIGNED AND DELIVERED BY
the within named Guarantor,

by the hand of Shri. _____,
its authorised official.

(*) To be suitably altered depending on the nature of constitution of the bank that issues the guarantee.

(**) There shall be a claim period of 45 Days from the date of expiry of the guarantee. Hence the date should be 45 Days from the date of expiry of guarantee

ANNEXURE –M

(AMC BANK GUARANTEE FORMAT)

To
General Manager
Odisha Gramya Bank,
IT Department
Gandamunda, Bhubaneswar - 751030

Whereas (_____) has undertaken in pursuance of the Contract no. _____ dated

_____ to, inter-alia, Maintenance and support of _____ as per the Contract document (herein after called "The Contract"), dated _____ (Purchase Order No.)

AND whereas it has been stipulated by you in the said Contract that _____ (Company's name) shall furnish you with a Bank Guarantee by a recognized Bank for the sum of Rs. _____ specified therein as security for compliance with the _____ maintenance/support obligations in accordance with the Contract.

AND whereas we have agreed to give you the Guarantee on behalf of _____

(Company's name)-

Therefore, We -----(Bank's name and address) hereby affirm that we as Guarantors are responsible to you, on behalf of _____, up to a total of Rs._____ and we undertake to pay you, upon your first written demand declaring _____

(Company's name) to be in default under the Contract and without cavil or argument, any sum or sums within the limit of Rs._____ as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This Guarantee is valid until the _____ (Date)

"All rights and obligations arising from this Guarantee shall be governed by the laws of Republic of India".

Notwithstanding anything herein above contained including what is stated in clauses thereof, our liability under this Guarantee is restricted to Rs._____ and shall remain in force until

_____. (Date) Unless a demand or claim under the Guarantee is lodged with us in writing at **Bhubaneswar** on or before _____ Three months from the date of expiry- Date), all your rights under said Guarantee shall be forfeited and we shall be relieved and discharged from all liabilities hereunder whether or not this document is returned.

Place:

Date:

ANNEXURE - N

BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT

To
General Manager
Odisha Gramya Bank,
IT Department
Gandamunda, Bhubaneswar - 751030

WHEREAS _____(Name of Tenderer) (hereinafter called "the Tenderer" has submitted its tender dated _____ (Date) for the execution of (Name of Contract) _____ (hereinafter called "the Tender") in favour of

_____ hereinafter called the "Employer"; KNOW ALL MEN by these presents that we, _____(name of the issuing Bank), a body corporate constituted under the

_____ having its Head Office at _____ amongst others a branch/office at _____ (hereinafter called "the Bank" are bound unto the employer for the sum of Rs _____(Rupees _____ only) for which payment well and truly to be made to the said Employer, the Bank binds itself, its successors and assigns by these presents; THE CONDITIONS of this obligation are:

- (a) If the Tenderer withdraws its Tender during the period of Tender validity specified in the Tender; or
- (b) If the Tenderer having been notified of the acceptance of his Tender by the Employer during the period of Tender validity;
 - (i) fails or refuses to execute the Agreement, if required; or

(ii) fails or refuses to furnish the performance security, in accordance with clause _____ of conditions of Contract.

We undertake to pay to the Employer up to the above amount upon receipt of his first written demand without the Employer having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him is due to him owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions. Notwithstanding anything contained herein

i) Our liability under this Bank Guarantee shall not exceed Rs. _____ (Rupees _____ only)

ii) This Bank Guarantee is valid up to _____ and

iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before

_____ (mention period of guarantee as found under clause (ii) above plus claim period) Dated _____ day of _____ 2016.

SIGNED AND DELIVERED BY
the within named Guarantor,

_____,
by the hand of Shri. _____,
its authorised official.

(*) To be suitably altered depending on the nature of constitution of the bank that issues the guarantee.

(**) There shall be a claim period of 45 Days from the date of expiry of the guarantee. Hence the date should be 45 Days from the date of expiry of guarantee.

ANNEXURE – O
Format for Technical Bid

| | |
|--|---|
| 1) Name and Address of the Company | |
| 2) Registered Address of the Company | |
| 3) Location of factory/assembly /Integration | |
| 3) Year of Incorporation | |
| 4) Local/Contact Address | |
| 5) Contact Person a) Name: b) Designation: c) Phone: d) Fax: e) Cell No: f) E-mail | |
| 6) Details of Hardware manufactured directly by vendor (OEM). | |
| 7) Details of Hardware for which the bidder has Authorization from OEM authorizing the bidder as reseller/channel partner. | |
| 8) Year of receipt of ISO 9001:2008 /14001:2004 certifications with validity. | |
| 9) Turnover and Net Profit of the company (Rs. in Crores) | |
| FINANCIAL YEAR | Turnover Net Profit (After Tax) |

| | | |
|---|--|--|
| 2013-2014 | | |
| 2014-2015 | | |
| 2015-2016 (Provisional/Audited) | | |
| 10) Number of ATM Sites Installed (indicate make and brand of the Hardware Sold in each year) – year wise | | |
| 2013-2014 | | |
| 2014-2015 | | |
| 2015-2016 | | |

We attach herewith the proof of documents as per clause 1.11 of the RFP are enclosed along with this technical bid.

We certify that the ATMS/ CDs items quoted above meet all the Technical specifications as per Annexure G of the RFP No.RFP OGB/ITD/ATM/CD/2016/001 dated 21-10-2016 . We also confirm that we agree to all the terms and conditions mentioned in this RFP No.RFP OGB/ITD/ATM/CD/2016/001 dated 21-10-2016 .

Authorized Signatory

Name and Designation

Office Seal

Place:

Date:

ANNEXURE – P

FORMAT FOR COMMERCIAL BID

1. Name of Bidder :
2. Address of Corporate Office :

TABLE I - COST OF ATM CDS:

| Sl. No. | Description | Unit Price (Rs) | Qty | Total Price (Rs.) |
|---------|---|------------------|-----|-------------------|
| | Make & Model: | | | |
| 1. | ATM CDS – Technical Specification as per Annexure - G | | | |
| 2. | TOTAL COST | | | |

TABLE II – COST OF INFRA EQUIPMENTS AND INFRA MATERIALS:

| Sl. No. | Description | Unit Price (Rs) | Qty | Total Price (Rs.) |
|---------|---|------------------|-----|-------------------|
| 1. | Cost of Infra equipments like UPS, Batteries. | | | |
| 2. | Cost of Infra equipments like Air conditioner, Stabilizer. | | | |
| 3. | Cost of Timer, Burglar Alarm, Network Switch, Fire Extinguisher etc. | | | |
| 4. | Cost of Infra Materials as per Annexure G of the RFP. Price given is for 100 sq. ft. However payment will be made for the actual measurement of site as approved by the Bank for individual site. | | | |
| 5. | TOTAL COST | | | |

TABLE III- COST FOR HELPDESK/CONSUMABLES/EJ pulling:

| SI No | Details | Price / Per Month (Rs) | Qty | Total Price(Rs) |
|-------|--|------------------------|-----|------------------|
| 1. | Cost for Centralized Electronic Journal (EJ) pulling, Software & Content distribution at ATM premises. | | | |
| 2. | Cost for Helpdesk and Incident Management | | | |
| 3. | Cost for Consumables | | | |
| 4. | Total AMC Charges | | | |

TABLE IV- ANNUAL MAINTENANCE CONTRACT CHARGES:

| SI No | Details | Unit Price (Rs) | Qty | Total Price(Rs) |
|-------|--------------------------------------|-----------------|-----|------------------|
| 1. | AMC Charges for 4 th year | | | |
| 2. | AMC Charges for 5 th year | | | |
| 3. | AMC Charges for 6 th year | | | |
| 4. | AMC Charges for 7 th year | | | |
| 5. | Total AMC Charges | | | |

TABLE V – DUTY FREE SCRIPS FOR EXEMPTING FROM CUSTOMS DUTY/EXCISE DUTY:

| SI. No | Description | Price (Rs) |
|--------|---|------------|
| 1. | Value of Customs Duty / Excise Duty on the Hardware - Technical Specification as per Annexure-G | |

TABLE VI – TOTAL COST OF OWNERSHIP:

| SI. No | TOTAL COST OF HARDWARE | Qty | Total Price (Rs) |
|--------|---|-----------|-------------------|
| 1. | COST OF ATM CDS and Accessories(ADD) | TABLE I | |
| 2. | COST OF INFRA EQUIPMENTS AND INFRA MATERIALS (ADD) | TABLE II | |
| 3. | COST FOR HELPDESK/CONSUMABLES/EJ pulling (ADD) | TABLE III | |
| 4. | ANNUAL MAINTENANCE CONTRACT CHARGES (ADD) | TABLE III | |
| 5. | Value of Customs Duty / Excise Duty on the Hardware (LESS) | TABLE V | |
| 6. | Grand Total | | |

NOTE:

1.L1 will be determined based on the total price quoted by any of the technically short-listed bidder, whose commercial bid is opened, under

Table VI Serial No.6 (Grand Total).

2. Entering into AMC with the successful bidder shall be strictly as per terms and conditions defined in Clause 1.8 of this RFP.
3. Bidder shall accept the duty free scrips for setting off Customs Duty / Excise Duty based on the value of Customs Duty / Excise Duty under Table V Serial No.1 on the price of Hardware under Table-I.

We certify that the 'KIOSKS quoted above meets the Technical Specifications as per Annexure - G of the RFP No. OGB/ITD/ATM/CD/2016/001 dated 21.10.2016 and prices quoted are all in compliance with the terms indicated in clause 1.11 of the RFP no OGB/ITD/ATM/CD/2016/001 dated 21.10.2016. We also confirm that we agree to all the terms and conditions mentioned in this OGB/ITD/ATM/CD/2016/001 dated 21.10.2016.

Authorized Signatory

Name and Designation

Office Seal

Place:

Date:

ANNEXURE - Q
DETAILS OF SUPPORT INFRASTRUCTURE AVAILABLE WITH BIDDER

However, Bidder's representative and local office at Bhubaneswar will be the contact point for the Bank. The Bidder is responsible for managing the activities of its personnel or the Personnel of its franchisees and will be accountable for both.

PLEASE REFER TO ELIGIBILITY CRITERIA

| S No: | Name of Regional Office Location | Contact details with names , address , contact Number, e-mail ID etc. | Specify whether direct service centers or exclusive franchisee service centers or authorized service centers | Number of Service Engineers attached |
|--------------|---|--|---|---|
| 1. | Angul | | | |
| 2. | Balasore | | | |
| 3. | Bhadrak | | | |
| 4. | Cuttack | | | |
| 5. | Dhenkanal | | | |
| 6. | Jajpur | | | |
| 7. | Jagatsinghpur | | | |
| 8. | Kendrapada | | | |
| 9. | Bhubaneswar | | | |
| 10. | Keonjhar | | | |
| 11. | Khurda | | | |
| 12. | Mayurbhanj | | | |
| 13. | Nayagarh | | | |
| 14. | Puri | | | |

We hereby certify that the details of direct service centers or exclusive franchisee service centers or authorized service centers mentioned above are of our own.

Authorized Signatory

Name and Designation

Office Seal

Place:

Date:

ANNEXURE – R : Escalation Matrix

Name of Company:

Delivery Related Issues:

| Sl. No | Name | Designation | Full office Address | Phone No | Mobile No | Fax | Email address |
|--------|------|--|---------------------|----------|-----------|-----|---------------|
| | | First Level Contact | | | | | |
| | | Second Level Contact (if response is not received in 24 hours) | | | | | |
| | | Regional/Zonal Head (if response is not received in 48 hours) | | | | | |
| | | Country Head (if response is not received in 1week) | | | | | |

Name of Company:

Services Related Issues:

| Sl. No | Name | Designation | Full office Address | Phone No | Mobile No | Fax | Email address |
|--------|------|---|---------------------|----------|-----------|-----|---------------|
| | | First Level Contact | | | | | |
| | | Second Level Contact (if response is not received in 4 hours) | | | | | |
| | | Regional/Zonal Head (if response is not received in 24 hours) | | | | | |
| | | Country Head (if response is not received in 48 hours) | | | | | |

Any change in designation, substitution will be informed to the bank immediately

Signature:

Name of Representative:

Designation:

Company Seal:

ANNEXURE - S**(TERMS AND CONDITIONS COMPLIANCE TABLE)**

Note: Bid proposals not conforming to all terms (as per RFP terms & conditions) mentioned below, will not be taken for further evaluation and may be treated that bid proposal as Technically non-responsive. Bank will not entertain any correspondence in this regard.

Table I:

| S.No. | Description | Submitted Yes/No | Page No. of Bid Document | Deviations, if any |
|-------|---|---------------------|--------------------------------|-----------------------|
| 1 | Eligibility Criteria | | | |
| 2 | Power of Attorney from the Company to the Employee participating in the Bid | | | |
| 3 | Bid Security | | | |
| 4 | Manufacturer's Authorisation Form | | | |
| 5 | Letter of Authorisation to Bid | | | |

Table II:

| S.No. | Description | Complied Yes/No | Page No. of Bid Document | Deviations if any |
|-------|---------------------------------|--------------------|--------------------------------|----------------------|
| 1 | Performance Security | | | |
| 2 | Payment Terms | | | |
| 3 | Delivery | | | |
| 4 | Liquidated Damages | | | |
| 5 | Force Majeure | | | |
| 6 | Indemnity | | | |
| 7 | Liability of the bidder | | | |
| 8 | Termination for default | | | |
| 9 | Negligence | | | |
| 10 | Scope of Work (Page No. 4 to 8) | | | |

We confirm compliance of all the above terms and conditions and also other conditions of RFP, except for the deviations mentioned above.

Signature of the bidder with designation
Company Seal

ANNEXURE-T
LETTER OF AUTHORISATION TO BID

Ref. No Dated: / /2016

**The General Manager
IT Department ,
OdishaGramyaBank, Head Office,
Gandamunda
Bhubaneswar-751030**

Dear Sir,

Sub: Letter of Authorisation to RFP for Cash Dispensers and other Equipment.

We M/s (Name and address of the Company) hereby authorize Mr/Ms .
.....(Name and Address of person), to submit a Bid, and sign the Contract on behalf of us
for all the Goods required by the Bank as called for vide the Bank’s request for proposal reference no
: RFP OGB/ /ITD/CD /2016 dated :

We are here with submitting the certified Xerox copy Power of Attorney, authorising them to submit
Bid documents on behalf of our Company.

Yours faithfully,

(Signature)
Name& Seal

Note: This letter of authority should be on the letterhead of the principal on whose behalf the proposal
is submitted and should be signed by a person competent and having the power of attorney to bind
the Principal. It should be included by the Bidder in its Bid.

ANNEXURE - U
Undertaking compliance of minimum wages

**The General Manager,
Information Technology Department,
Odisha Gramya Bank, Head Office,
Gandamunda ,Khandagiri
Bhubaneswar – 751030**

Sir,

Sub: Confirmation for Government Rules relating to Minimum Wages:

Ref: Your Purchase Order No _____ dated_____

We refer to your purchase order no. Dated / Service Level Agreement awarding contract for
_____.

In this regard we confirm that the employees engaged by our Company to carry out the services in

your bank for the above said contract are paid minimum wages / salaries as stipulated in the Government (Central / State) Minimum Wages / Salaries act in force. We also indemnify the Bank against any action / losses / damages that arise due to action initiated by Commissioner of Labour for non compliance to the above criteria.

We further authorize the Bank to deduct from the amount payable to the Company under the contract or any other contract of the Company with the Bank if a penalty is imposed by Labour Commissioner towards non-compliance to the "Minimum Wages / Salary stipulated by government in the Act by your company.

Authorized Signatory **Name and Designation** **Office Seal**
Place:

Date:

Annexure – V
LETTER OF UNDERTAKING

**The General Manager,
Information Technology Department,
Odisha Gramya Bank, Head Office,
Gandamunda , Khandagiri
Bhubaneswar – 751030**

Dear Sir,

1. We hereby confirm that we agree to all the RFP terms and conditions of the RFP No.RFP OGB/ITD/ATM/CD/2016/001 dated 21/10/2016, its Annexure's, amendments made to the RFP without any pre-conditions. Any presumptions, assumptions, deviations given or attached as part of technical document (technical bid) be treated as null and void.
2. We confirm that the undersigned is authorized to sign on behalf of the company and the necessary support document delegating this authority is enclosed to this letter.
3. We also agree that you are not bound to accept the lowest or any bid received and you may reject all or any bid without assigning any reason or giving any explanation whatsoever.

Dated at _____ this _____ day of _____ 2016.

Yours faithfully,

For _____

Signature: _____

Name: _____

Authorized Signatory **Name and Designation** **Office Seal**
Place:
Date: