



(Sponsored by Syndicate Bank)  
A Govt. of India Undertaking

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**Sub: RFP for preparation & installation of Mobile ATM VANS (Force Travelers).**

**Tender Documents Details**

Tender Reference Number and Date	Ref: PBHO/DIT/ 76/2018,	DATED:12-06-2018
Last date of seeking Clarifications	13-July-2018	
Date of submitting the Bid Documents	17-July-2018 up to 13:00 Hours	
Date of opening of technical Bids	17-July-2018 up to 14:00 Hours	
Date of opening of commercial Bids	18-July-2018 up to 15:00 Hours	

The RFP document is available at our Bank's website <http://www.prathamabank.org/tenders.html> and can be downloaded from website

**Issued by:**

General Manager  
Prathama Bank  
Head Office  
Ramganga Vihar –Phase –II  
MORADABAD-244001

**Contact Person: Vivek Sharma – 7500245045 (SPOC for this RFP)**

**Contact Numbers:**

05912455176, 178,179

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TO,

**ALL ELIGIBLE VENDORS****Sub: RFP for preparation & installation of Mobile ATM VANS (Force Travelers).**

We request you to submit your best quotes for preparation of pre equipped VANS – Force Travelers into mobile ATM VANS along with Demonstration of Banking FI product/other banking product.

Vendor wants to inspect the physical vehicles may visit our office in working hours or see the images link provided below:

<https://drive.google.com/open?id=1FC7QUyZqfEJjQXCB0OcubJ51KdjzQCZh>

**Pre-Qualification Criteria:**

- The bidder should have at least two years experience in supplying, commissioning and maintenance of Mobile ATMs VANS/FI Product demonstrator VANS supplier to Banks/Financial organizations/Govt. Organization in India for the last 2 years. As documentary proof, letters issued by the Organization where it is supplied, with No. of locations and its satisfactory performance are to be submitted along with the technical bids.
- Bidder/OEM should have a service centre in bank operational area or within 200 KM of bank operation area.
- Bid documents from the vendors who are de-emplanted from Banks or other PSU Bank in India empanelment for the current period for supply of hardware and peripherals etc. will not be accepted for this RFP and will not be taken up for evaluation, even if it is sent by Courier/Post etc.
- The bidder should be a profit making company/firm during the last 2 consecutive financial years in the business of ATMs, FI-VAN technology demonstrator etc. As documentary proof B/S & P&L are to be submitted.
  - The Bidder should have at least 06 direct support offices in Metro locations/ urban location across the country preferably at Bank's Regional Office locations listed below and for other locations vendor should have Service support centers / Franchisee within **200 KM's** from our Regional Offices. Proof of the same is to be enclosed.

<b>A P CHOPLA</b>	<b>AMROHA</b>	<b>MORADABAD</b>	<b>RAMPUR</b>	<b>SAMBHAL</b>	<b>THAKURDWARA</b>
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The Bidder should submit proof in support of all Pre-Qualification Criteria while submitting the bid proposals. Failing which, the Bid proposal will be treated as technically non-responsive.

**Disclaimer:**

This RFP is not an offer by Prathama Bank, but an invitation to receive response from vendors. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of Prathama Bank with the vendors.

**Authorization to Bid:**

The proposal/Bid being submitted would be binding on the Vendor. As such, it is necessary that authorized personnel of the firm or organization sign the BID. The designated personnel should be authorized by a senior official of the organization having authority to do so. The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a Bid commitment. The letter should also indicate the complete name and designation of the designated personnel. Necessary resolutions/authority/ Power of

attorney available shall be enclosed. In case the principal vendors authorize their business partners or authorized distributors to bid on their behalf, a separate authorization letter as per format enclosed, with a commitment to fulfill the terms of the RFP should be submitted. It is mandatory that such of those business partners/authorized distributors should have service support centers on within the operational area of the Bank.

Following instructions may please be taken note of in this connection.

Offer shall be submitted for Items for the full schedule of requirements. Price bids are to be submitted separately.

### 1.) Submission of Bid

Bid shall be submitted in 2 (two) separate sealed envelopes, one '**Non Price Bid**' (Technical Offer) and other '**Price Bid**' (Commercial Offer) clearly mentioning on top of the envelope '**Non-Price Bid**' or '**Price Bid**', duly super scribing the envelope with the reference number of this letter, due date, name of the Bidder, Offer reference number etc.

#### **ENVELOPE-I: Non-Price Bid (Technical Offer):**

The Non-Price Bid (Technical offer) should be complete in all respects and contain all information asked for, **except prices**. The technical offer should not contain any price information. The Technical Offer should be complete and indicate that all products and services asked for are quoted. For example, the Technical Offer should mention that AMC charges are included in the Commercial Offer, without mentioning the actual amounts in the Non-Price Bid and terms of Payment, Delivery and any other conditions, which may appear in the Price Bid. The Bidder should enclose a copy of the Masked Price Bid as per price schedule without the prices (please put 'x' mark wherever prices are quoted) along with other bid documents for evaluation purpose.

#### **ENVELOPE-II: Price Bids (Commercial Offer):**

The Price Bids (Commercial Offer) should give all relevant price information and should not contradict the Technical Offer in any manner. **Please note that if any envelope is found to contain both technical and commercial offer together or price of item disclosed any stage before opening the price bid, that offer will be rejected summarily.**

The best and firm price should only be quoted (as per the Performa enclosed).

The Technical Bid (Non-Price Bid) will be opened first for evaluation. The Price Bids will be opened only if the Technical Bid is found responsive. The technical bid should necessarily contain all Technical details and terms of Payment, Delivery and any other conditions.

- Bidder's proposal should strictly conform to the Technical specifications and other terms and conditions.
- Proposals not conforming to the specifications will be rejected summarily.
- Any incomplete or ambiguous terms/conditions/quotes will disqualify the offer.

The details required as per Annexure shall also be enclosed without fail. The Bank may reject any proposal not containing all the requirements called for in various Annexure. Technical/Commercial Bids must contain required/relevant information on all the items including optional items, if any without fail.

### 2) Deadline for Submission

The last date for submitting the proposals along with Bid security is **17 July 2018 by 13.00 hours** at Head office. Any proposal received after the due date and time will not be considered. Both Price and Non-Price bids complete in all aspects should be submitted to **General Manager, DIT, Prathama Bank, Head Office, Ram Ganga Vihar Phase-2, Moradabad UP 244001** within the above stipulated date.

### 3) Documents to be submitted by Bidder

The Bid should consist of the following documents:

- a. Price Bid in a separate cover.
- b. Non-Price Bid (Masked price Bid) consisting of all technical specifications and other commercial terms/annexure as per RFP and original Bid security (copy of the price bid without the prices (masked price bid) should be enclosed).
- c. Technical Specifications as per Annexure I(A) as per the format prescribed on this RFP are to be furnished item wise. Please furnish full details, ensuring strict conformity with the specifications in every respect, in order to avoid ambiguity. The software, if any, shall be supplied with Media, Manual and paper License and License should not dependent on machine. Relevant Detailed Product Brochures shall be submitted for each item with the proposal.
- d. There should be a contact person at each of the locations for lodging complaints apart from call centre facility, if any, available with the bidder.

### 5) Delivery Period:

The bidder shall deliver Hardware & Peripherals **within 6 weeks**, from the date of issuing of Purchase Order for the same inclusive of completion of the pre-shipment testing. Wherever Road permits are required one additional week will be provided.

### 6) Liquidated Damages:

For any delay in delivery, installation and commissioning beyond 6 weeks from the date of the delivery instructions issued by the Bank, the Bank reserves the right to charge a LD (Liquidated Damages) at the rate of 0.50% of the cost of the systems per week subject to a maximum of 10% of the Total Basic Cost of the Equipment/s (Excluding AMC Charges).

If the items delivered could not be installed for reasons attributable to the Bank, the same should be recorded and submitted to our office.

### 7) Payment Terms:

- a. **On Delivery:** Seventy (**70%**) of the Contract price of the Goods along with 100% GST tax, 100% Octroi, wherever applicable, backed by necessary proof shall be paid on receipt of goods and upon submission of the following documents (separate requests for release of Octroi payments will not be entertained):
  - i. The supplier's original invoice showing Contract No, Goods description, quantity, unit price, total amount, Serial Nos. of the system/s etc.
  - ii. Original delivery note signed by consignee or acknowledgement of receipt of goods from the consignee.
  - iii. Manufacturer's/Supplier's Warranty certificate.
  - iv. Delivery of Software Licenses (Paper), if any will be made at Prathama Bank, Head Office, and Moradabad.
- b. **On Final Acceptance:** Thirty (**30%**) on Installation and Acceptance Certificate issued by the Bank's representative. However, if for any reason, the installation and commissioning is delayed due to non-readiness of infrastructure and hence acceptance certificate cannot be issued, the above 30% of the Total Contract Price shall be paid, within 90 days from the date of receipt of goods at the respective locations.

**8) Warranty and Payment for Annual Maintenance Charges/Submission of Bank Guarantee:**

All ITEMS shall carry a free comprehensive, **onsite warranty-ATM and other peripherals** for a minimum period of **three (3) Years** and AMC for next **Three (3) Years** from **4<sup>th</sup>** year to **6<sup>th</sup>** Year.

- a) The Supplier warrants that the Goods supplied under the Contract are new, unused and shall have no defect arising from design, materials or workmanship.
- b) 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 and accepted at the final destination indicated in the Contract, or for minimum period of 36 (thirty six) months after the date of delivery, whichever period concludes earlier.

**9) AMC Charges:**

The Annual Maintenance Cost shall be paid in advance in equal yearly installments within thirty days of receipt of claim at the start of each year, after completion of warranty/ maintenance obligations of the previous year, at the rates quoted, on receipt of a Bank Guarantee for 10% of the cost of the equipment (excluding Annual Maintenance Cost), valid for a period of 3 years from the date of completion of free warranty period - with 3 months grace period. The Bank Guarantee submitted towards performance guarantee taken during warranty period will be released only after receipt of the above. Non-submission of AMC Bank Guarantee at least **15 days before the expiry of Performance Bank Guarantee will be sufficient reason for invoking the performance guarantee**. No separate AMC Agreement needs to be executed. However, all the systems shall be properly maintained irrespective of Non-claiming/Non-renewal of AMC by the vendor in time.

**10) Hardware Maintenance:**

The Bidder will assume total responsibility for the fault free operation of hardware, IOS and maintenance during the warranty and post warranty (AMC) for a total duration of six years. The Supplier will accomplish preventive and breakdown maintenance activities to ensure that all hardware function without defect or interruption.

However, if the Hardware/Peripheral is down due to the reasons attribute to the Bank, the vendor has to submit proof for the same for not levying the penalty.

- 12) The vendor has to submit various formats mentioned in Annexure-A along with all other annexure of this RFP on Company's letter head with seal and signature. All pages are to be serially numbered. Relevant proof, if required is to be enclosed.
- 13) Bank reserves the right to reject this invitation to offer in part or full, or cancel the entire procurement process at any stage without assigning any reason.
- 14) In case of delivery of equipment to States where Road Permit is required for transportation of goods, it is the responsibility of vendors to provide the same making all the arrangements required in advance. However, Bank will provide any letter, if required by the vendors for carrying out the task.
- 15) If the vendor needs any clarification on any of the aspects of the Bid Document, they can seek clarifications in advance thru e-mail to [dit@prathamabank.org](mailto:dit@prathamabank.org). 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. Vendors are requested to take note of the same.
- 16) In case the equipments offered or any part thereof are imported, the price quoted in the Bid by the vendor will be firm & final and any fluctuation in foreign exchange rates shall not have any bearing on the price quoted in the Bid.
- 17) All disputes and differences of any kind whatsoever arising out of or in connection with the purchase order shall be referred to arbitration. The arbitrator may be appointed by both the parties or in case of disagreement each party may appoint an arbitrator and such arbitrators shall appoint an Umpire before

entering on the reference. The decision of the Umpire shall be final. Such arbitration to be governed by the provisions of Indian Arbitration and Conciliation Act 1996.

- 18) Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this RFP, the parties shall be subject to the jurisdiction of courts at **MORADABAD**.

Yours faithfully,

**GENERAL MANAGER**

**ANNEXURE-A**  
**OTHER IMPORTANT TERMS AND CONDITIONS**

**1 MANUFACTURERS AUTHORISATION FORM:**

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 goods' manufacturer or producer to supply the goods and assuring full guarantee and warranty obligations. If proposals are submitted through the business partners or authorised distributors etc., a separate "**LETTER OF AUTHORISATION TO BID**" on behalf of the main vendor/s should be enclosed along with the technical bid. Proposals received without the authorization letter/s will summarily be rejected. However, the bidder should confirm that they have a presence in operational area of the Bank to extend support for the systems supplied and also submit a list of such service support centres.

Offer shall be submitted only for Premium Brand (which we have mentioned along with Items) also for full schedule of requirements.

**2 TECHNICAL DETAILS FORM:**

Bidders should furnish an item-by-item commentary on the Purchaser's Technical Specifications demonstrating substantial responsiveness of the goods and services to those specifications, or a statement of deviations and exceptions to the provisions of the Technical Specifications as per format furnished in Annexure I (A).

**11. FORCE MAJEURE:**

The Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, and acts of the Bank either in fires, floods, strikes, lock-outs and freight embargoes.

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

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the Bidder shall hold consultations with each other in an endeavor to find a solution to the problem.

Notwithstanding the above, the decision of the Bank shall be final and binding on the Bidder.

Ref:

Date:

**ANNEXURE-C**  
**PRICE SCHEDULE & ANNUAL MAINTENANCE AFTER WARRANTY PERIOD**

SI No.	Description	quantity	UNIT price ( WITHOUT TAXES)	TAXES	Total Price
1.	Force traveler – Fabrication	2	(A)		
2.	Cash Dispenser with 3 year warranty	2	(B)		
	TOTAL (T1)				
3.	Cash Dispenser with 3 year AMC***	2	(C) (only one year to be quoted here)		
	TOTAL (T2)				
	GRAND TOTAL(T1+T2)		(D)		

**Notes:**

- 1) In case of discrepancy between unit price and total price, the unit price shall prevail.
- 2) **Total Bid price (T1+T2) of the above mention hardware as per the table cited above and the grand totals (Item No. D) Figure is to be taken to determine for L1 status.**
- 3) The Bidder should submit two bids only.
  - 1- Technical Bid
  - 2- Commercial/Price BID
- 4) Drivers/software to run these peripherals should be supplied with a CD.
- 5) **During warranty/AMC vendor would not insist for bill copy for lodgment of compliant of PC/hardware and its peripherals. Vendor will responsible to provide the service to Bank.**
- 6) **Vendor MUST supply the other supportive peripherals like cords etc without any cost to Bank**



Ref \_\_\_\_\_ Date: \_\_\_\_\_

**ANNEXURE-E**  
**MANUFACTURERS' AUTHORISATION FORM**

No. .... Dated:     /     /2018

**To**  
**The General Manager**  
**Prathama Bank,**  
**Head Office, Ram Ganga Vihar Phase-2**  
**Moradabad.**

Dear Sir,

Sub: RFP-PBHO/DIT/54/2018 dated: 27/04/2018.

We ..... Who are established and reputable manufacturers of ATM having manufacturing facility at ..... and ..... do hereby authorize M/s. ....

(Name and Address of Agents) 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 guarantee and warranty as per Clauses of Contract for the goods and services offered for supply by the above firm against this RFP.

Yours faithfully,

(Name of Manufacturers)

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.

Ref:

Date:

**ANNEXURE-F**  
**LETTER OF AUTHORISATION TO BID**

No. ....

Dated:     /     /2017

The General Manager  
Prathama Bank,  
Head Office, Ram Ganga Vihar Phase-II  
Moradabad.

Dear Sir,

Sub: Letter of Authorization to bid for preparation & installation of Mobile ATM VANs (Force Travelers).

We M/S ..... (Name and address of the principal) hereby authorize M/s. .... (Name and Address of Agents), our Business Partner/Authorised Distributors to submit a bid, and sign the contract on behalf of us for all the systems/goods required by the bank as called for vide the bank's request for proposal reference no RFP-PBHO/DIT/54/2018 dated: 27/04/2018

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

Yours faithfully,

(NAME)

(Name of principal vendor on whose behalf the proposal is submitted)

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

Ref:

**NOTES:**

- Bidders are required to mention specifically the Name, Address, and Telephone Number of their Service Centre, Mobile No. Email ID etc for after Sales Service at the delivery location.
- Escalation Matrix is to be provided for all the locations.

Ref:

Date:


Ref:

Date:

**ANNEXURE-I (A)  
TECHNICAL SPECIFICATIONS**

#	ITEM's	Details
1.	Provision to Keep ATM Machine & KIOSK, UPS With Batteries, (8H backup), portable generator	
2.	Electrical Fittings like Tube lights.	
3.	Providing One Door At Left Side, And One Flap for The ATM Machine, Folding Steps Will Be Provided	
4.	Wooden Furniture or equivalent Like Tables & Chair Will Be Provided	
5.	Provision to Fix LED Screen (40 Inch or higher.)	
6.	Providing Folding Awning Shade Will Be Provided Of The Vehicle	
7.	Fire Extinguisher (minimum two)	
8.	Vehicle tracking Global Positioning System (GPS) shall be provided by the Vendor	
9	Online UPS with back up duration 8	

	<p>hours, of reputed make and manufacturer Should have ISO certification. The UPS should have an arrangement to operate On 5kva DG set for supply of electric power in case batteries are drained out.</p>	
10.	BurglerAlarm	
11.	<p>Cash Dispenser with Latest configuration and bio-metric facility and all specification must comply the latest RBI guidelines</p>	<p><b>1. Processor /CPU</b>  1.1 4th Generation Intel® Core™ i3 Processor minimum 2.9 GHz and 4 MB cache or above.  1.2 4 GB DDR3 RAM or higher.  1.3 1x500 GB IDE/SATA HDD or higher for OS  1x1TB IDE/SATA HDD or higher for image backup  1.4 4 or more USB ports in front for front access of cash dispenser.  1.5 DVD Writer  1.6 101 keys Keyboard integrated with Mouse operations as an optional item.  1.7 On-board 10/100/1000 Mbps Speed LAN Card (IPV 6 Compliance).  1.8 Microsoft Windows 7 or higher/Linux with latest Service Pack.  1.9 OS hardening (with Firewall) and should protect against unauthorised booting from alternative media &amp; an access to CR hard Disk.</p> <p><b>2. Hybrid Dip Card Reader</b>  2.1 Dip Smart Card Reader with capability to read track 1 &amp; 2.  2.2 Smart Card/Chip card EMV Version 4.0 or later, as certified</p> <p><b>3. Customer Interface</b>  3.1 Color screen, touch type: Capacitive/ SAW/Infrared with support for visually challenged.  3.2 Screen Size: 15" Minimum  3.3 Adherence to Persons with Disability standards compliance – give details; Access for all (AFA) Compliant and suitable for wheel chair based operation for physically challenged.  3.4 Braille stickers on all devices as per requirements to support.  3.5 PIN pad should be covered with PIN guard / shield. This pin guard/shield should cover all three sides to avoid shoulder surfing and capture by external camera.</p> <p><b>4. Cash Dispenser</b>  4.1 Indication of proper insertion of cassettes.  4.2 Divert cassette bin with lock and key / latch  4.3 Capable of Multi currency dispensing.  4.4 All cassettes should be capable of dispensing all Notes.</p> <p>5. Others  5.1 Electronic journal to be also written on Cash Dispenser hard disk and be replicated simultaneously on the second hard disk which records images. The solution should include an EJ viewer.</p>

12.	Complete vehicle interior modification as per Mobile ATM Van requirement	
13.	Complete vehicle Exteriors modification as per Mobile ATM Van requirement and Branding as per BANK requirements.	Adherence to Persons with Disability standards compliance; Access for all (AFA) Compliant and suitable for wheel chair based operation for physically challenged. Fabrication will be done in such a way that Persons with disability can easily access the ATM.
14.	Wooden flooring.	
15.	ATM View ( Front view look like)	

<p>16. Front view looks like</p>	
<p>17. One Room/compartment for Sitting area</p>	
<p>18. Power supply for Laptop/Cell phone charger.</p>	
<p>19. Cameras/CC TV</p>	
<p>20. Stainless steel trash bin</p>	
<p>21. Networking to all points.</p>	
<p>22. Atm Must Calibrated With All Denominations</p>	

-----End of document-----