Request for Proposal & Quote (RFPQ)

PROCUREMENT OF 155 ATM/CD

The South Indian Bank Ltd.,
Digital Banking Department
Third Floor, SIB Building, Rajagiri Valley, Kakkanad
Ernakulam
KERALA – 682 039
PH:- 0484-3939393

No	SIB/DBD/17-18/1
Version	1.0
Date of issue of RFPQ	**13-06-2017**
Last date & time for Receipt of Proposal	**23-06-2017 05:00 PM**

C O N T E N T S

ABOUT OUR BANK

The South Indian Bank Limited (www.southindianbank.com) is one of the leading scheduled commercial banks having more than 850 branches spread across 29 States / Union Territories in India. The Head (Registered) Office of the Bank is situated at Thrissur, Kerala State. There are twenty Regional Offices (ROs), geographically spread across the country, coming under the administrative control of the Head Office.

SIB offers various customer services such as Any Where-Any Time Banking supported with online ATMs, Internet Banking, International ATM-Cum-Debit Cards, Mobile Banking, etc. The Bank has already adopted significant technological advancements and is using them to leverage business operations such as payment systems, Remittance facilities, SWIFT, Treasury, Forex, etc. Currently, the Bank has 850 Branches, 1320 ATMs and 21 CRM/CDMs connected on-line to the Data Center at Kochi, Kerala.

OBJECTIVE

South Indian Bank [SIB] plans to procure 155 numbers of ATM/CD to meet its urgent requirements. If you are interested, you may please respond to this RFPQ, adhering to the specifications mentioned, terms and conditions stipulated as below:

TERMS & ABBREATIONS USED IN THIS DOCUMENT

'Bid' shall mean the set of Bid documents/Response to request for Proposal and Quote (RFPQ) documents submitted by a Vendor for submitting a competitive quotation for the execution of 'Works' in accordance with the terms specified in this document.

'SIB/Bank' means The South Indian Bank Ltd.,

'Data Center' means to the Banks Data center at Ernakulam Kerala.

'**DR Site'** means the Disaster Recovery site at Bangalore

'Project/Works' means the purchase/supply, configuration, implementation, ,commissioning and documentation of ATM and its supporting application software.

'Principal/Original equipment manufacturer' means the entity who has originally manufactured the items and authorized the vendor/system integrator to represent them for sales/service of their equipment.

'Vendor/System Integrator' means the entity who has submitted the Bid documents for the said 'Works' with the intension of submitting a competitive quotation for the execution of Works in accordance with terms specified in this document.

'Service Level Agreement' shall mean the Contract entered into between Bank and the successful Vendor who has been awarded the Purchase Order for Works for specific requirements.

'Successful Vendor' means the Vendor whose Bid is accepted by the Bank and been awarded the Purchase Order / Contract works.

'RFPQ' – This Request for Proposal & Quote document

'Defect' means any malfunctioning or non-functioning of the product or part of the product.

'Uptime' means the time during which all the supplied products are available for the use of the PURCHASER and also working at the optimum level of their performance and functionality, ensuring the smooth working of the PURCHASER's business.

'Downtime' means the time during which any or all of the supplied products are not available for the use of the PURCHASER or not working at the optimum level of their performance and functionality, due to malfunctioning, non-functioning, incident, defect or any other cause/causes.

Terms and Conditions:

- ✓ The bidder should provide the technical specification compliance as provided in **Annexure I**.

- ✓ The bidder should provide the commercial BID as provided in **Annexure II**.

- ✓ The bidder should fill the mandatory response sheet provided as **Annexure III**.

- ✓ Warranty must be for minimum of 2 Years. Thereafter the AMC % for support of ATMs must be provided. The AMC must be comprehensive.

- ✓ The bidder should provide separate cost of all the parts which will be damageable in future as an annexure. Any other parts other than included in the annexure should be repaired at free of cost for reasons which are attributed to the bank.

- ✓ The bidder must be a genuine authorized dealer of the product quoted. The bidder will have the sole responsibility for supply, Install, maintenance and support of ATMs.

- ✓ The scope of the work is to supply, Install, support and maintain the ATMs at the desired location of the bank in accordance with the specification mentioned.

- ✓ The bidder has to submit the response in two parts, viz. Technical Compliance part & Commercial Part. The technical part must contain the Compliance Statement, indicating 'COMPLIED' if all specifications have been duly complied.

- ✓ The make and model to be quoted must be operational in the market for minimum of 1 year.

- ✓ The ATM/CD should have a minimum support of 7 years (from Date of Purchase)
- ✓ ATM/CD should have protection from Pests, Rats, Ants, Cockroaches, Rodents etc. starting from the date of delivery till the life of ATM/CD. Vendor will replace the ATM/CD damaged part during the life of ATM/CD in case of any loss due to Pests, Rats, rodents etc. Bank will not entertain any claim of any part damaged by Pests, Rats, rodents etc.

- ✓ The vendor must ensure before delivery that operating system in ATM/CD is hardened to block the services which are not required. The vendor should provide ATM/CD specific firewall to take care of intrusion detection, port scans and other common virus attacks.

- ✓ The vendor should undertake the grouting of ATM/CD at all sites. ATM/CDs have to be fixed on bolts into the concrete while installation of ATM/CDs at new premises. In case of any challenge at existing site, Anchor fasteners should be used for grouting the ATM/CDs.

- ✓ Vendor should also perform Preventive maintenance of the ATM/CDs once in a quarter and provide DVSS images on DVD to the branch as a part of Preventive maintenance. RMM Agent/EJ Software working should also to be confirmed at the time of Preventive maintenance.

- ✓ Vendor should comply with checklist points in each maintenance visit in order to avoid missing of any application/services, which may get disabled in between.

- ✓ The vendor would be responsible for timely applying/loading of all software patches/Service Packs, in all the individual ATM/CDs during the Warranty and AMC period. This job has to be done as a part of Warranty and AMC support services, without any extra cost/visit charges.

- ✓ Vendor shall provide operational onsite training to officers of Bank at each ATM/CD site and at Branches including safe lock password change, viewing/ retrieval of images from DVSS system etc. The training should cover features of hardware, software, communication devices, security devices interfaces etc. including hands-on training and exercises.

- ✓ At the request of the Bank, the Vendor should provide more rounds of user/administrative training at the required locations, without any extra cost.

- ✓ The AMC should cover currency cassettes also

- ✓ The commercial part must contain cost of machine, prevailing rate of taxes applicable. The minimum warranty period offered must be Two years. Please also mention the rate of Comprehensive AMC including cassettes separately after initial warranty period. Your bid Containing the technical and commercial parts may be submitted in sealed cover to the below mentioned address latest by **23-06-2017, before 5 PM**.

> The Deputy General Manager
> Digital Banking Department
> The South Indian Bank Ltd.
> IIIrd Floor, SIB Building, Rajagiri Valley P.O,
> Infopark Expressway,
> Kakkanad, Kochi - 682039, Kerala.

✓ While the specification mentioned in the RFP covers what the bank is currently in need. The bidder is free to offer any value added features along with the ATMs. All mandatory compliances, which are required to be adhered in terms of VISA/MasterCard/NPCI/RBI/EMV etc. must be taken care of while offering the response.

✓ The selected vendor should sign on an SLA and will be monitored on a daily basis per ATM up Time. The yearly uptime of the ATM must be 98.5%. Penalty for non compliance is 18% of the AMC equivalent amount calculated per day. Also penalty for delayed supply of ATM will be 18% p.a on the cost of delayed number of days.

✓ Shortage of cash for reasons which are ascribed to the machine related issues will be recovered by the bank from the vendor.

✓ Bank is under no obligation to entertain you on the strength of having participated in the bidding process at any point of time.

✓ Any clarifications in this regard may be addressed to this office.

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✓ Bank takes no responsibility in interpreting the various clauses /definitions in the RFP unless otherwise authenticated by the bank.

SERVICE LEVEL AGREEMENT

The vendor shall sign comprehensive Service Level Agreement with the BANK covering all relevant areas along with the Purchase Order.

Annual Maintenance Contract / Warranty / Support terms must be in accordance with the SLA only, not withstanding anything contrary contained in any other documents whether executed before or after the execution of this agreement.

SIB can disqualify any Vendor who fails to sign the Service Level Agreement (SLA) or fails to have the SLA co-signed by the Original Manufacturer of the equipment or software.

Vendor should have back-to-back SLA with the respective principal for the comprehensive support offered.

SELECTION CRITERIA

The company profile and the details of the manpower to be deployed in the project with resume, past experience of the company in the area of supply, installation and commissioning of quoted equipment, cost of the hardware and software offered, technical features of the hardware/software offered, delivery schedule, past experience with SIB, post implementation service and support, etc. shall be some of the criteria in selecting the Vendor.

Local presence and nature of Vendor's support available at each location shall also be considered while evaluating the tenders submitted by the Vendors.

PATENTS, LIABILITY & COMPLIANCE OF REGULATIONS

Successful Vendor shall protect and fully indemnify SIB from any claims for infringement of patents, copyright, trademark or the like.

Successful Vendor shall be responsible for compliance with all requirements under the laws and shall protect and indemnify completely SIB from any claims / penalties arising out of any infringements and indemnify completely SIB from any claims / penalties arising out of any infringements.

All intellectual property related to the project shall be the property of SIB and SIB reserves the right from its sole discretion to install/implement the same at other centers in future without involving successful Vendor.

The vendor shall explicitly absolve the Bank of any responsibility/ liability for the use of system software, with regard to copyright/ license violations, if any.

LITIGATION

If it comes to the notice of the Bank that the Vendor has suppressed any information either intentionally or otherwise, or furnished misleading or inaccurate information, the Bank reserves the right to nullify the Qualification and to disqualify the Vendor. If such information becomes available to the Bank prior to issue of Letter of Intent, SIB reserves the right to disqualify the Vendor. If such information comes to the knowledge of the Bank after the award of work, SIB reserves the right to terminate the Contract unilaterally at the total cost and risk of the Vendor and such action would include but not limited to forfeiture of all deposits, guarantees etc. furnished in any form. The Bank also reserves the right to recover any dues payable by the selected vendor from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any. The Bank will also reserve the right to recover any Advance paid.

All disputes or differences whatsoever arising between the selected vendor and the bank out of or in relation to the construction, meaning and operation or effect of the contract, with the selected bidder, or breach thereof shall be settled amicably. If, however, the parties are not able to resolve any dispute or difference aforementioned amicably, the same shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award.

Work under the Contract shall be continued by the selected vendor during the arbitration proceedings unless otherwise directed in writing by the Bank unless the matter is such that the works cannot possibly be continued until the decision of the arbitrator or of the umpire, as the case may be, is obtained and save as those which are otherwise explicitly provided in the Contract, no payment due or payable by the Bank, to the vendor shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter or one of the subject matter thereof. The venue of the arbitration shall be at Kochi, Kerala State, India.

-------------[End of Main Document]-------------

ANNEXURE I:

	Minimum specification required	Specification offered	Please write "complied"/ "not complied"
MAKE :	MODEL:		
1.	**Type of ATM/CD:**		
1.1	All models including Lobby, Through the wall etc. with Voice Guidance, Braille System and biometric authentication for processing Aadhar based transactions.		
1.2	ATM/CD Grouting is mandatory; Grouting is to be done on existing floor. If required it should be done on a Reinforced Concrete Platform of minimum 6 inches. Industrial Bolts have to be fixed into the platform to ensure that ATM/CD is safe from Burglary or Theft.		
1.3	Must be both Hardware and Software enabled for reading and processing (EMV) chip card based transactions. If there is requirement of up gradation of EMV firmware licenses in future, the same should be upgraded free of cost by the bidder.		
1.4	**ATM/CD should be accessible to physically Challenged, Wheel Chair Access and Visually Challenged as per ADA/AFA & RBI guidelines**.		
1.5	Must be PA-DSS compliant, PCI DSS &PCI-PTS(Pin transaction security).(Copy may be provided during offer submission)		
1.6	OS hardening (with Firewall). ATM/CD should be adequately hardened. Only white listed necessary services should run on the machines. No malware including viruses, worms & Trojans enter the ATM/CD and affect the ATM/CD and the network.		
1.7	ATM/CD should be able to operate in a wide range of temperature (10 to 40C) and humidity conditions from 20 to 80 RH.		
1.8	Should be mechanically and electrically capable of functioning 24*365 basis.		

	Minimum specification required	Specification offered	Please write "complied"/ "not complied"
1.9	The bidder shall provide required mesh to cover the holes available in the ATM/CD to prevent the dust/insects/rat/lizards entering into the ATM/CD equipment.		
1.10	Must support multilingual functionality.		
2	**ATM/CD SAFE:**		
2.1	Fully RoHS compliant UL 291 Level 1,RAL,CEN 1 certified with electronic / electro mechanical dual combination Locking mechanism(S&G/Hamilton with KABAMAS-CENCON) with OTC facility . This should support front/rear cash loading. (Relevant Certificates must be enclosed in technical offer)		
2.2	Resistance to Fire/High Temperature as per UL 291 level or CEN 1 standards. Chest should be able to withstand the maximum temperature as per UL 291 Level or CEN 1 standards, whichever is applicable for the offered product.		
2.3	All factory settings, including password for dual combination electronic lock should be changed at the time of handing over the machine and the same should be mentioned in the installation Report. This will be a pre-requisite for release of payment.		
2.4	Must have Chest Door Sensor for notification to ATM/CD Switch, heat/thermo detection, Anti ambush, seismic detection, digital electronic locks and duress alarm.		
2.5	Dual combination electronic system with capability of accepting One Time Combination passwords as well as static passwords.		
2.6	Audit Trail should be made available without any additional cost.		
3	**ATM/CD PROCESSOR & HARDWARE:**		
3.1	Intel(R) Core i3 Processor or higher processor with minimum 2.4 GHz and 3 MB cache or above		
3.2	4 GB DDR2 or higher		
3.3	2*500 GB IDE/SATA HDD (Minimum) or above to ensure DVSS record maintenance up to 6 months.		

	Minimum specification required	Specification offered	Please write "complied"/ "not complied"
3.4	Successful bidder should provide an Operating system for which support from the OEM (Original Equipment Manufacturer) is currently available. Successful bidder has to mandatorily upgrade the OS after the expiry of OEM support to adhere to any guideline from the regulatory authorities (RBI, IBA, and Govt.Ministry) or Mastercard/ Visa/ NPCI, without any additional cost to the bank. Any hardware/firmware upgrade required to the support the new Operating system should be carried out by the vendor at no extra cost to the bank.		
3.5	Multi tasking Real Time Operating System and Software to control all activities of the ATM. To be supplied with Windows 7 /Linus with latest Service Pack .The OS should be hardened to allow only the required services/ports and block all other services/ports to prevent all kind of external attacks on the ATMs. If OS supplied is not Windows 7 SP1 or above then any OS /Service Pack upgrade in the future should be done in free of cost. The Bidder should note that if windows 7 support also withdrawn by Microsoft, then the bidder has to provide support for the total contract period.		
3.6	MPEG full motion video with voice guidance support to play both MPEG and WAV sound files. Internal Speakers required		
3.7	In-built SMPS to work on 230 V 50 MHZ power supply. Support input voltage of 230 V AC / 50MHz with + - 5% variation.		
3.8	The ATM should support Triple DES Encryption and should comply with VISA / MASTERCARD/NPCI/PCI DSS/PA DSS operation, security and technical guidelines. It should have remote key download support, TRIPLE DES chip with encryption and validation software.		
3.9	Must support 10/100 LAN card and must support VISA dial up, TCP/IP, V-sat, Leased Line, Wi-Max,		

	Minimum specification required	Specification offered	Please write "complied"/ "not complied"
	CDMA, MPLS VPN, Wireless mode of communication		
3.10	Capable of Voice guidance to customer and slot for connecting head phone		
3.11	Should have 1D or 2D Barcodes reading compatibility and Upgradable to support Barcode reader & Biometrics equipment.		
4	**KEYBOARD:**		
4.1	Tactile 16 key alpha/numeric keyboard with triple DES encryption PIN Pad (EPP), Remote Key loading feature, Access For All (AFA) Standards, Physical Protection as per 'PIN Protection Principles and Techniques" and approved Algorithm(s) for PIN Encipherment. It should Support AES in future without any additional hardware.		
4.2	Keyboard / Pin Entry Device (PED) must be Braille enabled so that visually impaired persons can also be able to operate without any difficulty. Also it should pass the testing by Payment Card Industry (PCI) version 3.0 or later by Visa and MasterCard recognized laboratory and approved by PCI, VISA, Rupay and MasterCard.		
4.3	The ATM/CD should have PIN Pad Shield covering all three sides to avoid shoulder surfing or capture by the external camera.		
5	**DISPLAY:**		
5.1	SVGA 15 inches LCD or LED color monitor with minimum 8 soft keys and touch display (Braille option) with Privacy Filter. It should support Facility to display graphics. Vandal proof screen to be provided.		
5.2	Must have the touch option of configuring alphanumeric keypad on the touch screen in order to facilitate entering alphanumeric values like IFSC, etc. Nonfunctioning of the Touch screen shall not affect any other functionality of the ATM/CD and shall process the transactions without touch screen by receiving the inputs through the FDKs		

	Minimum specification required	Specification offered	Please write "complied"/ "not complied"
6	**CASH DISPENSER:**		
6.1	Vacuum/Friction/Robotic any other Pick technology of international standards.		
6.2	The dispenser should be capable of handling soiled but issuable and mixed currencies. It should support retract and purge capability. By default the cash retraction should be disabled.		
6.3	The dispenser should have four active currency cassettes with 4 pickup or 4 high modules to handle different denominations It should possible to be reprogrammed to any denominations. The dispenser should have Additional Divert Cassette for rejected notes.		
6.4	The currency dispenser should support dispensing 40 and above notes at a time. Currency holding capacity should not be less than 2500 notes per cassette.		
6.5	Video / audio or suitable indication / signal to confirm proper insertion of cassette is to be provided.		
6.6	Partial dispense feature should be disabled.		
6.7	Should support card based & Cardless transactions for account based transactions and biometric transactions should be available ab-initio		
6.8	Cash transport movement should be secure and under dual locking		
6.9	Should support Pin Based & Biometric authorization of transactions and accordingly display the screen/ voice prompts.		
6.10	Multimedia dispensing capability(Coupons, Vouchers etc)		
6.11	Cash low and no cash indication		
7	**CARD READER:**		
7.1	The card reader should be capable of reading tracks one, two and three as per ISO standard or Master/Visa/Rupay Card format.		
7.2	Card Reader (DIP Type) must be Hybrid Card Reader. Latest EMV 4.0 or above compliant. Capable of reading smart card, chip card/HYCO		

	Minimum specification required	Specification offered	Please write "complied"/ "not complied"
	card as well as card with magnetic encoding, conforming to VISA, RuPay and MasterCard standards. The EMV middleware should be L1 &L2 certified.		
7.3	Must have anti-skimming devices. i.e. card reader installed and integrated. Dip Card Reader with anti-skimming device installed and integrated with the card reader of the ATM/CD and should be operational from installation. Details of the anti-skimming technology/device to be enclosed. It should detect (1) Foreign Metal Object (2) Magnetic interference (3) With capability to prevent further transaction or shutdown or machine offline. (4) With generation of alerts to central monitoring system		
7.4	The Firmware should be made available to support contactless card.		
7.5	Conformance to **VISA / MasterCard / RuPay / Discover / JCB & UnionPay / Diner standards Cards/AMEX.**		
8	**INTEGRATED ATM/CD SURVEILLANCE SOLUTION**		
8.1	Solution should be able to store the images in a digital format for minimum 6 months at an average of 300 transactions per day. The back-ups should be taken at quarterly intervals and to be delivered at the branch and to be supervised that DVSS images are getting recorded in ATM/CD.		
8.2	There should be one internal camera inside the ATM/CD to capture the customer image and one external camera to capture the hand movement while withdrawing cash from the cash slot. It will be the responsibility of the Bidder to ensure that the images so captured are able to identify the persons entering the ATM/CD room. The camera should be pilfer proof.		

	Minimum specification required	Specification offered	Please write "complied"/ "not complied"
	The external camera should be made available to capture the actual dispensation of cash.		
8.3	Solution must provide an interface to browse, search and archive the stored video / images on hard disk or external media.		
8.4	Solution must be configurable to suit different site requirements and must be capable of performing under extreme conditions.		
8.5	Solution must be able to capture & stamp(date &time) the transaction information on the images.		
8.6	The solution must have a search facility to locate an image/event by date & time, card no., transaction ref: no. and ATM ID		
8.7	The solution must not degrade the performance of ATM/CD, e.g. speed of normal transaction.		
8.8	The hardware should be integrated within the ATM/CD.		
9	**RECEIPT PRINTER / JOURNAL PRINTER:**		
9.1	**RECEIPT PRINTER:** 40 column or better standard Thermal / Dot Matrix printer to print various information pertaining to the transactions executed by the customer. The printer must be able to cut the paper and push the receipt out of a slot provided on the ATM fascia.		
9.2	**JOURNAL PRINTER:** 40 column or better Dot Matrix Journal Printer to print audit trail. If journal printer runs out of paper or gets jammed or becomes nonfunctional, ATM should go out of service. There should be low media warning for items viz. bills, journal rolls, consumer receipts etc. ATM must be enabled for electronic journal with low warning feature. Provision to store transaction details in the hard disk; retrieve data from the hard disk in the format required at any point of time.		
9.3	Supports centralized EJ Copying. Serial number of all notes should be available with EJ or stored separately and made available as and when required .		

	Minimum specification required	Specification offered	Please write "complied"/ "not complied"
	Monitoring of disk space availability to ensure continuity of service periodically.		
10	**ATM SOFTWARE CAPABILITY:**		
10.1	Must support ISO 8583 standard		
10.2	Must support Cross vendor platform for managed services		
10.3	Voice Guidance Application Software with multilingual facility should be available by default		
10.4	Vendor should install the agent software, used for ATM Monitoring and Management Solution in the machine as specified by the bank and should configure the DNS configuration in the machine as specified by the bank and should be functional. The vendor also agrees to install any software selected by the Bank at no cost to the Bank.		
10.5	ATM should support industry standard software agent loaded for the purpose of monitoring, configuring, software distribution, etc. from a central site.		
10.6	Application software must be XFS VERSION 3 and higher compliant. Please specify the version and the middleware used.		
11	**GENERAL:**		
11.1	The technology currently being used in the ATM/CD should have a minimum road map for 7 years with adequate support.		
11.2	AMC should be comprehensive and should be inclusive of cassettes		
11.3	All cash shortages on account of machine related problems should be compensated by the ATM service provider. Retention Money at the rate of 2% of AMC will be kept by the bank.		
11.4	SLA uptime for machine should be 98.5 % on daily basis (Network, UPS, Electricity, ATM Switch, AC issues are exempted)		
11.5	Must support KIOSK functionality		
11.6	Must have ergonomically designed fascia complying ADA standards with bank specific color branding.		

	Minimum specification required	Specification offered	Please write "complied"/ "not complied"
11.7	Operating system/software should be hardened or parameterized (OS should be hardened) and keep up-to-date with patches.		
11.8	Machine should be of compact terminal design with small footprint		
11.9	Should have high capacity throughput and efficiency.		
11.10	The quoted model and make should be 'green compliant' to the extent possible. It also should comply with 'Star rating' if applicable issued by Bureau of Energy Efficiency.		
11.11	Capable of Multi currency dispensing		
11.12	Dispense at least 8 notes per second		
11.13	Cash retraction should be completely disabled on the ATM/CD.		
11.14	ATM/CDs should have rear view mirrors to mitigate shoulder surfing.		
11.15	ATM/CDs should be IPv6 compliant.		
11.16	Software: Antivirus software updatable up to warranty and AMC period. Updating the antivirus software will be responsibility of the ATM vendor. The ATMS should comply with the security guidelines issued by NPCI/VISA/MASTERCARD."		
11.17	UIDAI certified finger print scanner with STQC Certified for Aadhaar enabled Payment System in the fascia with required software/application support to be provided.		
11.18	UIDAI Certified Retinal Scanner for AEPS with required firmware/application support to be provided.		
11.19	Necessary Firmware to process QR based transactions.		
12	**Optional:**		
12.1	Terminal security Solution - Access Protection		
12.2	Terminal security Solution - Intrusion Protection		
12.3	Terminal security Solution -Hard Disc Encryption		

	Minimum specification required	Specification offered	Please write "complied"/ "not complied"
12.4	Centralised real-time security monitoring solution		

-------------[End of ANNEXURE I]-------------

ANNEXURE II:

COMMERCAIAL BID:

(A) Cost of the ATM adhering to the specifications mentioned and carrying 2 year onsite comprehensive warranty. (Rs)	
(B) ATM Modules	**Cost (Rs)**
Monitor	
Card Reader	
Motherboard	
Presenter Module	
Keypad (EPP)	
Journal Printer Module	
Receipt Printer Module	
ATM Chest Lock with OTC	
Front door lock	
SMPS	
DVSS Unit	
Touch Screen	
Finger print reader	
Anti skimming Solution	
All other items which is prone to damage during the efflux of time/USAGE and not covered under warranty/Comprehensive AMC. In case it is not mentioned explicitly, it is construed that the same will be covered under warranty/AMC	
(C) Comprehensive AMC	**Cost (Rs)**
(D) KABAMAS-CENCON	**Cost (Rs)**
(E) ATM Color Branding	**Cost (Rs)**

-------------[End of ANNEXURE II]-------------

ANNEXURE III - MANDATORY RESPONSE SHEET

This is MANDATORY response expected from the Vendor, bidding for the RFP for the South Indian Bank Ltd. Kindly provide appropriate response to the particulars asked for:

No	Particulars	Your Response
Contact Details(Vendor/Solution Provider/OEM)		
1	Name of Vendor	
1 (a)	Postal Address	
1 (b)	e-mail	
1 (c)	Phone	
1 (d)	Fax	
1 (e)	Contact Person	
1 (f)	Contact Person Designation	
1 (g)	Date of Incorporation	
1 (h)	Total Number of employees	
1 (i)	Number of Offices in India with details	
Contact Details(Implementation Partner)		
2	Name of Implementation Partner	
2 (a)	Postal Address	
2 (b)	e-mail	
2 (c)	Phone	
2 (d)	Fax	
2 (e)	Contact Person	
2 (f)	Contact Person Designation	

-------------[End of Annexure III]-------------