

CORRIGENDUM -III - Ref No: HO/DBD/RFP/BNA/2021-22/06 Dated 01.09.2021- SUPPLY, INSTALLATION,
IMPLEMENTATION & MAINTENANCE OF CASH ACCEPTOR CUM ATM (CAA) OR BULK NOTE ACCEPTOR
INCLUDING RECYCLER (BNA)

S No	Page No	Clause no	RFP Clause	Amendment
1	43	ANNEXURE I TERMS AND CONDITION S 12. UPGRADES AND UPDATES:	The bidder shall be required to provide all future updates and upgrades for the proposed Solution/Appliance/hardware & software provided free of cost during contract period as soon as possible but not later than 30 days of Update/upgrade available for the procured solution. If however, the upgrades/updates is not available then the support for the implemented Solution/ Appliance/hardware & software should be available at any point of time. The solution (software or hardware or both) provided by the successful bidder should not be declared end of sale within 5 years of sign off of the project. If at all the solution (software or hardware or both) is declared end of sale within 5 years of sign off, the successful bidder has to provide the upgraded version (software or hardware or both) free of cost, to the Bank	12. UPGRADES AND UPDATES 12A. REGULAR UPGRADES & UPDATES The bidder shall be required to provide all future updates and upgrades for the proposed Solution/Appliance/hardware & software provided free of cost during contract period as soon as possible but not later than 30 days of Update/upgrade available for the procured solution. If however, the upgrades/updates is not available then the support for the implemented Solution/ Appliance/hardware & software should be available during contract period. The solution (software or hardware or both) provided by the successful bidder should not be declared end of sale within 5 years of sign off of the project. If at all, the solution (software or hardware or both) is declared end of sale within 5 years of sign off, the successful bidder has to provide the upgraded version (software or hardware or both) free of cost, to the Bank. 12B. REGULATORY COMPLIANCE/BANK REQUIREMENT For any future update to meet the security guideline issued by regulators or asked by the Bank, bidder has to implement the compliance. For such compliance, if hardware/software or both need to be upgraded/replaced, then Bank will bear hardware cost & license cost of OS and third party software only (any additional / new software which is not asked by Bank through this RFP. Version upgrade of existing Software Stack viz. CAA/BNA Application, XFS, EMV Kernel etc which are integral part for functioning of CAA/BNA, shall not be considered as third party software). Support charges for UAT, Pilot and System Integration testing for such compliance shall be decided on mutually agreed basis. If deployment of build is not possible by central pushing, then build will be deployed under free visits ask by Bank. If there is no free visit remaining for the calendar year then Bank will pay the charges as discovered through this RFP. Bidder will ensure that compliance of security guidelines should be implemented within three month from date of Bank's notice or RBI timelines whichever is earlier.
2	50	ANNEXURE I	Successful Bidder upon selection will comply with all the present and future provisions of the Information Security Policy/Guidelines of RBI, Respective Govt. Agencies and the Bank and	29. INFORMATION SECURITY: Successful Bidder upon selection will comply with all the present and future provisions of the Information Security Policy/Guidelines of RBI, Respective Govt. Agencies and the Bank and

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		TERMS AND CONDITION S 27. INFORMATI ON SECURITY :	provide such regulatory requirements at no additional cost to the Bank during the contract period. The Solution may be audited by RBI/any other Regulatory Authority and any observation pointed out by these bodies have to be complied by the successful bidder within the timelines stipulated by the regulatory agencies, without any additional cost to the Bank. The offered solution shall be subjected to Bank's audit through off-site and on-site scrutiny at any time during the contract period. The auditors may be internal/ external. The successful bidder should provide solution and implementation for all the audit points raised by Bank's internal/external team during the contract period, within the stipulated timelines, without any extra cost.	provide such regulatory requirements during the contract period. The Solution may be audited by RBI/any other Regulatory Authority and any observation pointed out by these bodies have to be complied by the successful bidder within the timelines stipulated by the regulatory agencies. The offered solution shall be subjected to Bank's audit through off-site and on-site scrutiny at any time during the contract period. The auditors may be internal/ external. The successful bidder should provide solution and implementation for all the audit points raised by Bank's internal/external team during the contract period, within the stipulated timelines
3	60	ANNEXURE I TERMS AND CONDITION S 46 Compliance of all Regulatory Requirement like MHA, RBI, NPCI, DFS, IBA etc during the Contract period	It is the responsibility of the bidder to change/upgrade/customize the infrastructure at all levels (like software, hardware supplied to Bank, Infrastructure at Management Centre, ATM site etc.) for ensuring the compliance to statutory, RBI, IBA and VISA/MasterCard/NPCI etc. requirements at no additional cost to the Bank. Bank reserves the right to close the machine at its discretion for non-compliance of regulatory guidelines. Bidder has to comply following advisory/guidelines issued by RBI/IBA/GOI and any further modifications and new advisories issued during the contract period: i. For terminal Security of CD, Cyber Security and IT Examination Cell (CSITE), RBI Advisory No.3/2017 dated 06.03.2018, Circular RBI/2017-18/206 DBS (CO). CSITE/BC.5/31.01.015/2017-18 dated 21st June 2018. ii. For EMV Compliance of CDM, RBI NOTIFICATION No.DPSS.CO.PD No.1298/02.10.002/2017-18; 30th Oct, 2017. iii. For Anti skimming devices to be installed in all CDs, RBI advisory no.13/2017 dated 01.11.2017. iv. RBI Advisory 14/2017 dated 06.12.2017 on Securing the Ecosystem connecting the Bank's ATM switch to Card Networks.	It is the responsibility of the bidder to change/upgrade/customize the infrastructure at all levels (like software, hardware supplied to Bank, Infrastructure at Management Centre, ATM site etc.) for ensuring the compliance to statutory, RBI, IBA and VISA/MasterCard/NPCI etc. requirements to the Bank. Bank reserves the right to close the machine at its discretion for non-compliance of regulatory guidelines. Bidder has to comply following advisory/guidelines issued by RBI/IBA/GOI with the supply of machine and new advisories issued during the contract period: i. For terminal Security of CD, Cyber Security and IT Examination Cell (CSITE), RBI Advisory No.3/2017 dated 06.03.2018, Circular RBI/2017-18/206 DBS (CO). CSITE/BC.5/31.01.015/2017-18 dated 21st June 2018. ii. For EMV Compliance of CDM, RBI NOTIFICATION No.DPSS.CO.PD No.1298/02.10.002/2017-18; 30th Oct, 2017. iii. For Anti skimming devices to be installed in all CDs, RBI advisory no.13/2017 dated 01.11.2017. iv. RBI Advisory 14/2017 dated 06.12.2017 on Securing the Ecosystem connecting the Bank's ATM switch to Card Networks. v. For cassette swaps in ATMS RBI Circular RBI/2017-18/ DCM (Plg.) No.3641/10.25.007/201/2017-18 dated 12th April 2018 vi. Circular no. RBI/2017-18/152 (DCM (Plg) No.3563/10.25.07/2017-18) dated 06- 04-2018 on Cash Management activities of the banks - standards for engaging the service provider and its sub-contractor. vii. Circular no. RBI/2018-19/183 DCM (Plg) No.2746/10.25.07/2018-19 May 14, 2019 on

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			<p>v. For cassette swaps in ATMS RBI Circular RBI/2017-18/ DCM (Plg.) No.3641/10.25.007/201/2017-18 dated 12th April 2018</p> <p>vi. Circular no. RBI/2017-18/152 (DCM (Plg) No.3563/10.25.07/2017-18) dated 06- 04-2018 on Cash Management activities of the banks - standards for engaging the service provider and its sub-contractor.</p> <p>vii. Circular no. RBI/2018-19/183 DCM (Plg) No.2746/10.25.07/2018-19 May 14, 2019 on Outsourcing of Cash Management – Reconciliation of Transactions.</p> <p>viii. Circular no. RBI/2018-19/214 DCM (Plg.) No.2968/10.25.007/2018-19 dated June 14, 2019 on E-surveillance, OTC locks & Grouting.</p> <p>ix. RBI/Circular No. RBI/2019-20/130 DBS(CO).CSITE/BC.5/31.01.015/2019 -20 dated 31.12.2019 on Cyber Security controls for Third Party ATM Switch Application Service Providers</p> <p>x. "Voice Guidance Support for the visually challenged should be strictly as per the IBA Guidelines issued in this regard vide circular No. CIR/RB/ATMVCP/6846 Feb. 27, 2013 and subsequent changes, if any." Voice guidance should be in English, Hindi and all major Indian Regional Languages included in Schedule VIII of Indian Constitution.</p> <p>xi. Manage/ perform the RD services (Device Registration, Key- Exchange/ Rotation Activity, etc.) as per the guidelines or directives received from UIDAI titled "AADHAAR REGISTERED DEVICES TECHNICAL SPECIFICATION - VERSION 2.0 (REVISION 1)" dated February 2017 or any amendments/ updates thereto, instructions/ guidelines of UIDAI/ RBI/ IBA regarding biometric authentication, in relation to the Fingerprint Biometric devices supplied with the ATMs/ CDs for the length of the contract, at no additional cost to the Bank etc.) for the RD services (incl. Key - Exchange/ Rotation) is to be provided and maintained by the Endpoint Provider/ OEM, an no additional cost to the Bank. The infrastructure (HW, SW, HSM, etc.) for the RD services (incl. Key-Exchange/ Rotation) is to be provided</p>	<p>Outsourcing of Cash Management – Reconciliation of Transactions.</p> <p>viii. Circular no. RBI/2018-19/214 DCM (Plg.) No.2968/10.25.007/2018-19 dated June 14, 2019 on E-surveillance, OTC locks & Grouting.</p> <p>ix. RBI/Circular No. RBI/2019-20/130 DBS(CO).CSITE/BC.5/31.01.015/2019-20 dated 31.12.2019 on Cyber Security controls for Third Party ATM Switch Application Service Providers</p> <p>x. "Voice Guidance Support for the visually challenged should be strictly as per the IBA Guidelines issued in this regard vide circular No. CIR/RB/ATMVCP/6846 Feb. 27, 2013 and subsequent changes, if any." Voice guidance should be in English, Hindi and all major Indian Regional Languages included in Schedule VIII of Indian Constitution.</p> <p>xi. Manage/ perform the RD services (Device Registration, Key- Exchange/ Rotation Activity, etc.) as per the guidelines or directives received from UIDAI titled "AADHAAR REGISTERED DEVICES TECHNICAL SPECIFICATION - VERSION 2.0 (REVISION 1)" dated February 2017 or any amendments/ updates thereto, instructions/ guidelines of UIDAI/ RBI/ IBA regarding biometric authentication, in relation to the Fingerprint Biometric devices supplied with the ATMs/ CDs for the length of the contract, at no additional cost to the Bank etc. for the RD services (incl. Key - Exchange/ Rotation) is to be provided and maintained by the Endpoint Provider/ OEM, an no additional cost to the Bank. The infrastructure (HW, SW, HSM, etc.) for the RD services (incl. Key- Exchange/ Rotation) is to be provided and maintained by the OEM, at no additional cost to the Bank.</p> <p>xii. Bidder should comply all the formats of reports, reconciliation certificate, Electronic Journal, Receipts etc. as required by Bank, RBI, Govt etc free of cost.</p>

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4	45	Annexure I Terms & Conditions 19. PENALTY	New Clause	<p>h) Penalty for non-deployment or delay in deployment of On-site FM (Facility Management) support resource for TSS (Terminal Security Solution) and SPOC.</p> <p>Bidder need to ensure deployment of on-site resource and SPOC within one month from the date of empanelment letter. If bidder fails to deploy the resource and SPOC to Bank within the timeline then Bank shall impose penalty of Rs. 10000/week.</p> <p>Bidder need to ensure that On-site FM (Facility Management) support resource shall be available to Bank for all 365 days as per the timing given by Bank. If resource is not available and bidder also not arrange alternate resource, then Bank shall deduct the per day cost of On-site FM (Facility Management) support resource.</p>
5	38	Annexure I Terms & Conditions 2. DURATION OF CONTRACT	<p>The Rate contract will be valid for three years from the date of agreement signed with the Bank, subject to yearly performance review for satisfactory performance of the Bidder. The tenure of contract can be extendable on same terms and conditions for a period of one year in single or multiple trenches at the sole discretion Bank subject to satisfactory performance of successful bidder and mutual agreement on the terms and conditions.</p> <p>The Maintenance contract will be valid for six years from the date of expiry of warranty of installed/implemented BNA/CAA</p> <p>Bank reserves right to terminate the contract or cancel the purchase order, if issued, at any time in case system fails to meet any of the requirements as mentioned in the RFP.</p>	<p>The Rate contract will be valid for three years from the date of empanelment letter given by Bank, subject to yearly performance review for satisfactory performance of the Bidder. The tenure of contract can be extendable on same terms and conditions for a period of one year in single or multiple trenches at the sole discretion Bank subject to satisfactory performance of successful bidder and mutual agreement on the terms and conditions.</p> <p>The Maintenance contract will be valid for six years from the date of expiry of warranty of installed/implemented BNA/CAA.</p> <p>Bank reserves right to terminate the contract or cancel the purchase order, if issued, at any time in case system fails to meet any of the requirements as mentioned in the RFP.</p>
6	11	Scope of Work		Revised Scope of Work is Annexed Below

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7	83	Annexure – XIV Technical Specification s of CAA/BNA		Revised Technical Specification- Annexed Below
8	102	Annexure – XV Commercial Bid Format		Revised Commercial Bid Format-Annexed Below
9	111	Annexure – XVII PERFORMA FOR THE BANK GUARANTEE		Revised Performa for the Bank Guarantee- Annexed Below

Revised Scope of Work

1. The bidder will be responsible for the supply, installation, implementation and maintenance of CAA/BNA at various locations of the Bank and Regional Rural Banks sponsored by the Bank or any further amalgamated Bank in PNB.
2. The bidder has to enter into a rate contract with the bank for supply of CAA/BNA as per technical specifications and functionality approved by the bank. The rates will be valid for a period of THREE YEAR from the date of signing of SLA. "Bank in its sole discretion may extend the Agreement for a further period of one year subject to the performance of the successful bidder to the satisfaction of bank on same and/or such other terms and conditions as may mutually be agreed between the parties."
3. The Bidder should do the commissioning (including grouting) of the CAA/BNA as per infrastructure provided by the Bank for smooth functioning. Bank infrastructure includes site requirements such as power supply, UPS backup, Network ports, illumination, earthing etc.
4. During the contract period, bidder has to pass on the benefit of discount / reduction in prices/ Govt. duties, if any, to the Bank voluntarily. In case of failure, Bank reserves the right to terminate the rate contract with immediate effect.
5. The bank reserves the right to shift the equipment to a suitable location depending upon the need. The bidder will arrange to shift the equipment and install and commission the same. There will be no separate de-installation, re-installation and operationalization charges for the shifted equipment. The Bank will bear cost of de-grouting, re-grouting, transportation & transit insurance cost only in respect of shifting during the contract period. Bidder is responsible for shift CAA/BNA only.
6. Bank may have periodic review of technology in every half year. In case any of the models becomes obsolete, the bidder will provide the latest model available, at no extra cost to Bank.
7. The successful bidder may have to conduct UAT & Certification of CAA/ATM with NPCI, VISA & any other Network with the bank's existing setup within 45 days from the date of intimation from bank. In case the successful bidder fails to complete UAT within the stipulated time period, Bank will have discretion to pass on the offer to the next successive bidders, as Bidder need to complete the activity with ATM Switch team of Bank.
8. Successful bidder should update the software to support all new variants of currency notes as well as new denominations, discontinuation of paper currency, if any, issued subsequently without any extra cost to the Bank during the contract period including period of Warranty and AMC. Successful bidder should immediately undertake to upgrade the counterfeit currency detecting software whenever upgrades are released or noticed but not later than 2 weeks after the date of such release. The Successful bidder to ensure that machine does not accept/ recycle unfit/ torn/ counterfeit currency notes. Successful bidder should undertake to upgrade the counterfeit detecting

software minimum once in three months during the warranty and AMC period without any cost to the Bank. (Bidder has to give undertaking as per Annexure-XXVIII).

9. Successful bidder should ensure that CAA/BNA shall be calibrated/recalibrated and configured to accept and dispense correct denomination of Currency / Bank notes.
10. Multi-vendor software compatibility: The successful bidder shall agree that the Bank reserves the right to bring in Multi-vendor software, hardware and if such a solution is contracted with a third party other than the successful bidder, the successful bidder agrees to cooperate with the bank for implementation & support of Multi-Vendor Software. Cost of testing & UAT to implement the multi-vendor solution shall be fixed on mutually agreed basis. The Successful bidder also ensure that software including XFS of machine should be compatible with Multi-Vendor software, if there will be any compatibility issue during the warranty and AMC period of contract then successful bidder will make software including XFS compatible with Multi-Vendor Software without any cost to Bank.
11. During the Warranty and AMC period, the Successful bidder shall extend the On Site Service Support. The scope of Warranty and AMC shall include fixing the Cash recycler problems. Upgradation, supply, installation and implementation of upgraded versions of software (updates /upgrades) Rectification of Bugs/defects, if any, Preventive Maintenance of Hardware/Software Quarterly, installation of firmware/software, whenever required.
12. Bidder shall deploy the required CAA/BNA display screen provided by the Bank in CAA/BNA during UAT and LIVE. without any additional cost to the bank. The Bank will provide graphic mode customized display screens (irrespective of format i.e. jpeg. tif. gif. etc.) in Trilingual (Hindi, English and Regional language of respective state) and also for touch screen format for all transactions undertaken on CAA/BNA. Multi-lingual feature (with Regional Languages) should be bundled with the Machines by default. It will be the responsibility of the bidder to deploy the given display screens in the CAA/BNA under four free visits in calendar year. If four free visits already availed, then Bank shall pay the charges as per the cost of engineer visit derived through this RFP.
13. Bidder has to provide the Antivirus set up with latest updates/patches, which need to be preloaded at factory level for all ATM machines going to be procured. It is the responsibility of the successful bidder to make sure that no Malware including Viruses, Worms and Trojans enter and affect the system. Deployment of all third party software and its patches will be the responsibility of bidder. Bidder is responsible for deployment of patches related to upgrade & updates of Application Software, Operating System, and Antivirus etc. Bidder will deploy these patches through central pushing or field visit without any cost to Bank during the contract period.

In case of any regulatory compliance or on specific requirement of Bank, if any modification in such solution is required and complete build is to be created for field deployment, then same need to be done under free visits asked by the Bank. If four free visit already availed, then Bank shall pay the charges as per the cost of engineer visit derived through this RFP.

If bidder confirms that all functionality & prevention policy of Antivirus is handled by the Terminal Security Solution (TSS), then Bidder may provide only TSS solution to Bank. However, if any deficiency in the prevention policy is arises due to unavailability of Antivirus, then Bidder will be responsible for the shortcomings and losses will be imposed on successful Bidder only.

14. CAA/BNA should have vinyl wrapped as per the Bank's branding. The Bank will provide graphics for branding and the vinyl wrapping will be done by the bidder before installation of CAA/BNA at no extra cost to the bank. CAA/BNA to be vinyl wrapped on the visible portion of the machine means whole machine to be wrapped as per the graphics provided by the Bank.
15. The successful bidder shall provide operational onsite training to Bank Staff/Custodian at each CAA/BNA site at the time of installation and as and when required by the Bank, without any extra cost to Bank.
16. Bidder shall monitor the health for BNA machine on a 24X7 basis and initiate immediate trouble-shooting at central location. Scope for health monitoring is as under:
 - Bank will provide its own monitoring software/third party software/agent for EJ Pulling & Software/ Content Distribution / Screen pushing for BNA. Successful bidder will ensure to include these software/agent & screens in their customized build (i.e. compatible with Bank's Switch) at no extra cost to Bank.
 - In case any Bidder support required for such task for masking and unmasking of EJ then Bidder will provide support on free of cost (FOC) basis.
 - Successful bidder will install online Terminal Security Solution for managing the security parameter i.e. Operating System (OS) Hardening, Disk encryption, Support for Full hard disk encryption(FHDE), Whitelisting, provide one time code for secured admin access (with a validity of 60 minutes and manageable to extend the same if required), Reboot machine centrally, Allowing for specific remote user management, Support for One Time expiring passwords, Support for online and offline password management, Blocking USB ports on the BNA through centralized Control, Protection against the unauthorized updating / changing of configuration/ property of the files/script etc., Blocking the unauthorized installation/ de-installation of software, Only permitted/ white-listed applications are running on BNA, capability for centrally whitelisting the application, Auto Run Facility is enabler or Disable etc.
 - If Bank provides the central TSS server, then Successful bidder shall support in integration / implementation of Bank's terminal security solution, without any additional cost to the Bank.
 - The software should be supportive to EJ agent of all ATM Managed Service Providers (MSPs) in country (like FIS, FSS, AGS, Hitachi, NCR, Diebold, CMS, and Writers, EPS etc.). If there is any compatibility issue then Successful bidder should provide the support including whitelisting of agent/software for installation of EJ agent in machine for the contract period including AMC without any extra cost to Bank. Cost of deployment and Integration of MSP's EJ agent (as per list shared by Bank) with OEM software will be borne by the OEM. Bank will not entertain any kind of charges request for this activity.

17. Bidder will provide the error reading document for customization of EJ reading process and will provide all support for any modification in Build as per Bank requirement without any cost to Bank during contract period including AMC period.
18. The bidder will ensure that CAA/BNA machine has all relevant security features so that it does not accept any mutilated/ torn/ zero value/ lesser than the face value of currency notes. If it accepts the same, at any time, the Service Provider will compensate the Bank for any financial/reputational loss incurred on account of it. The machine should ensure to capture fake notes as per RBI guidelines and insert the same in separate Bin with increase in respective counters related to forged/fake/counterfeit note. Successful bidder will ensure that no other counter should be updated with the deposit of forged/fake/counterfeit notes. There should be a separate counter for the forged/fake note with a functionality to identify the transaction number and other related information with printing facility.
- Bidder shall also ensure that ATM should meet all the security solutions as per RBI guidelines/other regulatory body guidelines issued as on date of RFP Submission.
19. The bidder will extend full support to the Bank in getting Reconciliation of Cash Deposit / Withdrawal entries adjusted on account of unsuccessful transactions/ any other reason and ensure that the same is got adjusted within 5 days of reporting. If there, is shortage of cash in the machine because of above reasons, the bidder will investigate the same without any extra cost to Bank and inform the reason thereof or compensate the Bank for any loss, within 5 days of reporting. In case excess cash is found, bidder will check and reconcile the same and share report within 3 days of complaint lodged with bidder.
20. Preventive maintenance activity needs to be carried by successful bidder on quarterly basis for smooth functioning of BNA during the contract period including period of Warranty and AMC in addition to attending to calls for repairs/maintenance on free of cost basis. Other than regular PM activities, Bank may also fix certain activities for preventive maintenance such as:
- Network IP change requirement.
 - Pushing / Loading screens manually.
 - Connection of EJ agent and Terminal Security Software.
 - Any other similar activity as per requirement of Bank.
21. Bidder need to provide update /upgrade to Bank as soon as possible but not later than 30 days. If any deviation is found or penalty is charged by Regulatory authority from Bank for such negligence of update/upgrade or any loss incurred to Bank due to negligence / delay of such updates/upgrades, it shall be passed on to the bidder.
22. The successful bidder will be responsible for providing support to Bank Custodian/CRA/FLM and provide SLM services for CAA/BNA at various locations of the Bank.

23. The successful Bidder shall provide at least four free visits per site in each calendar year during the contract period including AMC period for any activity that may be required to be performed which are not covered under the scope of Warranty, AMC and Preventive Maintenance and no visit charges shall be payable for the same. Such free visits, to be undertaken by bidder, shall be coordinated and monitored at DBD HO level and bidder has to submit site wise monthly status.
24. Any future requirements like cassette spacers which may be necessitated on account of recalibration and other similar activities that may be required to be performed on CAA/BNA on account of regulatory guidelines during the course of contract period, shall be under free visits ask by Bank. If free visits are exhausted for the calendar year, then Bank will pay the charges as approved through this RFP. Cost of Spacer shall be borne by Bank as per actual.
25. Bidder should ensure encryption of all Hard Disk that will be installed in the CAA/BNA without any extra cost.
26. The Hard Disk should be able to store the DVSS images, Cash slot camera images along with currency note data for a period of at least 120 days. The image data should be retrievable remotely to address any dispute or as a response to police / regulatory authorities. The successful bidder will be responsible for providing image data as required by the Bank by retrieving from the machine physically within T+2 days of request of Bank without any additional cost to Bank. In the event of failure in providing image data as per Bank's requirement, Bank shall levy penalty equivalent to the amount of disputed transaction plus penalties imposed by police/regulator /ombudsman court etc. (if any).
27. During Onsite Warranty and AMC period, Bank will not pay any charges for Engineer's visit to site and any part replacement cost during Warranty Period except if the CAA/BNA part is physically damaged by miscreant, Earthing, Fire and Natural Calamities. In case part damaged due to earthing issues, engineer will provide reports confirming that parts got damaged due to earthing issues with photographs of multi meter during measuring the earthing of site, for approval to the respective Circle office and the nodal branch.
28. Escalation matrix should be provided for all kinds of support, technical, resolving of the issues.
29. Spare Parts: The Successful bidder shall ensure that spare parts, components etc. are available for the CAA/BNA for a minimum period of 10 years, during warranty and AMC period.
30. Consumables: Bank shall consider the following as consumables viz. Hood locks, fixed Glazing, ribbons, Currency Cassette, divert cassettes/purge bin, safe lock batteries ribbons, and cartridges. All other items should be covered under Warranty & AMC & shall be delivered without additional cost to the Bank (excluding part damaged due to reasons as flood, earthquake, natural calamities and vandalism cases, miscreant handling, short circuit, fire, theft, burglary and earthing). All the currency Cassettes/ Purge Bins/ Reject Bins installed in the machine shall not be treated as consumables

and should be replaced free of cost during warranty or AMC period, if life i.e. minimum Three (03) Years is not completed.

31. The Successful bidder must ensure before delivery that Hard Disk is encrypted and operating system is hardened to block the services which are not required for CAA/BNA. Successful bidder has to provide comprehensive white listing solution to prevent the machine from any cyber attack, intrusion, virus, worm, malware, Trojan any other malicious software or similar vulnerability known as on date of bid submission. In case of any future emergence of this type of malicious software, Bidder will support and ensure the conformity without any cost to Bank. The successful bidder shall ensure timely updation of antivirus to safeguard the machine and its OS from any of above vulnerabilities without any extra cost. In case of any deviation / vulnerability, bidder to restore back the system to good working condition including system hardening and fixing vulnerabilities. The Bank may conduct Inspection / Acceptance Testing to ensure that CAA/BNA contains all the required security parameters before Go-Live. CAA/BNA should be pre-installed with latest licensed Antivirus Solution ported with latest patches. Patches are to be updated during PM activities/ auto updation on regular basis. If any loss to the bank due to not following the mentioned items, then the successful bidder undertakes to pay the amount of loss occurred to Bank along with penalty, if any, levied to Bank within 7 days of incident happened or bill raised by Bank whichever is earlier.
32. The Successful bidder should provide end-to-end solution and implementation, including integration with ATM Switch application component (without any additional cost to the Bank) suitable for visually challenged persons (with audio support) for all above Cash Dispenser in English, Hindi, Regional languages (Will support for regional language in case of Bank ask for the same in future). CAA/BNA should have Voice Guidance flow enabled for the visually challenged along with Text to Speech, web extension services, EPP /functional keys based voice guidance support with internal speakers & jack. The Successful bidder should also participate in the testing and end-to-end implementation and rollout without any additional cost to the Bank. The Successful bidder shall undertake complete end-to-end installation & operationalization of Cash Recycler including integration with ATM switch. CAA/BNA machine should include all features including Braille keyboards/FDKs or both that supports visually, physically handicapped persons.
33. The successful bidder will have to provide two test machine for the purpose of UAT and other testing purposes, without any extra cost to bank, including AMC. All upgrades/updates will also need to check on test machine before rollout to field.
34. The Bank proposes to connect CAA/BNA to its FIS-IST Switch. The successful bidder will take total responsibility for supplying, installation of CAA/BNA and making them operational with integration to FIS-IST switch within the schedules as mentioned for delivery and installation. It is the responsibility of the bidder to obtain necessary integration certification from FIS-IST Switch.
35. Successful bidder/s have to ensure that such compatibility must also be available with any other Switch that the Bank may go in the future, during the period of the contract.

Cost of testing, integration with switch shall be decided on mutually agreed basis. The schedule given by the bank will be obliged by the Successful bidder.

36. Successful bidder is required to submit one set of OEM's complete technical documentation in soft as well as hard copies to Head Office/Zonal Office/Circle Office.
37. The Successful bidder should provide all the software and other utilities required for facilitating integration, interface with Multi-Vendor Software, LMS-OTC software, Biometric, UPI QR Code based Inter-operable Cardless Cash Withdrawals (ICCW), NFC / Contactless Card Reader etc. for these CAA/BNA.
38. CAA/BNA must be EMV Chip Enabled at the time of installation. Further, the CAA/BNA should have capability ab-initio to support Biometric, UPI QR Code based Inter-operable Cardless Cash Withdrawals (ICCW), Contactless Card Reader as required by the Bank in future. Successful bidder should supply necessary hardware & software and integrate with the bank switch for implementation of Biometric, UPI QR Code based Inter-operable Cardless Cash Withdrawals (ICCW), NFC / Contactless Card Reader on free of cost basis. Machine should be capable of the performing the function from day one, but implementation will be done as per the Bank's requirement.
39. Bidder to provide RD server license, support & integration free of cost to Bank for the contract period including AMC as mentioned below:
 1. Integration with RD service provider
 2. Integration of RD with BNA/CAA application inconformity with ATM switch.
 3. License cost, if any, including RD maintenance without any additional cost.
40. In the event of bidder is ceasing support of supplied CAA/BNA in operating system the successful bidder shall upgrade and install the latest higher version of operating system and all application software supporting the operating software for satisfactory function of CAA/BNA on all CAA/BNA deployed. The successful bidder shall also upgrade hardware required, if any, to support the higher version of Operating System without any cost to Bank. Bank shall bear cost of OS license only. Deployment of Upgraded build shall be done by bidder at no cost to Bank.
41. It is expected that the CAA/BNA, would under any circumstances, will not accept/dispense any counterfeit/mutilated note, as a matter of abundant precaution. If any CAA/BNA accepts /dispenses any counterfeit/ mutilated notes, this will be reported to the successful bidder and successful bidder has to make good for the loss immediately. The configuration of the CAA/BNA should be checked immediately and rectified. In this case, Bank shall impose penalty of Rs.5000 per instance including total amount loss due to deposit of counterfeit/mutilated notes.
42. CAA/BNA should have protection from Pests, Rats, rodents etc. starting from the date of delivery till the life of CAA/BNA. During the preventive maintenance reporting, bidder will submit the certificate along with the images that Rat mesh is present in the recycler. In case of non-submission of proof, Bidder will replace the CAA/BNA damaged part during the life of CAA/BNA in case of any loss due to Pests, Rats,

rodents etc. Bank will not accept any claim for replacement of any part damaged by Pests, Rats, rodents etc.

43. Successful bidder has to ensure that the equipment delivered to the Bank are brand new (not refurbished), including all components and provide a letter signed by authorized signatory in this matter to Bank. The successful bidder should also ensure that all the software supplied by the successful bidder is licensed and legally purchased.
44. Successful bidder must warrant all machines/equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. During the warranty period Successful bidder shall maintain the equipment and repair / replace all the defective components at the installed site, at no additional charge to the Bank. The Successful bidder shall replace the part, in case of requirement without any cost to Bank within maximum two working days.
45. It is the responsibility of the Successful Bidder to change/upgrade/customize the infrastructure at all levels (like software, hardware supplied to Bank, Infrastructure at Management Centre, Disaster Recovery Site of Successful Bidder, CR site etc.) for ensuring the compliance to statutory/regulatory, RBI, IBA, NPCI and VISA, MasterCard requirements at no additional cost to the Bank.
46. All repairs and maintenance service described herein shall be performed by qualified maintenance engineers fully familiar with the machine /equipment.
47. Bidder should ensure that CAA/BNA provided to Bank should have Terminal Security Solution (TSS) implemented without any extra cost. Backend technical support including deployment of server of TSS shall have to be provided by bidder. If Bidder have already supplied machines to PNB 2.0 or any other further amalgamated entity, then same need to include in TSS solution to control all activities mention in point no 16 without any cost to Bank. Bidder will provide On-site FM (Facility Management) support of resource(s) to Bank including hardware and software for management, monitoring and implementation of TSS. Bidder shall ensure that back-end technical support for TSS is provided to Bank.

Bidder will provide support for TSS from 8 AM to 10 PM. FM will sit at Bank Head office location (Delhi/Gurugram). Bidder will ensure the alternate arrangement of FM resources and make sure that support to Bank should be available for defined time window on 365 days basis. Bank shall require one resource upto 1500 machines. If machine counts increases more than 1500 then bidder shall send request to Bank for permission for deployment of extra resource as per rate finalised through this RFP.
48. The Bidder will carry out the de-grouting and de-installation activity of ATM/CAA/BNA in case of buyback of ATM/CAA/BNA, before installation of new BNA/CAA without any extra cost to Bank.
49. The Bidder will carry out the grouting and installation activity of CAA/BNA at all locations at their own cost for new installation.

Grouting: - “Moving / tilting of CAA/BNA for removing existing levelling screws. Drilling 12”-14” holes in the existing flooring using concrete drill bits and hammering metal sleeves in these holes. Repositioning the CAA/BNA over the existing markings. Putting in anchor fasteners – min 10” long and min 12mm thick anchor fasteners with Y shaped at the bottom of the fastener (For hold strong the anchor fasteners with base), preferably of Fischer make. Applying resin adhesive (Araldite) over the finished bolt positions for improved bonding & Repairing broke tiles, if any”.

50. Installation will be considered to be completed only after the grouting of machine and completion of following activities:
- a) Connection with Switch via Insert Switch IP/URL, port and loading of Terminal Master Keys (TMKs) in co-ordination with branch/Circle office officials.
 - b) Collect EJ docket number via loading EJ pulling agent, Enabling Electronic Journal log and content distribution etc.
 - c) Collect TSS docket number via insert TSS server IP and port.
 - d) Performing Successful Self-test / Diagnostic Check
 - e) Performing Successful transaction (financial & non-financial).
 - f) Training to Custodian on all routine activities including loading / un-loading Cash, EoD, Counter& Physical Cash Reconciliation, Identification of Success / Failed / Suspected transactions etc.
51. The Successful bidder shall provide required technical assistance for connecting BNA to DR Switch as and when the Bank requires.
52. The Successful bidder will ensure that if any recycler cassette goes faulty / out of cash or not inserted then other set of cassette and other operation should be functional as usual. Also if recycler cassette(s) get full, withdrawal transactions should continue as usual.
53. If any particular machine is frequently becoming out of service / order for any technical reasons for more than three times in a month and for two consecutive months, the Bank may ask the Bidder to replace the machine and bidder should replace the machine with another new machine at no extra cost to the Bank. This clause shall also be applicable for any faulty machine is delivered.
54. The Successful bidder shall get the infrastructure viz. earthing, power cabling, data cabling, access lock etc. examined at the site in coordination with the Branch/ Circle Office to ensure that the same are structured and proper for installation of BNA. The Successful bidder shall follow stringent guidelines and best industry practices to protect the systems from unauthorized access and wire-tapping.
55. The Successful bidder will provide the one SPOC with Laptop at Head office. Such SPOC will be responsible for submitting progress of purchase orders issued, delivery, installation, payments and monitor with resolution of SLM calls logged with OEM. Successful bidder will also ensure to participate in monthly Circle & Zonal Steering

committee meeting of each circle and zone, as and when called by the respective offices.

56. The successful bidder shall ensure that CAA/BNA application and its component are bug free. The successful bidder shall submit certificate of the same to Bank.
57. The successful bidder will ensure implementation of NFC, UPI QR Code based Inter-operable Cardless Cash Withdrawals (ICCW), MACing, Aadhaar Based Biometric Authentication, TLS and updating their respective patches and version, including Operating system and Antivirus from time to time during the contract period. Bidder is responsible for development & deployment of patches related to upgrade & updates for NFC, UPI QR Code based Inter-operable Cardless Cash Withdrawals (ICCW), MACing, Aadhaar Based Biometric Authentication, TLS for pushing the patches centrally (without any cost to Bank) and in case centrally pushing does not happen (for all set of machines or for some specific machines), Bidder will deploy these patches by field visit.
58. If Bank provides new certificate for TLS, then bidder will install the same either in existing build running at CAA/BNA or create new build and deploy the same in field at no extra cost to Bank
59. The Reserve Bank of India has been issuing guidelines on security measures from time to time and to quote few of the latest control measures but not limited to are mentioned below:
- a) RBI/2018-19/214 DCM (Plg.) No. 2968/10.25.007/2018-19 dated 14.06.2019.
 - b) RBI/2017-18/162 DCM (Plg.) No. 3641/10.25.007/2017-18 dated 12.04.2018.
 - c) RBI/2017-18/206 DBS(CO).CSITE/BC.5/31.01.015/2017-18 21.06.2018.

Bidder must ensure the compliance all the guidelines issued by regulators viz. RBI, NPCI, MasterCard, VISA, IBA, MHA, GoI etc as on date of submission of RFP.

ANNEXURE – XV

REVISED COMMERCIAL BID FORMAT
(To be submitted in e-Procurement process only)
Performa for Indicative Commercial Offer

Amount in Rs

S. No	Mandatory Items Description (TABLE A)	Unit Rate (INR) without GST	Total Project Cost for 2000 CAA/BNA
1	CASH ACCEPTOR CUM ATM (CAA) OR BULK NOTE ACCEPTOR INCLUDING RECYCLER (BNA) without Warranty		
2	One year Warranty Cost of the CASH ACCEPTOR CUM ATM (CAA) OR BULK NOTE ACCEPTOR INCLUDING RECYCLER (BNA)		
3	AMC Cost for CASH ACCEPTOR CUM ATM (CAA) OR BULK NOTE ACCEPTOR INCLUDING RECYCLER (BNA) without TSS annual subscription cost per year valid for next 6 years after end of warranty period.		
4	Cost of one On-site FM (Facility Management) support resource @per month for TSS for 7 years.		

S No	Incidental Items Description (Table B)	Percentage of unit cost of BNA without Warranty
1	Bunch Note Acceptor Module	
2	Stacker unit	
3	Cassette	
4	Dispenser Unit	
5	Recycler Solution	
6	Hard Disk 1 TB	
7	DIP Smart Card reader	
8	15" LED/LCD Monitor or Higher with touch screen	
9	PC Core mother board	
10	SMPS	
11	Fascia	
12	EPP	
13	Hood Door Lock & Key	
14	Divert /Reject Cassette	
15	Receipt Printer	
16	Receipt Printer Head	
17	Journal Printer	
18	Journal Printer Head	
19	S & G/Mass Hamilton Lock	

20	Four high Pick Module without cassette	
21	Shutter assembly	
22	Mechanical Lock	
23	Fascia Lock	
24	Inbuilt Camera	
25	External Camera	
26	Cost of Biometric	
27	Bar code Reader	
28	Harness	
29	Card Reader	
30	Bill Validator Module	
31	Additional set of Cassettes with Purge bin in case required with order of BNA	
32	
33	
34	
35	

* Bidder can add on the list of parts in Table B

S No	Incidental Items Description (Table C)	Unit Rate (INR) without GST
1	Vault breaking charges	
2	Shifting Cost of CAA/BNA (within same premises)	
3	Shifting Cost of CAA/BNA (within City)	
4	Shifting Cost of CAA/BNA (within State)	
5	Shifting Cost of CAA/BNA (Inter State)	
6	Grouting charges (Payable only in case of shifting or any incidental requirement, Bidder will provide grouting during fresh delivery of machine FOC basis to Bank)	
7	De-Grouting Charges (Payable only in case of shifting is required or any incidental requirement, Bidder will not charge De-Grouting for buy back ATM/BNA)	
8	Buy Back Rate of ATM/BNA (Buy Back location within Zone & may differ from location for which order has been placed & include De-Grouting Charges)	
9	Visit Cost (in case visit required by Bank)	

Break up of Taxes and Duties:

Sr. No.	Name of activity/Services	GST%	
1			
2			
3			
4			
	Grand Total		
Signature			
Seal of Company			

Kindly mention break up for Software, Hardware, Installation, Support services, AMC etc.

Note:-

- i. If the cost for any line item is indicated as zero or blank, then Bank may assume that the said item is provided to the bank without any cost. All cost is quoted in INR only.
- ii. In case of any discrepancy between figures & words, the amount in words shall prevail.
- iii. Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.
- iv. Bank is not bound to place any minimum order for any item. The quantity will also be as per requirement.
- v. We have ensured that the price information filled in the Commercial Offer at appropriate column is without any typographical or arithmetic errors. All fields have been filled in correctly.
- vi. Bidder shall be allowed for participation only after accepting the Base Price of Table A, Decrement Value, Percentage Breakup for line items of Table-A and lowest price/Base price discovered/declared by the Bank for each line items of Table C.
- vii. After Reverse Auction price of table B line items shall be fixed as per the percentage breakup given by bidder.
- viii. Bank shall declare the final price of TABLE A & C. Price of Table B shall be finalized as per percentage break up given by bidder.
- ix. Lowest Bidder (L1) will be determined by the price discovered through Reverse Auction, which will be conducted on a TABLE A, given above under Annexure XV, which consists of all mandatory services mentioned in Indicative Commercial Bid Format.
- x. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which is conditional and/or qualified or subjected to suggestions.
- xi. We have not added or modified any clauses/ statements/ recordings/ declarations

in the commercial offer, which contain any deviation in terms & conditions or any specification.

- xii. We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.
- xiii. Please note that any Commercial Offer which is conditional and/ or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated XX/XX/2021 and subsequent pre-bid and amendments.

Company Seal
Authorized Signatory
Date
Name & Designation:
Mobile

ANNEXURE-XVII

REVISED PERFORMA FOR THE BANK GUARANTEE

(To be stamped in accordance with stamp act)

Performance Bank Guarantee

Punjab National Bank
Digital Banking Division,
Head Office,
Plot-5, Institutional Area, Sector-32,
Gurugram-122001, Haryana

In Consideration of Punjab National Bank, Digital Banking Division, HO, Plot-5, Institutional Area, Sector-32, Gurugram-122001, Haryana (hereinafter called 'the beneficiary) having rate contract dated XXXXXXXX on M/s XXXXXXXXXXXXXXXXXXXX., having its registered office at XXXXXXXXXXXXXXXXXXXX (hereinafter called "the Supplier") for Supply, Installation, Implementation & Maintenance of Cash Acceptor Cum ATM (CAA) or Bulk Note Acceptor including recycler (BNA) to Punjab National Bank against the purchase orders to be placed under the aforesaid rate contract to the supplier. We, _____ having our Head office at _____ and carrying on business amongst other places at _____ (hereinafter called the Bank), do hereby irrevocably and unconditionally guarantee the due performance of the contract by the supplier for Supply, Installation, Implementation & Maintenance of Cash Acceptor Cum ATM (CAA) or Bulk Note Acceptor including recycler (BNA)

If the said supplier fails to maintain the system or any part thereof as per the contract and on or before the schedule dates mentioned therein, we -----, do hereby unconditionally and irrevocably agree to pay the amounts due and payable under this guarantee without any demur and merely on demand in writing from you during the currency stating that the amount claimed is due by way of failure on the part of supplier or loss or damage caused to or suffered / or would be caused to or suffered by you by reason of any breach by the said supplier of any of the terms and conditions of the said contract, SLA, NDA or by reason of supplier's failure to perform the said contract, in part or in full. Any such demand made on us shall be conclusive as regards the amount due and payable under this guarantee. However our liability under this guarantee shall be restricted to an amount not exceeding Rs. XXXXXX-(Rs. XXXXXXXXXXXX only), valid for XXXXXXXX months. You are entitled to invoke this guarantee full or in parts subject to the maximum limit of Rs. XXXXXX/-(Rs. XXXXXX only), within the validity period of this guarantee including claim period.

We -----, further agree that this guarantee shall continue to be valid till XXXXXX you certify that the supplier has fully performed all the terms and conditions of the said contract and accordingly discharge this guarantee or until XXXXXXXX,

whichever is earlier. Unless a claim or demand is made on us in writing under this guarantee on or before XXXXXXXX, we shall be discharged from all our obligations under this guarantee. If you extend the schedule dates of performance under the said contract, as per the terms of the said contract, the supplier shall get the validity period of this guarantee extended suitably and we agree to extend the guarantee accordingly at the request of the supplier and at our discretion, provided such request is served on the bank on or before XXXXXX.

Failure on part of the supplier in this respect shall be treated as a breach committed by the supplier and accordingly the amount under this guarantee shall at once become payable on the date of receipt of demand made by you for payment during the validity of this guarantee or extension of the validity period. That, if the bank guarantee is not renewed for any reason whatsoever, on or before the expiry of this guarantee, entire amount guarantee shall become forth with due and payable to the beneficiary and the bank shall pay the amount to the beneficiary without any demur on a written demand.

You will have fullest liberty without affecting this guarantee to postpone for any time or from time to time any of your rights or powers against the supplier and either to enforce or forebear to enforce any or all of the terms and conditions of the said contract. We shall not be released from our liability under this guarantee by the exercise of your liberty with reference to the matters aforesaid or by reason of any time being given to the supplier or any other forbearance act or omission on your part or any indulgence by you to the supplier or by any variation or modification of the said contract or any other act, matter or thing whatsoever which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability here under.

We further agree that this Guarantee shall not be in any manner whatsoever affected by reason of change in constitution of the supplier or including but not limited to any Insolvency or Liquidation of the supplier nor will this Guarantee be in any manner whatsoever be affected by any merger, amalgamation or absorption of the beneficiary, the same shall be valid and effective for the beneficiary constituted by merger, amalgamation, absorption etc.

In order to give full effect to the guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the supplier hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights if any which are in any way inconsistent with the above or any other provision of this guarantee.

The words the supplier i.e. M/s XXXXXXXX, the beneficiary i.e. Punjab National Bank, and ourselves i.e. -----, unless repugnant to the context or otherwise shall include their assigns, successors, agents, legal representatives. This guarantee shall not be effected by any change in the constitution of any of these parties and will ensure for and be available to and enforceable by any absorbing or amalgamating or reconstituted company or concern, in the event of any of the party undergoing any such absorption, amalgamation or reconstitution.

This guarantee shall not be revocable during its currency except with your prior consent in writing.

Our liability under this Guarantee is absolute, unconditional, irrevocable and unequivocal and this Guarantee is distinct and independent of any contracts between the suppliers and / or any contracts between Beneficiary and supplier. We further agree that the Bank's liability under this Guarantee and the beneficiary's right to recover the amount of this Guarantee from the Bank shall not be in any manner whatsoever be affected or prejudiced by reason of any dispute/s between the supplier and the beneficiary irrespective of whether any proceedings in respect of any such dispute/s has been instituted before any Court, Authority or Forum by whatever name of designation called anywhere in India.

Notwithstanding anything contained hereinabove:

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

Dated XXXXXXX at XXXXXXX

ANNEXURE – XIV

TECHNICAL SPECIFICATIONS OF CAA/ BNA

Part-A: Technical Specifications of the Front Access Cash Recycler (CAA/ BNA) including Re-Cycler functionality.

S.No.	Requirement	Compliance (Y/ N)	Remarks
1. Processor & Hardware			
1.1	6th Generation Intel® Core™ i5 Processor or higher with minimum 2.3 GHz & above with 6 MB cache or above. Bidder to provide the supported OS/Patching related software/hardware upgrades without any cost to Bank during the contract period. In case Bidder provide 6th Generation Intel® Core™ i3 Processor or higher with minimum 2.3 GHz & above with 3 MB cache or above, then Bidder will upgrade/replace the same during contract period without any cost to bank if any compatibility issues rises/for any regulatory compliance.		
1.2	8 GB DDR3 RAM or higher with scope to increase capacity, whenever required.		
1.3	1xTB or higher SATA / e-SATA HDD (for OS) 1xTB or higher SATA/e-SATA HDD (for camera image and video) (Two individual 1SATA / e-SATA HDD required out of which One should be Surveillance Rated and shall be configured for storage of images).		
1.4	2 or more USB ports in front for front access CASH RECYCLER		
1.5	Hard disk encryption		
1.6	OS Hardening (with local firewall) guidelines issued by the OS supplier and the Bank's IS Policy should be strictly followed		
1.7	101 Keys Keyboard (optional)		
2. Software			
2.1	Application interface facilitating admin, reconciliation and MIS function		
2.2	Microsoft Windows 10 / Compatible OS or above with latest service pack. In case supplied OS is declared end of support by Microsoft, the bidder has to replace the same with a supported OS including the supported		

	hardware changes or provide compensating controls without any cost to Bank.		
2.3	Software with CEN XFS 3.0 or above compliant and cross vendor support, documentation, and terminal diagnostics/utilities and capable of running Multi-Vendor Software with/ without any hardware changes. Testing, installation and operationalization of the same without any additional cost to the Bank.		
2.4	OS Hardening (with Firewall). CASH RECYCLER adequately guidelines issued by the OS supplier and the Bank's IS Policy should be strictly followed.		
2.5	Capable of supporting any Endpoint Protection/Whitelisting solution procured by Bank with a view to prevent malware including viruses, worms and Trojans should enter and affect the system.		
2.6	The password must meet the minimum length and upper case and lower case as per security policy defined by bank.		
2.7	Software with drivers (including for XFS devices), API documentation, and terminal diagnostics/utilities. OEM/Service provider is required to provide latest OS and Cen XFS 3.0 or above application version to support Regulatory requirement or Bank's need to support MVS and ATM Switch during the contract period.		
3. Currency Chest			
3.1	CEN 1 / UL 291 Level 1/CENL Certified Secure Chest or higher (Certificate issued in favour of the Bidder by these agencies to be provided by the Bidder as part of the Bid document)		
3.2	Chest lock like S&G / MAS Hamilton (KABAMASCENCON) etc. dual electronic combination lock of 6+6 digits with capability for onetime combination (OTC) and audit trail without any hardware change. Passwords to be changed at the time of installation of CAA/BNA and certified to this effect in the CAA/BNA Installation Certificate.		

	Further the dual electronic digital OTC lock with code generation and audit trail capability provided by the bidder must comply with RBI/2018-19/214 DCM (Plg.) No. 2968/10.25.007/2018-19 dt 14.06.2019 and any future amendment on the same.		
3.3	Alarm Sensors for temperature status, vibration status and chest open status while sending signal/messages to Switch/Management Centre.		
3.4	Terminal should be able to change automatically to Supervisory /Maintenance/Out-Of-Service mode& also capture the same in EJ, in following cases when : a) when cabinet/Hood Door is opened b) Chest/Safe door is opened. The Terminal should not dispense /initiate dispensation process when in Supervisory /Maintenance /Out-Of-Service mode except when required for Testing / fault resolution by Engineer.		
3.5	Terminal should be able to change automatically to In-Service/Transaction mode, after Chest door and Hood door is locked.		
4. Cash Dispenser			
4.1	Dispense minimum 40 currency notes per transaction.		
4.2	Dispense used notes		
4.3	Capable to retract notes but this functionality should be in disabled mode		
4.4	Indication (visible & audible) of proper insertion of all cassettes.		
4.5	2 x Double Pick Module, and 4 cassettes with lock & key.		
4.6	Reject BIN or Divert cassette bin with lock and key with capacity to hold minimum 300 notes or above		
4.7	Each Cassette should hold minimum of 2500 currency notes.		
4.8	Capable of Multi currency dispensing		

4.9	Capable of dispensing all denominations Rs.50, Rs.100, Rs. 200/-, Rs. 500/-, Rs.2000, as well as new denominations, if any, issued subsequently without any extra cost to the Bank. All cassettes should be adjustable to hold and dispense the currency notes if dimensions of currency notes are changed without any additional component requirement.		
4.10	Dispense at least 5 notes per second		
4.11	Machines should not dispense soiled, mutilated notes		
4.12	Dispenser Encryption: Encrypted communication and trust relation should be established between PC core and dispenser.		
4.13	Should not have any hardware module sensors which could be accessible by any end consumer either during idle state or during transaction processing		
4.14	Multi-media dispenser (ticket/coupon/stamp/receipt) with bunch presenter		
4.15	The machine should have capability to recognize the year of issue of the currency and should be able to be configured in such a way that while currency printed in or upto a certain year may be accepted (or rejected) by the machine, it may not be dispensed.		
4.16	Recycler should have capability for recycler the deposited notes and deploy the notes in respective denomination cassettes for further dispensation		
4.17	Friction / Vacuum pick technology		
5. Hybrid Dip Card Reader			
5.1	Dip Smart Card Reader with capability to read track 1 & 2		
5.2	Smart Card, Chip Card EMVCo Version 4.0 or later, as certified, with supporting EMVCo L1 LOA. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank. In case of certification, bidder to provide support without any cost to the Bank.		
5.3	Software, firmware, license for using Smart card, Chip card & magnetic strip on CASH RECYCLER		

5.4	CASH RECYCLER ready for using new EMV Chip Cards i.e. EMV Chip Card Reader enabled		
5.5	Cash recycler must also have biometric authentication capability with finger –print reader as per Aadhaar specifications and same is required from the initial stage.		
5.6	<p>Dip Smart Card Reader with anti-skimming device and anti-shimming device installed and integrated with the card reader of the CAA/BNA. Details of the anti- skimming technology / device to be enclosed. The bank is looking for a comprehensive skimming protection solution which achieves the following: -</p> <p>i) Senses unauthorized attachment of any device on the card reader module,</p> <p>ii)Sends the signal to ATM switch of the Bank,</p> <p>iii) Capable of enabling the switch to put the machine Out-Of-Service as well as block the card reader from accepting any more card insertions. XFS needs to send out error status so that the SNMP/MVS can pick it up and notify the monitoring system.</p> <p>iv) Should be equipped with solution/device for protecting from Deep insert skimming and shimming.</p>		
5.7	Communication link between the card reader and system should be encrypted by latest encryption standards. (This is between the Card Reader and the CAA/BNA)		
5.8	Card reader should be capable of disabling reading the magstripe as and when required by the Bank. If physical visit is required for disablement, bidder to arrange the same at no additional cost to the Bank		
5.9	Capable to read magnetic tracks 1 & 2		
5.10	EMVCo Level 2 approved terminal application/kernel. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank. In case of certification, bidder to provide support without any cost to the Bank.		

5.11	Should provide necessary support for certifications/approvals from VISA, Master Card, Amex, Union Pay, Rupay, and Discover including TQM (IFM) certificates. On expiry of certificate, Bidder will support replacing of certification with valid certificate at no additional cost to the Bank.		
5.12	Card reader should be compatible to work with any valid EMVCo certified EMV Kernels.		
5.13	Secure Biometric scanner that supplies the finger print data to the ATM switch in 800 byte ANSI-INCITS 378-2004 templates in Hex. The Biometric Scanner should be of good quality capable of accepting finger scans in one go and should be STQC certified and compatible with AEPS & Aadhaar specifications.		
6. Customer Interface			
6.1	Touch screen Type: IP65 Rating (Optional)/ Capacitive/ Infrared with or without FDK. Touch Screen (with support for visually handicapped through Function Keys / EPP wherever required). Braille stickers and text speech device on all devices as per requirement to support the visually challenged		
6.2	Size: minimum 15" LCD / LED Touch Screen or higher touch screen with standard bright and full screen display.		
6.3	BNA should be capable for providing virtual keyboard for entering Aadhaar/ Debit Card.		
6.4	Vandal screen with Privacy filter. Resistance to Indian weather, vandal proof and pertinent to and Indian usability condition		
6.5	All devices to have features as per requirements to support the visually challenged. All Cash Recyclers to meet the requirement of 'Talking CAA/BNA' (Bidder needs to ensure that braille supported keys (Pin Pad/ Function Keys or both, Locations of key devices, Audio jack) are present on the CAA/BNA. Bidder to provide support with voice guidance/headphone audio from the MVS software stand point.		
6.6	Voice guidance support with internal speakers & headphone jack 5 (hardware as well as software both to be provided with Cash Recyclers). Capable of voice guidance to the customer and digitalized wave files in the		

	Indian accent for the same in Hindi & English with third language as regional language to be provided by the bidder. There should be support for text to speech for full-fledged voice guidance solution implementation without any extra cost to the Bank.		
6.7	Provide Text-to-Speech (TTS) support in English, Hindi. However, Bank may ask for provide TTS support for any regional language/languages, which bidder need to provide without any cost to Bank. Terminal should be capable to integrate with custom/3rd party Text-to-Speech (TTS) software.		
6.8	Terminal should use speaker for audio message in case jack remove or vice versa.		
6.9	Cash Recyclers should have Rear View Mirrors covering major area of the site which allow users to see what is happening behind to avoid shoulder surfing		
6.10	Cash Recyclers should have a recessed PIN pad or provide a pin pad shield covering all three sides to avoid shoulder surfing and capture by the external cameras.		
6.11	Adherence to Persons with Disability standards compliance – give details; Access For All (AFA) compliant and suitable for wheel chair based operation for physically challenged		
6.12	Rugged spill proof Triple DES enabled keyboard with polycarbonate tactile/stainless Steel EPP pin pad. EPP Keypads to be PCI-PTS compliant with sealed metal keypad. PIN Pads shall be covered to prevent PIN disclosure via shoulder surfing. EPP should be designed so as to prevent overlaying of fake pin pad. Forcible removal of EPP should bring the machine down resulting in loss of data stored in the EPP, so as to prevent compromise even with high end decryption. Please provide details of the technology / solution. Should accompany with PCI certificate. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank. EPP Pin Pad Should be with Braille Embossings.		
6.13	Braille stickers on all devices as per requirements to support visually challenged		

6.14	Multilingual Screen Support		
6.15	MPEG - 4 full motion video support, and support for common video codecs.		
6.16	Terminal should be capable to display graphic screen and video files in commonly available picture formats (MPEG, MP4, PCX, JPEG,GIF, BMP etc.).		
6.17	Trilingual Screen Support (English, Hindi, Regional), in static graphics(PCX, JPEG, etc Language) and video files(incl. MP4) GIF etc		
7. Bill Validator \ Checker			
7.1	Validate all valid currency notes through the contract period		
7.2	Validation rate Should be 98% or more		
7.3	Bill escrow capacity should have capacity of 200 bills or more		
7.4	Bill identification time in seconds should complete in <u>8-10</u> notes /sec or in less time		
7.5	Full validation time in seconds – multi width front load. Maximum time taken for full validation should be 30 <u>–40</u> seconds or less		
7.6	Speed of cash acceptance in seconds for standard 200 notes –Cash Insert to Amount Confirmation The entire cash acceptance for 200 standard notes should be completed in 40 seconds or in less time		
7.7	Compliance to RBI's Note Authentication and Fitness sorting parameters (Documentation required on process of configuration. Configuration can be carried out at Bank location only). Configuration change to be done in 2 weeks.		
7.8	Both side scanning of all bills & IMAGE keeping serial recording.		
7.9	Bunch Note Accepting and Dispensing with capacity minimum 200 notes at one time and accepting / dispensing all denominations Rs. 50, Rs.100 (old & New), Rs. 200 Rs. 500, Rs. 2000 or any denomination issued by RBI in future.		
7.10	Cash Recycler must have template for all new variants of Rs. 50(old & New), Rs.100(old & New), Rs. 200, Rs. 500, Rs.2000 or any denomination issued by RBI in future. Bidder should update the software to support all new variants currency notes as well as new		

	denominations, if any, issued subsequently without any extra cost to the Bank.		
7.11	<p>CAA/BNA should have minimum capacity of 2500 notes storage per cassette with Minimum 4 recycling lockable cassettes (for both deposit and dispense) and one lockable reject bin/ cassette with separate box for Fake/ forged note. The reject bin, counterfeit/ suspect notes bin MUST MANDATORILY be under control of safe lock or have dual locking mechanism. Each Cassette should have capability to hold notes of any Denominations. The cassettes should be configurable on the machine without any additional cost to Bank as:</p> <p>(a) Deposit Only (b) Dispense only (c) Deposit and Dispense (d) Recycle Deposit/Dispense cassette capacity (e) New Bills (f) Street Grade bills</p>		
7.12	Denomination-wise sorting of the deposited currency notes Cassettes capacity of minimum 2500 notes per cassette. Recycler cassettes can be configurable with any denominations.		
7.13	Reject Bin/cassette with capability to hold Reject /Retracted notes must mandatorily be under control of safe lock or have dual locking mechanism		
7.14	Four orientation bill validation for good and bad currencies. Bidder will have to ensure support for bill validator for the entire period of machine life i.e. a minimum of 7 years.		
7.15	In case of any transaction being timed out, Notes deposited should be categorized and put into individual cassettes/bins once they are accepted by the machine. Audit trail also need to be maintained in EJ.		
7.16	Must support all types of transactions- card based, card-less and biometric authentication transactions.		

7.17	Appropriate treatment for various categories of Bank Notes, viz. (a) No Bank Note (Reject) (b) Counterfeit Bank Note (Impound) (c) Suspicious Bank Note (Reject) (d) Real Bank Note (Accept)		
7.18	Capability to back-track the customer for all notes deposited or dispensed with recording of Serial numbers of individual currency notes.		
7.19	Storing & Searching facility on image data of customer and note serial number at a later date.		
7.20	Cassette that support tracking on docking		
7.21	Foreign object detection/handling in the input tray.		
7.22	Cash transport movement should be secure and under dual locking.		
8. DES chip / Security			
8.1	Capable of Supporting Remote key Management – Triple DES /RSA with encryption / verification / validation software chip., Certificate or Signature-based.		
8.2	Triple DES chip with encryption/ verification/ validation software. Should support AES without any additional hardware		
8.3	CAA/BNA should be with in-built security features to trigger alarm in case of fire, hammering/tilting of the machine Clause stands remove		
9. Integrated Surveillance Solution			
9.1	Cash recycler should have pilfer-proof cameras able to capture the images of the user/customer at the time of accepting and dispensing the cash. Also capture images and Video at the cash slot cameras evidencing acceptance /dispensation of cash besides images of the user. There should be two pilfer proof camera inside the cash recycler 1.To capture the customer image and 2.Video/Image or both Capturing hand movement while depositing /withdrawing cash from cash slot only. Bidder will ensure that Pin Pad should be covered with pin guard.		

9.2	Solution should be able to store the images in a digital format for minimum 6 months at an average of 400 transactions per day. The back-up should be taken at quarterly intervals or earlier as per requirement by the Bank and supervised by the Bidder. The images will be stored on Hard Disks in the machine. Bidder to increase storage capacity for machines having more than average 400 hits per day accordingly		
9.3	Solution must provide an interface to browse, search and archive the stored images on hard disk or external media.		
9.4	Solution must be able to capture & stamp the transaction information (card number masked to comply with PCI-DSS) on the images and videos		
9.5	The solution must have a search facility to locate an image / event by date & time, card no., transaction reference no. and Recycler ID		
9.6	The solution must support functionality of monitoring from a central location either by ATM switch/third party agent. The Solution should be supportive to pull the required images from the central location , as and when required		
9.7	The image surveillance solution must not degrade the performance of CAA/BNA, e.g. speed of normal transaction. The solution should be able to pull the required images from the Central Location and share the same over e-mail with Bank officials, as and when required		
9.8	CAA/BNA must be capable of performing under extreme conditions. Temperature : 0 degree Celsius to +45 degree Celsius (Without Air Conditioner) Humidity :5 to 95 % (Without Air Conditioner)		
9.9	Solution should be able to integrate with any Multi- Vendor Software available with Bank to facilitate the pulling of images centrally.		
9.10	The Solution should be capable of notifying the ATM Switch in case the DVSS camera is disconnected or not working by any means so that the Cash Dispenser does not dispense cash.		

9.11	The resolution of the camera should be sufficient enough to capture the quality image of the object for clear identification		
9.12	The Image Surveillance hardware should be integrated within the CASH RECYCLER.		
10. Software Agent			
10.1	ALL Cash Recyclers to be enabled with Electronic Journal (EJ) with capabilities to store EJ for multiple days. BNA/CAA to be preloaded with a certified software agent of Bank's Managed Services / other Vendors during the time of installation without any extra cost to the bank. EJ Software will be provided by Bank / Managed Services vendor of the Bank. The CASH RECYCLER should be capable of supporting a third party software agent such as SDMS / Infobase / Radia, etc. The Agent should conform strictly to the RBI/regulator guidelines. The Bidder also agrees to install any software selected by the Bank at no cost to the Bank during initial installation of cash recycler.		
10.2	Should be capable & interfaced with the Bank's ATM Switch– IST. Bidder to provide proof of certification and/or actual integration with IST switch.		
10.3	Software for reading the EMV chip cards. Smart card/chip card EMV Version 4.0, Level 2 approved terminal resident applications. Copy of Level 2 Approval certificate to be enclosed.		
10.4	Machine hardware & software should be compatible for Remote diagnostic agent to diagnose problems with the machine including but not limited to predicting part failures. If any modification is required in hardware & software for support the Bank's /any third party Remote diagnostic agent, same should be provided by bidder at no extra cost to the Bank.		
10.5	Electronic journal to be also written on hard disk and replicated on the second hard disk which records images of the customer while dispensing & withdrawal. The solution should include a EJ viewer.		

10.6	Capable of supporting any Multi Vendor Software Application procured/available with the Bank. Bidder is required to support other MVS also in case Bank changes its current MVS during the contract period.		
10.7	Support centralized EJ Pulling agent provided by MSP. While pulling EJ, the same should be non-editable with encryption or with checksum or any other solution to prove the authenticity of EJ before a third party such as the regulator (RBI), a Banking Ombudsman, Police authorities etc. Bidder shall also store Serial number of all notes deposited separately and made available as and when required.		
11. Connectivity			
11.1	Should have Network Interface Card(NIC) 10/100/1000 Mbps		
11.2	Should be capable of connecting to the Bank's ATM Switch-IST – using existing device handlers at no additional cost to the Bank		
11.3	Must support TCP/IP, TLS1.2 & above, UDP and shall provide required software, if any. If Upgradation required, Bidder need to provide on free of cost (FOC) basis to Bank. Bank will confirm only ATM switch support & provide TLS certificate. All support like License cost, implementation or field rollout will be under scope of Bidder only.		
11.4	Software required for connecting the CASH RECYCLER to Bank's own Network shall be provided by the Bidder.		
11.5	Bidder to provide utility for converting the files, containing transaction details, into ASCII format.		
11.6	Minimum 40 column Graphic Thermal Receipt printer with dual mode printing		
11.7	Ability to support multiple NIC to enable multiple connections.		
11.8	Should support IPv4 addressing and be IPv6 ready. Ability to perform IPv4-IPv6 integration, if required at no additional cost to bank.		
11.9	Should be capable of connecting to the existing ATM Switch (IST) or any other Switch introduced by the Bank in future, using		

	existing device handlers (NDC version 4.0/ D912/DDC) at no additional cost to the Bank. The applicant, if selected, must provide switch certification, only from IST Switch for the present, at the time of submitting the response to RFP, failing which the Bank reserves the right to disqualify the applicant from further procurement process		
12.Power			
12.1	In-built SMPS to work on 230V 50 Hz power supply.		
12.2	Support input voltage of 230V AC /50 Hz with +/- 5% variation.		
12.3	CASH RECYCLER should have Low Carbon Footprint i.e. Low Power consumption in operation as well as in idle condition.		
12.4	CASH RECYCLER should have Integrated Power Management Solution. The CASH RECYCLER software must be capable of interfacing with the Bank's UPS systems and query the battery status, in -line power and temperature, taking the machine out of service if the battery capacity is too low, perform scheduled power offs and automatically start up at the configured date and time. The solution must shut down gracefully to allow completion of the ongoing transaction in the event of complete battery discharge. The above power management functionality must be controllable remotely. In this situation, CASH RECYCLER should have the capability of generating message of low battery status and should send the same to the switch.		
12.5	CAA/BNAs to be provided with internal battery backup which will be required for preserving the last state of the machine in the event of loss of power supply. This is required to achieve safeguarding the corruption of BNA Software. However, clause is optional. In case due to unavailability of such feature if any hardware/software goes faulty due to power/fluctuation/earthing issue, then Bidder will make the machine operational without any cost to Bank		

13. Contactless Card Reader

13.1	<p>Contactless Card integration :</p> <p>The NFC contactless module with support Contactless Card integration (Hardware and Software) supporting upto ISO 14443 Type A/Type B, MiFare, ISO 21481 and ISO/IEC 18092 or higher. In case of any new guidelines or the regulator mandates newer specifications, the service provider should provide required support for hardware/software for which cost shall be decided on mutually agreed basis.</p> <p>Machine should be capable of the performing the function from day one, but implementation will be done as per the Bank's requirement. Any software/patch development and rollout for implementation of related functionalities asked by this RFP shall have to carried out without any extra cost to Bank. If build is required to be created due to upgradation/replacement of any patch or application (due to any regulator guideline/asked by bank) then Bidder will develop and deploy the build in machines under free visit asked by the Bank and if free visit already availed then visit cost shall be payable as per agreed rate through this RFP. Development cost including testing & UAT for such cases (due to any regulator guideline/asked by bank) shall be fixed on mutually agreed basis.</p>		
13.2	<p>Smart Card/ Chip Card EMVCo Contactless Version 2.1 or later, as certified with supporting EMVCo L1 LOA. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank.</p>		
13.3	<p>EMVCo Level-2 approved terminal application/kernel. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank</p>		
13.4	<p>Should provide necessary support for certificates from VISA, Master Card, Amex, Union Pay, Rupay, Discover including TQM (PCD) certificates. On expiry of certificate, it should be replaced with valid certificate, if any support is required from bidder then bidder will</p>		

	provide support at no additional cost to the Bank.		
14. Biometric			
14.1	Should be UIDAI certified device for biometric capture and authentication. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank.		
14.2	Support Biometric Based Authentication API v2.0 specifications (should be UIDAI certified biometric device for biometric capture and authentication). On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank.		
14.3	Bidder to provide RD server license, support & integration free of cost to Bank for the contract period including AMC as mentioned below: 1. Integration with RD service provider 2. Integration of RD with CAA/BNA application inconformity with ATM switch. 3. License cost if any including RD maintenance without any additional cost.		
15. Testing/Software Testing			
15.1	The necessary technology/ application/ hardware for supporting card based, cardless and biometric transactions should be available ab-initio.		
15.2	Bidder should arrange for OEM/ Service Provider to deploy resources whenever required, for testing the functionality at the CAA/BNA LAB at no extra cost		
15.3	Should provide test notes & test firmware for recycler testing, at no additional cost to the Bank. The test notes & firmware will be used only for lab-testing purposes		
15.4	Should provide necessary resources including paper rolls (for receipt printer, journal printer etc.) for lab testing purpose at no additional cost		
15.5	L-3 Certification with MasterCard, Visa, Rupay or any other provider ,Bidder should support bank for the certification without any cost to Bank		
16. Camera			
16.1	Cash Slot camera		

	<p>A Camera should be present within the machine at the cash slot to capture the movement of cash during deposit and withdrawal by the customer. The camera should be capable of taking images of the cash movement. The images should be time stamped with Terminal ID, Masked Account & Card no. etc. The images should be saved in the Hard disk and should be capable of being pulled centrally. The OEM to provide the necessary drivers for the camera and assist in the integration with the Bank's MVS Software. The bank will require these images for disputed transactions. Failure to provide the image for the transactions required by the Bank, the Bidder to pay penalty of Rs.1000/- or the disputed amount or the penalty imposed by the regulator on Bank for Disputed transaction, whichever is higher. Capture of images by cash slot camera should be linked with shutter opening and closing and capacity to capture the frames of images should not be above 2 Seconds. It is clarified that clause is specified for Cash slot camera and not for DVSS camera".</p>		
17. Others			
17.1	Graphic Thermal Receipt Printer, BNA, must be capable of printing graphics like PNB logo on the receipt and should also capable of printing receipts in Hindi, English and Regional languages.		
17.2	Low media warning for all items viz. bills, journal roll, ink		
17.3	Cash Recycler should have Low Carbon Footprint i.e. Low power consumption in operation as well as in idle condition.		
17.4	Remote Power-on/Power-off facility		
17.5	Should provide hardware, software and MIS for the day-to-day operations required by the custodian		
17.6	Bidder to integrate – where feasible- the alarm sensors of the CASH RECYCLER to the branch siren / hooter without any additional cost to Bank.		
17.7	CASH RECYCLER capable of One to One Marketing. Client when Loaded on CASHRECYCLER should be able to interact		

	with different CRM sources using open standard messaging standards		
17.8	CASH RECYCLER MUST MANDATORILY have PIN pad shield/ recessed pin pad covering all three sides to avoid shoulder surfing and capture by the external cameras		
17.9	Should support admin functions for updation of switch counters.		
17.10	There should be 8 FDK keys with Braille Impressions (4 on either side of the Screen) for selecting the various options being displayed on the Screen. However requirement is optional, if all functionality can be handle by touch.		
17.11	List of MIS & other reports available out of box		
18.Interface for Banking software and & Switch Connectivity			
18.1	Bidder to provide utility for converting the Cash Dispenser files, containing transaction details, into ASCII format.		
19.Hardware			
19.1	Co-ordinated LED Lights Indicators at Card Reader, Cash slot dispenser, Receipt printer. (Optional for Keypad, FDK keys). The LED Lights at these places will blink accordingly during the course of transaction attracting the attention of the customer to that part of the machine		
19.2	Card reader slot: When machine wants the customer to pull out his/her card		
19.3	Keypad: Whenever the machine needs input from Keypad. However requirement is optional, if all functionality can be handle by touch		
19.4	FDK Keys(Optional): Whenever the machine needs input from FDK keys		
19.5	Cash slot dispenser: When cash is presented at the cash slot for the customer to take it.		
19.6	Receipt printer slot: Whenever any receipt is out from the machine for txns. like mini statement, failed transaction etc.		
19.7	There should be 8 FDK keys with Braille Impressions (4 on either side of the Screen) for selecting the various options being displayed on the Screen. However requirement is optional, if all functionality can be handle by touch.		

19.8	Terminal should have unique key for each terminal hood lock and outer chest door. Bidder to provide two set of keys for hood and outer chest door to Bank		
19.9	LAN cable and Power cable hole should be available only at lower backside of terminal.		
20. Maintenance			
20.1	Should provide hardware, software and MIS (Keyboard, Mouse etc.) for day to day operations required by the custodian. If Bidder ensured that daily operation can be handle with their CRM or with existing infra of machine i.e. with touch or FDK or EPP then Bidder not need to provide keyboard and mouse with machine.		
21. Media Status			
21.1	Low and media empty warning for all items viz. currency notes, consumer printer roll etc.		
22. Electronic Journal(EJ)			
22.1	Support centralised EJ Pulling		
22.2	EJ should be non-editable with encryption or with checksum or any other solution to prove the authenticity of EJ before a third party such as the Regulator (RBI), Courts, Banking Ombudsman, Police Authorities etc.		
22.3	Bank will provide its own monitoring software/third party software/agent for EJ Pulling & Software/ Content Distribution / Screen pushing for BNA/CAA. Successful bidder will ensure to include these software/agent & screens in their customized build (i.e. compatible with Bank's Switch) at no extra cost to Bank. If Bank gives any other MSP/Own EJ agent in future then integration of agent with machine software will be tested, customized in build & deployed at terminal without any cost to Bank. In case any Bidder support required for such task for masking and unmasking of EJ then Bidder will provide support on FOC basis. The CAA/BNA should be capable of supporting a third party software agent such as SDMS(Scientific Data Management System)/ Infobase / Radia, etc. The bidder also agrees to install any software selected by the Bank at no cost to the Bank.		

23. Receipt Printer			
23.1	Machine should print customer slip in HINDI and English and regional languages. (EP needs to ensure that the printer driver/firmware supports multiple font printing for English and Hindi. However language other than English may be print as image base printing)		
23.2	Printer driver/firmware needs to support Hindi, English and regional Indian type fonts/specification.		
23.3	Electronic journal to be written on CAA/BNA hard disk and replicated on the second hard disk which records images. The solution should include a EJ viewer.		

Note:

1. The bidder should provide a compliance statement for all the above specification of technical requirements against each item.
2. All relevant product information such as user manuals, technical specifications sheet etc should be submitted along with the offer. Failure to submit this information along with the offer could result in disqualification of the bid.

Part-B: Functional Specifications of CAA:

Functional Specifications: Cash Recycler and the software to be provided should have the capability of performing the following functions through Display Menu (These are minimum specification required, Successful bidder will implement the same as per Bank requirement):

S.No	Requirement	Compliance (Y/ N)
1	Deposit of Cash -With Card -Cardless	
2	Withdrawal of Cash (ONUS) -With Card -Cardless -OFFUS withdrawal	
3	FASTCASH	
4	Balance Inquiry	
5	MINI STATEMENT	
6	DCPIN / GREEN PIN generation	
7	Transfer of Fund -Card to Card - Self account - Within Bank account	
8	IMPS -Registration	

	-Fund transfer	
9	Credit Card Bill payment	
10	Aadhar Registration	
11	Mobile Banking Registration	
12	Lead Generation -Withdrawal -Deposit	
13	Cheque Book -Request -Stop	
14	IMT	
15	Complaint Registration	
16	Choice of Language	
17	Support for all Card Schemes – VISA/Master/RuPay/Diners/AMEX etc.	
18	Transaction Detail / Receipt Printing with following details <ul style="list-style-type: none"> • Device ID, Date and Time • Location Code (Alphanumeric) • Card no. • Account No. • Name of account holder • Transaction SL No. • Amount • Description of transaction 	
19	Admin functions for Cash Management reconciliation	
20	Should allow cancelling a transaction before its execution. (Appropriate message should appear guiding the customer)	
21	On-screen instructions <ul style="list-style-type: none"> • Menus for each deposit type • Videos detailing transaction steps •Flashing lead-through indicators •Consumer-guidance labels •Distinguishing icons 	

22	MIS Reports on: <ul style="list-style-type: none">• All Deposit Transactions• All Dispense Transaction• Denomination-wise Cash Balance Report• Counterfeit Notes detected• Soiled /Non-issuable Notes• Transactions where deposit accepted but transaction failed• Transactions where account debited but dispense not done• Transaction successful (account credited) but currency returned• Reconciliation reports• Admin function reports Complete List of MIS Reports to be enclosed	
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Signature of Authorized Signatory

Name of Signatory:

Designation:

Seal of Company:

- **Clauses of Draft SLA shall be modified to Successful bidder as per the amendment made in the RFP via Corrigendum's.**
- **All prospective bidders are advised to refer the new tender number 1640 at site <https://etender.pnbnet.in> for participation in Bid. All bidders are requested to kindly submit their bid in the tender number 1640 only. Earlier Tender number 1585 has been closed for further process by the Bidders.**

GENERAL TENDER DETAILS

<u>RFP for Supply, Installation, Implementation & Maintenance of CASH ACCEPTOR CUM ATM (CAA) OR BULK NOTE ACCEPTOR INCLUDING RECYCLER (BNA)</u>		
1.	Last date and time for sale of Bidding Documents	24-11-2021 Till 14:00 Hrs
2.	Last date and time for Online bid submission (both Technical & Commercial) (Hash submission)	24-11-2021 Till 14:00 Hrs
3.	Last date and time for Bid Re-Encryption	24-11-2021 from 17:01 Hrs to 25-11-2021 to 14:00 Hrs
4.	Time for submission of technical supporting document (Hard Copy)	24-11-2021 from 17:01 Hrs to 25-11-2021 to 14:00 Hrs
5.	Date and Time of Technical Bid Opening	25-11-2021 16:00 Hrs

*Rest details are same as per RFP document.