

Request for Proposal

For ATMs/CDs

TENDER NOTICE NUMBER CSCB/IT/2022/07

DATED: 23.09.2022

Price ₹ . 5,000/-

**SUPPLY, INSTALLATION, CONFIGURATION, COMMISSIONING, INTEGRATION OF ATMs/CDs WITH
CSCB'S ATM/EFT SWITCH & MAINTENANCE OF ATMS**

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This document is a Request for Proposal (RFP) from the Bidders to participate in the Chhattisgarh State Co-operative Bank Ltd., Raipur (CSCB) evaluation exercise. The Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the RFP document. The failure to furnish all information required by the RFP document or to submit a bid not substantially responsive to the RFP document in every respect will be at the Bidder's risk and may result in the rejection of its bid. The Terms and Conditions for submission of offer are for Supply, Installation, Configuration, Commissioning, Integration of ATMs/CDs with CSCB's ATM/EFT Switch and Maintenance of the ATMs/CDs.

PART 1: REQUEST FOR PROPOSAL

Sealed tenders are invited from eligible bidders for Schedule A items according to the requirement of the CSCB for

- Supply, Installation, Configuration, Commissioning, Integration of ATMs/CDs with CSCB's ATM/EFT Switch on ASP Model (M/s C-Edge Technologies Private Limited) and Maintenance of the ATMs/CDs.

Schedule – A: Supply, Installation, Configuration, Commissioning, Integration of ATMs/CDs with CSCB's ATM/EFT Switch on ASP Model (M/s C-Edge Technologies Private Limited) and Maintenance of the ATMs/CDs with On-site One Years Comprehensive Warranty.

Schedule – B: Company should have their service engineers in Raipur, Bhilai, Bilaspur, Raigarh and Jashpur.

- The interested bidders have to bid for Schedule A. The intending companies can download or purchase the document and participate to the Bid by way of non refundable bid amount of ₹ . 5,000/- (Rupees Five Thousand Only) by means of a Demand Draft / Pay Order favouring **“C.G. Rajya Sahakari Bank Mydt.”** payable at **Raipur** or Bid Purchase Invoice and should be attached along with “Technical Proposal” being cost of Bid document. The amount will not be refunded to any prospective bidder under any circumstances including cancellation of RFP or procurement process at any stage. Bids shall be rejected if the Bid Amount Demand Draft / Pay Order / Bid Purchase Invoice are not received.
- The intending companies have to submit EMD of ₹ . 50,000/- (Rupees Fifty Thousand Only) by means of a Demand Draft / Pay Order favouring **“C.G. Rajya Sahakari Bank Mydt.”** payable at **Raipur** should be attached along with “Technical Proposal” being cost of EMD. Bids shall be rejected if the Bid Amount Demand Draft / Pay Order are not received. The EMD of the unsuccessful Bidder shall be refunded after final acceptance of the tender and within reasonable time not exceeding six months from the date of opening of the tender. The EMD will carry no interest. EMD retention period of successful Bidder will be up to Contract Period i.e. Five Years. The EMD will be forfeited if a Bidder withdraws his offer before finalization of the tender. The EMD of the successful Bidder shall also be forfeited if the Bidder fails to sign the prescribed agreement within the specified period.
- The Bidder shall bear all costs associated with the preparation and submission of its Bid and the CSCB will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the Bidding process.

1.1 Schedule of Bid Submission / Address for Communication

Date and Time of Commencement of Sale of Bid Document	23.09.2022
Address for Vendor Queries	cbs.it@cgapexbank.com itconsultant@cgapexbank.com
Last Date and Time for Receipt of Bids	06.10.2022 up to 5.00 P.M.
Date & Time of opening of Bids	07.10.2022 at 1.00 P.M.
Kind Attention	The Managing Director
Address	Chhattisgarh Rajya Sahakari Bank Maryadit (APEX BANK), "Sahakar Bhawan", Plot No – 74, Sector – 24, Atal Nagar, Nava Raipur (Chhattisgarh)
Contact Person & Number	Mr. Viplwa Kotangale – IT Consultant 83838-52562 Mr. A. K. Shrivastava – OSD 94252-54090 Mr. Vinay Mishra – Manager 98261-99079
Email ID for Queries / Clarifications	Email: cbs.it@cgapexbank.com itconsultant@cgapexbank.com
Website	www.cgapexbank.com

The prospective Bidder requiring any clarification of the RFP document may notify the CSCB in writing by email at the address indicated above. For queries and clarifications regarding the tender document, please feel free to contact us at the above Address/ E-Mail ID/ Telephone/ Mobile Numbers during working days between 11 AM – 5 PM. The queries and clarifications will be entertained of those bidders only, who will purchase the RFP document.

1.2 Confidentiality

The CSCB expects the Bidder to strictly adhere to the instructions given in this document and maintain the confidentiality of this RFP. All the information contained in this document is confidential and is provided with the purpose of enabling the Bidders to understand the requirements of the CSCB. The CSCB will not be liable and will hold the Bidder responsible for any misuse of this document.

- 1.3** The CSCB reserves the right to change the dates, timings mentioned above or elsewhere mentioned in the RFP, which will be communicated by placing the same as corrigendum under Tender Section on CSCB's website.

PART 2: DISCLAIMER

- 2.1 The information contained in this RFP document or any information provided subsequently to Bidder(s) whether verbally or in documentary form by or on behalf of the CSCB, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.
- 2.2 This RFP is neither an agreement nor an offer and is only an invitation by the CSCB to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. The CSCB makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The CSCB may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- 2.3 This is not an offer by the CSCB but only an invitation to bid in the selection process initiated by the CSCB. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is executed by the duly authorized signatory of the CSCB and the Bidder.
- 2.4 Bank reserves all rights of selection of Vendor.

PART 3: MINIMUM ELIGIBILITY CRITERIA

This RFP is open to all Companies from within India, who are eligible to do business in India under relevant Indian laws as in force at the time of bidding should fulfill the minimum eligibility conditions subject to the following requirements:

Sl.No.	Criteria for Schedule - A	Documents to be submitted**	Acceptable Yes/No
3.1	Bidder should be a limited company (Public/Private) registered in India under the Companies Act, 1956/2013 for the last 3 years as on RFP issuance date.	1. Certificate of Incorporation issued by Registrar of Companies along with 2. Copies of Memorandum of Association 3. Copies of Articles of Association 4. PAN, TAN, GSTIN Certificate and any other tax related document if applicable is required to be submitted along with the eligibility bid.	
3.2	The Bidder / OEM should have national presence and should be engaged in ATM business in India for a period of at least Three years till the date of bid submission.	Copy of the Purchase Orders etc. to prove bidder's ATM business in India for at least Five years from the date of bid submission.	
3.3	Bidder should be the Original Equipment Manufacturer (OEM) or their Authorized Sub Dealer/ Dealer / Channel Partner/ Sole Distributer in India.	Manufacturer Authorization Form (MAF) Certificate from OEM in Case of Channel Partner/Distributer /Dealer and Authorization Certificate from Channel Partner/ Sole Distributer in Case of Sub Dealer as per the Format 8.3.	
3.4	Original Equipment Manufacturer (OEM) should have ISO certified Manufacturing facility.	A copy of ISO certification of OEM with currant validity.	
3.5	The Bidder / OEM should have supplied at least 500 ATMs in India till the date of bid submission.	Copies Purchase Orders or Certificates from banks mentioning quantities to prove bidder's eligibility.	
3.6	The Bidder / OEM should have supplied ATMs/CDs to 5 Public Sector Banks/ Private Sector Banks/Cooperative Banks in India.	Copies of Purchase Orders or Reference Letters from the respective Public Sector Banks / Private Sector Banks /Cooperative Banks.	

3.7	Bidder / Original Equipment Manufacturer (OEM) should have exclusive support infrastructure for maintenance of the ATM supplied by them and be able to provide & maintain equipments with their competent support engineers in Chhattisgarh State.	Detailed information regarding Service and Support Centre / Engineer in Chhattisgarh State.	
3.8	The Bidder should have a minimum annual turnover of Rs. 2 Crore per year during the last three financial years i.e., 2019-20, 2020-21 & 2021-22.	Copy of the audited balance sheet, certificate from the Chartered Accountant of the company showing profit, net worth and turnover of the company for the consecutive last three financial years i.e., 2019-20, 2020-21 & 2021-22 should be submitted.	
3.9	The Machines should be PCI compliant having valid PCI, EMV L1 and L2 certificates, STQC certificates as per regulatory guidelines from RBI/NPCI/UIDAI.	Copy of the PCI compliant having valid PCI, EMV L1 and L2, STQC.	
3.10	Bidder/ OEM should not have been blacklisted/ debarred by the Govt. of India or their undertakings, any State Governments or their undertakings previously. In such cases the bid will be summarily rejected and no correspondence in this matter shall be replied by the CSCB.	An undertaking to this effect.	

**** If Bidders does not annexed requisite documents in above mentioned annexure it will not be responsibility of bank to search the entire bid document, rather bank will assume that bidder has not enclosed such documents and bid will be considered incomplete.**

PART 4: TERMS AND CONDITIONS OF CONTRACT

4.1 Selection of Sites

The ATMs/CDs are to be rolled out at Urban, Semi-Urban and Rural locations of the State of Chhattisgarh or elsewhere as per the requirements of CSCB.

4.2 Period of Contract

The Bidder should commit to provide Supply, Installation, Configuration, Commissioning and Integration of ATMs/CDs Machine with CSCB's ATM/EFT Switch on ASP Model for Schedule A for a minimum period of five years and maintenance of the services of as per this RFP document.

4.3 Bid Document Availability

The Bidding Document may be downloaded from CSCB's Website www.cgapexbank.com and the bid should be submitted on or before the due date and time brought out in the bidding document at the address given below:

The Managing Director
Chhattisgarh Rajya Sahakari Bank Maryadit (APEX BANK),
"Sahakar Bhawan", Plot No – 74, Sector – 24,
Atal Nagar, Nava Raipur (Chhattisgarh) - 492002

Bidders should note that all the information required by the CSCB in RFP needs to be provided. Incomplete information may lead to rejection.

4.4 Format and Signing of Bid

4.4.1 Each bid shall be submitted in 2 parts (one for Technical Proposal and one for Commercial Bid):

- a. Part I - Technical Proposal
- b. Part II - Commercial Bid

The two parts should be in two separate covers, each super scribed with the name of the Project as well as "**Technical Proposal**" and "**Commercial Bid**" as the case may be.

4.4.2 The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall initial all pages of the Bids, except for un-amended printed literature.

4.4.3 Any inter-lineation, erasures or overwriting shall be valid only if they are initialed by the person signing the Bids. The CSCB reserves the right to reject bids not conforming to above.

4.5 Documents Comprising the Bid

4.5.1 Envelope comprising the Technical Proposal should contain following:

- a. Original Technical Bid Document Signed and Sealed.
- b. Vendor Organization Details as per Format 8.2.
- c. Conformity to compliance of Minimum Eligibility Criteria mentioned in Part 3.
- d. Conformity to compliance of Technical and Functional Specifications (TFS) mentioned in Part 6. Brochure of quoted Model with specification certified by OEM

should be attached.

- e. Offer Letter as per Format 8.1 and duly signed by the Bidder.
- f. DD / Pay Order or Bid Purchase Invoice for Bid Document Cost of ₹ . 5,000/- (Rupees Five Thousand Only).
- g. DD / Pay Order for Earnest Money Deposit (EMD) of ₹ . 50,000/- (Rupees Fifty Thousand Only).
- h. Manufacturer's Authorization forms as per Format 8.3 wherever applicable.
- i. A full description of the Technical Solution and its Compliance which should provide an acceptable as described in PART 6 Technical & Functional Specifications in the form of Literature, Drawing and Data.

The Original Technical Bid shall be signed along with proper seal by the authorized representative of the Bidder. The person or persons signing the Bids shall initial all pages of the Bids. A certificate from the company authorizing the authorized signatory to sign the bids must be submitted. Any change/ updation /modification/deletion, in the original bid by the bidder may result in the rejection of the bid.

While submitting the Technical Bid, literature on the software / hardware if any, should be and kept together in one section / lot. The other papers like Earnest Money Deposit (EMD), Forms as mentioned above etc., should form the main section and should be submitted in one lot, separate from the section containing literature and annual accounts. Any Technical Proposal not containing the above will be rejected. The Technical Proposal should not contain any price information, such proposal will be rejected.

4.5.2 Documents comprising Commercial Bid Envelope should be prepared as per the Format in Part 7 as furnished in the Bidding documents duly signed by the Bidder and completed. Commercial Bids containing any deviations or similar clauses will be summarily rejected.

4.5.3 Bid Submission: The Bidder shall submit both (Technical Proposal and Commercial Bid) in separate Envelopes simultaneously to the CSCB at the address given above in Clause.

4.5.4 Bids containing only Technical Proposal or only Commercial Bid are treated as incomplete and shall be rejected.

4.5.5 Please note to submit the non refundable bid amount of ₹ . 5,000/- (Rupees Five Thousand Only) by means of a demand draft / pay order or Bid Purchase Invoice along with Technical Proposal while submitting the Bid. Bids shall be rejected if the same is not received.

4.6 Content of Bidding Document

4.6.1 The products required, Bidding procedures, and contract terms are prescribed in the Bidding Documents. The Bidding Documents include:

Part 1 - Request for Proposal (RFP) document

Part 2 - Disclaimer

Part 3 – Minimum Eligibility Criteria

Part 4 - Terms and Conditions of Contract (TCC)

Part 5 - Scope of Work for ATMs/CDs

Part 6 - Technical & Functional Specifications (TFS) Part 7 - Commercial Bid

Part 8 - Other Forms and Annexure

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

4.7 Clarification of Bidding Document

Bidder requiring any clarification of the Bidding Document may seek the same from the CSCB in writing at the address mentioned in or by e-mail indicated by the date and time indicated of this RFP.

4.8 Amendment of Bidding Document

4.8.1 At any time prior to the deadline for submission of Bids, the CSCB, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Document, by amendment.

4.8.2 Notification of amendments will be put up on the CSCB's website and will be binding on all Bidders.

4.8.3 In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, the CSCB, at its discretion, may extend the deadline for a reasonable period as decided by the CSCB for the submission of Bids.

4.9 Bid Prices

4.9.1 The prices indicated in the Price Schedule shall be entered in the following manner:

- a) The Commercial Bid must include the
 - i. Schedule A & B: ATMs/CDs Model and Make, AMC.
- b) The total price quoted should be exclusive of all Taxes, Duties, Levies, etc. However Octroi shall be paid extra by CSCB on submission of original documents.
- c) Price quoted in the Price Schedule as per the Format in Part 7 shall be valid for a minimum period of Contract Period (i.e. 2 years) from the date of Submission of Bid.

4.9.2 Prices quoted by the Bidder shall be fixed during the period of the Contract and shall not be subject to variation on any account. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected. However, any reduction in the prices will be passed on to the bank.

4.10 Bid Currency

Bids are to be quoted in Indian Rupees (₹) only.

4.11 Earnest Money Deposit (EMD)

4.11.1 The Earnest Money Deposit (EMD) amount is of ₹. 50,000/- (Rs. Fifty Thousand Only) to be submitted in favour of "C.G. Rajya Sahakari Bank Mydt." payable at Raipur.

4.11.2 The Earnest Money Deposit (EMD) is required to protect the CSCB against the risk of Bidder's conduct, which would warrant the EMD forfeiture. No interest will be paid on the EMD.

4.11.3 Any Bid without EMD, as above, will be rejected by the CSCB, as non-responsive.

4.11.4 Unsuccessful bidders' Earnest Money Deposit (EMD) will be returned to the bidder.

4.11.5 The successful Bidder(s) Earnest Money Deposit (EMD) will be discharged upon the completion of Contract Period.

4.11.6 The Earnest Money Deposit (EMD) may be forfeited in following cases:

- a) No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the bidder on the bid form. Withdrawal of a bid during this interval for whatsoever reason it may be shall result in forfeiture of the EMD of the bidder.
- b) If a Bidder makes any statement or encloses any form which turns out to be false/ incorrect at any time its EMD shall be forfeited.
- c) In the case of a successful Bidder, if the Bidder fails, to sign the Contract.
- d) If successful bidder fails to supply and adheres to terms & conditions of the tender documents or purchase order placed by CSCB.

4.12 Period of Validity of Bids

4.12.1 Bids shall remain valid for 180 days from the date of opening of the Bid. A Bid valid for a shorter period may be rejected by the CSCB as non-responsive.

4.12.2 In exceptional circumstances, the CSCB may seek the Bidders' consent for extension of the period of validity. The request and the responses thereto shall be made in writing. The Earnest Money Deposit (EMD) provided shall also be suitably extended.

4.13 Sealing and Marking of Bids

4.13.1 The Bidders' shall seal one envelope of **"Technical Proposal "** and one envelope of **"Commercial Bid"** and the two envelopes shall be enclosed and sealed in one outer envelope. The inner and outer envelopes shall bear the Project Name as under:

For Technical Bid: "RFP for Supply, Installation, Configuration, Commissioning, Integration of ATMs/CDs with CSCB's ATM/EFT Switch and Maintenance of ATMs/CDs"

The Technical Bid should contain following:

- a. Original Technical Bid Document Signed and Sealed.
- b. Offer Letter as per Format 8.1.
- c. Demand Draft / Pay Order or Bid Purchase Invoice for cost of Bid for amount of ₹ . 5,000/- (Rupees Five Thousand Only).
- d. Demand Draft/ Pay Order for Earnest Money Deposit (EMD) for amount of ₹ . 50,000/- (Rupees Fifty Thousand Only).
- e. Bidder Organisation details as per Format 8.2 along with enclosures for the information requested therein.
- f. Technical Specification of the Schedule A items as per Part- 6 of this RFP. Brochure of quoted Model with specification certified by OEM should be attached.
- g. Manufacturer's Authorization as per Form 8.3.
- h. Any other document for the information required as per the terms of RFP.

For Commercial Bid: **"RFP for Supply, Installation, Configuration, Commissioning, Integration of ATMs/CDs with CSCB's EFT Switch and Maintenance of ATMs/CDs"**

The Commercial Bid should be as per Part – 7. All envelopes should indicate on the cover the Name and Address, Contact Person name, Telephone, Mobile, E-Mail of the Bidder.

- 4.13.2 If the outer envelope is not sealed and marked, the CSCB will assume no responsibility for the Bid's misplacement or premature opening.

4.14 Deadline for Submission of Bids

- 4.14.1 Bids should be received by the CSCB at the address specified, no later than the date and time specified in the Invitation to Bid. Any Bid received after the deadline for submission of Bids prescribed, will be rejected and returned unopened to the Bidder.

- 4.14.2 The CSCB may, at its discretion, extend this deadline for the submission of Bids by amending the Bid Documents, in which case, all rights and obligations of the CSCB and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

4.15 Opening of Technical Bid by the CSCB

Technical Bids will be opened in front of the present authorized representatives of the bidders.

4.16 Preliminary Examination

- 4.16.1 The CSCB will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, and the Bids are generally in order.

- 4.16.2 The CSCB may, at its discretion, waive any minor infirmity, non-conformity, or irregularity in a Bid, which does not constitute a material deviation.

- 4.16.3 The CSCB will first examine whether the Bid and the Bidder is eligible in terms of Part 3 – Minimum Eligibility Criteria.

- 4.16.4 Prior to technical evaluation, the CSCB will determine the responsiveness of each Bid to the Bidding Document. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document without material deviations. Deviations from, or objections or reservations to critical provisions, such as those concerning Earnest Money Deposit (EMD), Applicable Law, Minimum Eligibility Criteria, AMC and Force Majeure will be deemed to be a material deviation.

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

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

4.17 Technical Evaluation

- 4.17.1 Bids of only those Bidders who have been found to be in conformity of the minimum eligibility terms and conditions during the preliminary evaluation would be taken up by the CSCB for further detailed evaluation. The Bidders who do not meet the minimum eligibility criteria and all terms during preliminary examination will not be taken up for further evaluation.
- 4.17.2 The CSCB reserves the right to evaluate the bids on technical & functional parameters including visit to inspect live site/s of the bidder and witness demos of the system and verify functionalities, response times, etc. The technical bids will be evaluated inter alia on the basis of the following key criteria:
- a. Bidder submitting an undertaking from OEM that the Make and Model of ATM quoted by Bidder is certified and compliant to the CSCB's ATM/EFT Switch (M/s C-Edge Technologies Private Limited).
 - b. Ability of the proposed ATMs/CDs to meet functional requirements outlined in this document.
 - c. Compliance with technical specifications laid down in the RFP.
 - d. Bidder/ OEM's Service and Support facilities.
 - e. Project Management capabilities of bidder, OEMs, Partners of the Bidder based on information provided in the Minimum Eligibility Criteria.
 - f. Bidder and his OEM's experience / expertise with respect to the scope of work laid down in the RFP.
- 4.17.3 Bidders who fulfill all qualifications mentioned in Part 3 of Minimum Eligibility Criteria of this RFP are eligible to participate in this tender process.
- 4.17.4 CSCB will evaluate the technical and functional specification of all the equipments quoted by the Bidder.
- 4.17.5 CSCB reserves the right to waive any of the Technical and Functional Specification during technical evaluation if in the CSCB's Opinion it is found to be minor/deviation or acceptable deviation.
- 4.17.6 During evaluation of the Bids, the CSCB at its discretion may ask a bidder for clarification of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered or permitted.

4.18 Opening of Commercial Bids

- 4.18.1 Commercial Bids submitted by only those Bidders whose bids are evaluated by the CSCB as technically responsive will be opened.
- 4.18.2 The L1 will be decided on the basis of the price quoted as per Part: 7 – **"Commercial Bid"** of this RFP. The bidder should quote rates for financial transactions only. Lowest Commercial Bid includes cost of ATM / CD, and AMC per year.

4.19 Contacting the CSCB

- 4.19.1 No Bidder shall contact the CSCB on any matter relating to its Bid, from the time of opening of Commercial Bid to the time the Contract is awarded.
- 4.19.2 Any effort by a Bidder to influence the CSCB in its decisions on Bid evaluation, Bid

comparison or contract award may result in the rejection of the Bidder's Bid, including forfeiture of the Earnest Money Deposit (EMD).

4.20 Award of Contract Criteria

4.20.1 The CSCB will award the Contract to the successful Bidder who has been determined to qualify to perform the Contract satisfactorily, and whose Bid has been determined to be responsive, and is the lowest evaluated Bid. Lowest Commercial Bid includes cost of ATM / CD, and AMC per year.

4.20.2 All the Commercial Bids would be arranged in ascending order and the L1 Bidder would be identified as one whose bid has been evaluated to be the lowest. Lowest Commercial Bid includes cost of ATM / CD, and AMC per year.

4.21 CSCB's right to accept Any Bid and to reject any or All Bids

4.21.1 The CSCB reserves the right to accept or reject any Bid /offer received in part or in full, and to cancel the Bidding process and reject all Bids at any time prior to contract of award, without thereby incurring any liability to the affected or Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the CSCB's action.

4.21.2 CSCB reserves the right to cancel the entire Bidding/procurement process at any stage without assigning any reason whatsoever.

4.22 Notification of Award

4.22.1 CSCB will notify the successful Bidder/s in writing or by e-mail, that its Bid has been accepted.

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

4.22.3 Upon notification of award to the L1 Bidder, the CSCB will promptly notify each unsuccessful Bidder and will discharge its Earnest Money Deposit (EMD).

4.22.4 After identification of L1 Bidder CSCB will follow its internal procedure for necessary approvals and thereafter proceed with notification of award to L1 Bidders as the case may be.

4.23 Purchase Order

Evaluation criteria proposed to be adopted will be lowest Cost Based System subject to fulfillment of Minimum Eligibility & Technical Bid criteria. However bank does not bind itself to accept the lowest or any tender and reserves the right to accept or reject any or all of the tenders, either in whole or in part without assigning any reasons for doing so. The order will be placed exclusively with the L1 bidder subject to the fulfillment of the minimum eligibility criteria and technical short listing.

4.24 Signing of Contract

At the same time as the CSCB notifies the successful ATM Bidder that its Bid has been accepted, the bidder has to sign the contract with CSCB for 2 Years.

4.25 Warranty and Annual Maintenance Contract (AMC) for ATMs / CDs

Schedule – A: All ATMs/CDs must be under a comprehensive onsite warranty for one year. The warranty shall start from date of signing of Installation Reports and UAT of Equipments such as ATMs/CDs etc. The bidder should mention the Cost of Comprehensive AMC after warranty clearly in the Commercial Bid. The AMC would cover all components without any exception except ATMs consumables (Such as printer ribbon, stationery, print head, Cassettes).

4.26 Publicity

Any publicity by the Vendor in which the name of the CSCB is to be used will be done only with the explicit written permission of the CSCB.

4.27 Service Level Agreement

The selected Vendor shall enter into Service Level Agreement, containing all the Terms and Conditions of this tender with the CSCB for 2 Years.

4.28 Use of Contract Documents and Information

4.29.1 The Vendor shall not disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the CSCB in connection therewith, to any person other than a person employed by the Vendor in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

4.29.2 The Vendor shall not, without the CSCB's prior written consent, make use of any document or information for purposes of performing the Contract.

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

4.30 Patent Rights

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc., arising from the use of the Goods or any part thereof in India, the Vendor shall act expeditiously to extinguish such claim. If the Vendor fails to comply and the CSCB is required to pay compensation to a third party resulting from such infringement, the Vendor shall be responsible for the compensation to claimant including all expenses, court costs and lawyer fees. The CSCB will give notice to the Vendor of such claim, if it is made, without delay. The Vendor shall indemnify the CSCB against all third party claims.

4.31 Inspection

4.31.1 The CSCB reserves the right to carry out inspection by a team of CSCB officials, of any of the existing live installations of the Vendor referred to in the Technical Bid or demand a demonstration of the solution proposed on a representative model in bidder's office.

4.31.2 Nothing stated hereinabove shall in any way release the Vendor any obligations under this contract.

4.32 Delivery and Installation

Schedule – A: The Vendor shall be responsible for Delivery, Installation and Operationalizing all the ATMs/CDs Hardware stipulated under this RFP within 1 months from the date of purchase order. The CSCB may be operationalize the ATMs in a phased manner in consultation with the Vendor.

4.32.1 Quantity of Purchase:

S.No	Items	Quantity
1.	ATMs/CDs as per the Specification given in Schedule A of Part 6 of this RFP Document.	3

CSCB will be free to increase or decrease the quantity of ATMs/CDs as per its requirement or may also decide not to procure any items/services, without giving any reason what so ever.

4.33 Termination of Contract

4.33.1 CSCB reserves the right to cancel the entire / unexecuted part of Purchase Order at any time by without assigning appropriate reasons in the event of one or more of the following conditions:

- Non-satisfactory performance of the Vendor during implementation and operation.
- Failure to integrate / implement the project as per the requirements of the CSCB.
- Serious discrepancies noted in the implementation of the project
- Breaches in the terms and conditions of the Order.
- The vendor or his contractors are found to be indulging in unfair practices/committing frauds.
- The general maintenance of the ATM is poor and there is no improvement despite bringing it to the notice of the vendor.
- The CSCB suffers a reputation loss on account of any activity of the vendor.

4.34 FORCE MAJEURE

4.34.1 The Vendor or the CSCB shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the Vendor or the CSCB, i.e. Force Majeure. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the parties, due to or as a result of or caused by act of God, wars, insurrections, riots, earth quake and fire, revolutions, floods, epidemics, quarantine restrictions, trade embargos, declared general strikes in relevant industries, satellite failure, act of Govt. of India, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation. In the event of any such intervening Force Majeure, either party shall notify the other in writing of such circumstances or the cause thereof immediately within five calendar days. Unless otherwise directed by the CSCB, the Vendor shall continue to perform/render/discharge other obligations as far as they can reasonably be attended/fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

4.34.2 In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of 180 days, the CSCB and the Vendor shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the Vendor.

4.35 Jurisdiction

All disputes would be subject to Indian laws and jurisdiction, and settled at courts in Raipur (Chhattisgarh) only.

4.36 Indemnity

4.36.1 The Vendor shall indemnify, protect and save the CSCB against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from any actions of the employees or sub-contractors, agents of the Vendor.

4.36.2 The Vendor shall indemnify, protect and save the CSCB against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of all hardware and software used by them.

4.37 Payment Terms

Schedule – A:

- 50% of the ATMs/CDs will be paid on the Delivery of the Equipment.
- 50% of the ATMs/CDs will be paid on the successful Installation of the Equipments.

4.38 Training:

The successful bidder shall provide complete training on the complete usage and operationalization of ATMs/CDs (Cash Loading, Lock setting etc.) to the bank's officers and staff.

PART 5: SCOPE OF WORK

5.1 SCOPE OF WORK

- a. **Supply:** Supply of ATMs/CDs including peripherals, completely described in the Part 6 of this RFP Document, at locations provided by the CSCB.
- b. **Installation:**
 - Networking of ATMs/CDs i.e. connecting the ATMs/CDs to the CSCB ATM/EFT Switch Network as per the Technical Specifications mentioned in the Part 6 of this RFP document.
 - Integration of ATMs/CDs with CSCB's EFT Switch as per the Technical Specifications mentioned in the Part 6 of this RFP document.
- c. **Reliability:** The equipment offered should be robust and reliable.
- d. **Maintenance:** Bidder/OEM shall be solely responsible for maintenance of ATMs/CDs and its allied items supplied by the bidder.
- e. Bidder shall provide all new ATMs/CDs (not refurbished) with biometric functionality from day one and capable of integrating with Biometric Solution of the Bank without any extra cost.
- f. ATMs/CDs deployed shall comply with RBI, IBA, EMV, NPCI/NFS, UIDAI guidelines. If any new guidelines are issued by these organizations, the bidder shall arrange for its compliance / upgradation and bear the cost for the same.
- g. Comprehensive Testing of CD including all functionalities and operations.
- h. Loading of screens, EJ pulling agents, TM Keys, configuration with IP addresses.
- i. Providing training to the branch staff / custodians at no extra cost.

5.2 Central Help Desk for ATMs/CDs reporting and queries

- a. Bidder should provide a help desk that provides single point of contact manned by expert personnel for the Maintenance of the ATMs/CDs during Warranty and AMC Period for resolving ATMs/CDs related problems.
- b. In addition the successful bidder would be expected to have a Service Centre in Raipur along required spare parts.
- c. The Vendor should maintain complete confidentiality in the matters related to ATMs as they deal with the financial / customer data pertaining to the CSCB

5.3 Selected 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 ATM, Cyber Security and IT Examination Cell (CSITE), RBI Advisory No.3/2017 dated 06.03.2018, Circular RBI/2017-18/206DBS (CO). CSITE/BC.5/31.01.015/2017-18 dated 21st June

2018.

- II. ATM / CD should comply with conditions of RBI circular RBI/2017-18/206 DBS(CO).CSITE/BC.5/31.01.015/2017-18.
- III. For EMV Compliance of ATM, RBI NOTIFICATION No.DPSS.CO.PD No.1298/02.10.002/2017-18 dated 30th Oct, 2017.
- IV. For Anti skimming devices to be installed in all ATMs, RBI advisory no.13/2017 dated 01.11.2017.
- V. RBI Advisory 14/2017 dated 06.12.2017 on Securing the Ecosystem connecting the Bank's ATM switch to Card Networks.
- VI. For cassette swaps in ATMS RBI Circular RBI/2017-18/ DCM (Plg.) No.3641/10.25.007/201/2017-18 dated 12th April 2018 & RBI/2021-22/71/ DCM (Plg.) No.S39/10.25.007/2021-22 dated 12th July 2021.
- VII. 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.
- VIII. 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.
- IX. 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.
- X. 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.
- XI. 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

PART 6: TECHNICAL & FUNCTIONAL SPECIFICATIONS (TFS)

Schedule – A: Auto Teller Machines/Cash Dispenser

The vendor is required to supply the ATMs/CDs with the specifications detailed below.

(Attach Model Brochure with Specification certified by OEM)

The basic common configuration to be submitted by the Bidder for the Front-Loading CASH DISPENCER (CD):

Sl. No.	Basic Common Configuration of CD
1	Customer Interface:
1.1	15" LCD Display with Multi Touch Screen
1.2	CD must have Braille Decals on Customer interface modules like card entry slot, Cash exit slot, receipt slot in order to ensure ease of access for visually challenge person.
1.3	CD to have hardware for voice guidance headphone jack and speaker.
1.4	Power consumption of the CD for average 300 transaction should not be more than 100 Watts
2	PC Core Processor:
2.1	Embedded processor Intel® i5, 6 th Generation or higher with a minimum clock speed of 2.6 GHz and 6MB Cache or higher with minimum 8 GB RAM.
2.2	Memory Type DDR4 or Higher
2.3	Minimum 1 * 1 TB SATA OR 1 * 512 GB SSD (For OS) & 1 * 1TB SATA Hard disk drive (For Camera Image) or higher.
2.4	A minimum 2 USB Ports
2.5	10/100 mbps LAN card
3	Software & OS:
3.1	Windows 10 (1809 LTSC) with latest service packs or higher.
3.2	Supporting CD driver emulations NDC / Diebold 912
3.3	CD should be preloaded with CEN3.2 or higher compliant XFS software and should be capable of running multi-vendor software without any hardware / operating system changes.
3.4	Application Software run time License for interface between CD Bank Switch for online CD operation.
3.5	EMV Software run time license for using smartcard functionality on CD.
4	Currency Chest:
4.1	UL-291 Level 1 or CEN1 or CEN L or higher Certified Secure Chest standards or higher latest standards steel body cabinet (certificate to be attached).
4.2	The safe must have OTC Lock with one time combination password (OTC) facility so that dual control can be implemented (Without Software). Dual combination electronic lock of 6+6 digits with one time combination (OTC). Default set password shall be changed at the time of installation of CD and certified to this effect in CD installation report.
4.3	Alarm sensors for temperature status, vibration status and chest open status while sending signal/messages to Switch/Management Centre.
5	Cash Dispensers Module:
5.1	Vacuum Pick technology presenting mechanism
5.2	Multi-Media dispense with bunch presenter.
5.3	Capable of handling old CD fit currency notes
5.4	Minimum of dispensing/stacking speed of 4 notes

5.5	Minimum Currency dispensing capacity of 40 currency note per cycle.
5.6	Capability to dispense multiple denomination currencies.
5.7	Retract and purge capability however cash retraction should be disabled as of now as per RBI mandate. However, the CDs should be capable to be enabled for cash retraction if so desired by the Bank in future.
5.8	Block shaft
6	Lockable Currency Cassettes:
6.1	Pick Module with 4 cassettes with Latch & Lock (As per RBI guidelines)
6.2	Removable Divert bin with Latch (Purge bin) & Lock (As per RBI guidelines)
6.3	Indication of proper insertion of cassettes
6.4	Each cassette should hold minimum of 2500 notes
6.5	Capable of Multi currency dispensing
6.6	Capable of dispensing Rs.50/-, Rs.100/-, Rs.200/- Rs.500/- and Rs.2000/- notes. All cassettes should be capable of dispensing all Notes.
7	Card Reader:
7.1	Smart Dip card Reader with media entry indicator having capability to read magnetic strip & smart card chip.
7.2	Capability to read track 1 and 2
7.3	Card Reader should be L1 compliant.
8	Printer Specification:
	Receipt printer
8.1	40 column graphics Thermal Printer for trouble free receipt printing
8.2	Form width 80 mm or higher
8.3	The printer must be able to cut the paper and push the receipt out of a slot provided on the CD fascia
9	Electronic Journaling Module (EJ)
9.1	All machines to be enabled with Electronic Journal (EJ) with capabilities to store EJ for multiple days. CD to be preloaded with Bank EJ agent.
10	Security:
10.1	Card Reader should have Anti-Skimming Solution with Below capabilities <ul style="list-style-type: none"> 1. Sense any foreign object surrounds of card reader and send message to switch 2. Should able to put machine out of service 3. Block the card reader entry to the card reader slot when such an activity occurs 4. It should also protect from deep insert skimming.
10.2	Rugged spill proof Triple DES compliant 16 key Alphanumeric keypad with secured Encrypting PIN Pad with stainless steel (EPP pin pads) keys PCI Compliance (should comply to latest standards, PCI 3.0 or above)
10.3	Application should be PCI PA-DSS compliant as on date of supply of CD.
10.4	Vendor to provide hardened Operating system.
10.5	Vendor to provide Firewall on the machine
10.6	The dispenser and ATM PC Core should be strong encryption between ATM PC Core & Dispenser. The process of authentication between ATM & PC Core to be controlled through a physical access to safe if there is any change in HDD OS which already connected and authenticated

10.7	Pin shield or Recessed pin pad for pin security
10.8	Top cabinet box should have a unique lock.
10.9	Bank wishes to adopt high software security with use of application whitelisting solution. All bidders must provide Whitelisting solution with the following features <ol style="list-style-type: none"> 1. The solution must ensure that only 'whitelisted' applications run on the CD 2. The solution must prevent the execution of any non white-listed files on the machine
10.10	Bank wishes to adopt high software security with use of application Secure HDE utilizes <ol style="list-style-type: none"> 1. Solution should Encrypt the whole Hard Disk (FHDE) 2. Encryption process tolerates interruptions i.e. power Outages, without data loss. 3. HDE should use FIPS 140-2 certified AES-NI 256-bit cryptographic engine
10.11	ATM Communication Security Solution Should comply to PCI DSS Standards. The solution should comply with the following processes: - <ol style="list-style-type: none"> 1. Server Certificate to ATM for Authentication 2. Verification of Server Certificate at the ATM 3. New session for every new communication between ATM & Server ATM Application should provide a secure communication TLS 1.2 to the host / ATM switch such that the data flowing between ATM & Switch remain secure. 4. Necessary TLS 1.2 at the ATM level will be vendor responsibility and at the back-end switch level it will be Bank's responsibility. Bank to provide the Necessary certificate.
11	Biometric Functionality and Biometric Scanner:
11.1	CD to support card based (PIN based) transactions and Biometrics (multiple Finger minutiae) transaction functionality that is compatible with AEPS specifications.
11.2	Secure Biometric scanner that supplies the fingerprint data to the CD switch as per AEPS Standards. The Biometric Scanner should be STQC Certified with minimum Level 0 compliance.
12	Digital Surveillance System:
12.1	CD should be integrated with cameras Portrait face camera - Solution must be able to capture image of the customer approaching and performing transactions at the CD. Cash Slot Camera - Solution must be able to capture image of hand movement while taking cash from presenter.
12.2	Solution should be able to store the images/video in a digital format for minimum 6 months at an average of 300 transactions per day.
12.3	Camera image with a minimum resolution of 640X480. The image quality should be good and clear enough to assist in establishing identity.
12.4	Solution must be able to capture & stamp the transaction information on the images.
12.5	Superimpose date, time and transaction data on to the recorded images.
12.6	The solution must have a search facility to locate an image/event by date & time, card no., transaction reference no
12.7	Support watermarking for Image
12.8	The solution must not degrade the performance of CD, e.g. speed of normal Transaction
13	Multimedia Features:
13.1	CD should support multimedia features like Audio Guidance, Video etc.
14	Operator Interface:
14.1	CD should have a supervisory menu which provides an interface for day to day operations. Such interface should be accessible using existing modules on the CD without connecting external input devices like keyboard and mouse
14.2	In case such interface requires external input devices like Keyboard and Mouse vendor to provide the same for each machine.

14.3	Able to perform a self-test/ diagnostic test at the time of logout from the maintenance module
14.4	Able to provide help in graphical mode to load consumables in the CD, like printer stationery
14.5	Able to provide RP low massages to Switch / Management Centre of Bank or its vendor.
14.6	Operator Panel / consumer screen for updating the cash counter, FLM activities etc.
15	Communication and Connectivity
15.1	Should have capability to connect to any type of Ethernet network switch of the Bank.
15.2	TCP/IP support on leased line, ISDN and VSAT Network
15.3	Should have Network InterfaceCard10/100 Mbps
16	Environment:
16.1	The CD should be capable of operating in a wide range of temperature and humidity. The CD expected to run between 10 to 40 degree centigrade with 20 to 80 relative humidity.
16.2	Inbuilt SMPS to work on 230 Volts, 50 HZ power supply. Support input voltage of 230 V AC / 50 HZ with +/- 5% variations.
17	Service Support
17.1	CD vendor should have minimum 500 engineer of its pay roll spread across India for servicing the units.
17.2	CD vendor should have minimum 50 Field stocking location for spares across India in addition to spares location with engineer.
18	Government Regulation
18.1	CD OEM to submit certificate in reference to the Public Procurement CD hardware (Make in India), Order 2017 – – Revision vide Order No. P-45021/2/2017-PP (BE- II) dated May 29, 2019, June 4, 2020, Sep 16 2020, 4TH Match 2021 and any new order after that. CRD supplier should be Class I OR CLASS II supplier only.
18.2	CD being proposed should be BIS certified.
18.3	Manufacturing should have ISO certification 14001 and 9001.

PART 7: COMMERCIAL BID

Bidders should quote prices in the following format:

Commercial format for ATMs/CDs					
S.No.	Particulars	Unit	Basic Price	Applicable Taxes Rates	Total Price
Schedule A					
1.	Rate for the Supply, installation, configuration, commissioning, integration of ATMs/CDs with CSCB's EFT Switch and Maintenance of ATMs as per the technical specification mentioned in Part 6 with One Year Warranty Model: Make:	Per Item			
2.	AMC - Rate of the Support Service per ATMs/CDs	Per Year			

Note:

- a) The Commercial Bid must mention the Model and Make etc.
- b) The total price quoted should be exclusive of all Taxes, Duties, Levies, Entry Tax, and Octroi etc. However Entry Tax and Octroi shall be paid extra by the bank on submission of original documents.
- c) Bids submitted with counter-conditions/assumptions will be rejected.
- d) Any Commercial Bid not in conformity with the above format or incomplete in any respect will be rejected / disqualified by the bank.

PART 8 - FORMS AND ANNEXURES

OFFER LETTER

(To be included in Technical Bid Envelope)

Ref. No.

Date:

To

**The Managing Director
C.G. Rajya Sahakari Bank Mydt.,
Head Office: Plot No 74, Sector 24,
Atal Nagar, Nava Raipur, Chhattisgarh - 492002
Chhattisgarh**

Subject: **RFP No..... Dtd..... for the Supply, Installation, Configuration, Commissioning, Integration of ATMs/CDs with CSCB's ATM/EFT Switch and Maintenance of ATMs/CDs.**

Dear Sir,

Having examined the captioned tender document Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the Schedule A equipment in conformity with the captioned RFP and at the prices offered as per the Commercial Bid and is made part of the bid / this offer.

While submitting this bid, we certify that:

- The Prices in its bid have been arrived without agreement with any other bidder of this RFP for the purpose of restricting competition.
- The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.
- We have not induced nor attempted to induce any other bidder to submit or not submit a bid for restricting competition.

We undertake, if our Bid is accepted, to comply with RFP conditions for Schedule A in accordance with the scope, specifications and delivery schedule specified in the RFP document.

We agree to abide by the Bid and the rates quoted therein for the contract / order awarded by the CSCB which shall remain binding upon us.

We agree that the rates will remain valid for a period of 2 years from the date of signing of the Agreement during which CSCB may issue additional requirement by exchange of letter if their rollout is completed within the aforesaid validity period. Until a formal contract is prepared and executed, this RFP, together with your written acceptance thereof and your notification, shall constitute a binding contract between us. We undertake that, in competing for (and, if the award is made to us in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988". We understand that CSCB is not bound to accept the lowest or any Bid that may be received. We also certify that we have not been blacklisted by the Government of India or their undertakings, any State Governments or their undertakings in past.

Dated this day of 2022

(Signature)

(Name)

(In the capacity of)

Duly authorised to sign Bid for and on behalf of

Format 8.2**BIDDER ORGANIZATION DETAILS**

Details filled in this form must be accompanied by sufficient documentary evidence, in order to facilitate the Bank to verify the correctness of the information.

S.No	Item	Details
1.	General Details	
1.1	Name of Company	
1.2	Postal Address	
1.3	Telephone, mobile, Website address and Fax numbers	
1.4	Constitution of the Company	
1.5	Nature of activity	
1.6	Details of ownership	
1.7	Holding company or parent company	
1.8	Key persons with contact details	
1.9	Name and designation of the person authorized to make commitments to the Bank	
1.10	Email Address	
1.11	Date of Incorporation in India, commencement of Business & Years in the line of Business	Enclose Copy of Certificate of Incorporation
1.12	GST Number	Enclose GST registration copy
1.13	Income Tax Number	Enclose Company's PAN Card copy and the latest Income-tax Clearance letter
1.14	No. of Engineer on roll who are familiar with Maintenance of ATMs Services	
1.15	Brief description of facilities of the organization for undertaking the services	
2.	Operational Details	
2.1	Number of Service Centre's (including the Resident Engineers within the State of Chhattisgarh.	
2.2	Whether the company is blacklisted in the past and if so, the name of the organization, reason and year.	
2.3	Place of Call Centre/Help Desk for the Maintenance of the ATM.	
2.4	A certificate from the company authorizing the authorized signatory to sign the bids must be submitted.	

MANUFACTURERS' AUTHORIZATION FORM

Format 8.3

Ref. No.

Date:

To
The Managing Director
C.G. Rajya Sahakari Bank Mydt.,
Head Office: Plot No 74, Sector 24,
Atal Nagar, Nava Raipur, Chhattisgarh - 492002
Chhattisgarh

Subject: RFP No..... Dtd..... for the Supply, Installation, Configuration, Commissioning, Integration of ATMs/CDs with CSCB's ATM/EFT Switch and Maintenance of ATMs/CDs, , ATM Site and UPS.

Dear Sir,

We..... who are established and reputed manufacturers / Developers ofhaving factory / Development Centre at and do hereby authorize M/s [Name and address of vendor] to submit a bid and sign the contract with you for the goods manufactured / Products developed by us against the above RFP No.....datedWe hereby extend our full guarantee and warranty as per the clauses of contract based on the terms and conditions of the RFP for the goods and services offered for supply by the above organization in response to your RFP.

Yours faithfully

Name of the manufacturer / Developer

Authorized Signatory

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its bid.

UNDERTAKING FOR SCOPE OF WORK

Ref. No.

Date:

To
The Managing Director
C.G. Rajya Sahakari Bank Mydt.,
Head Office: Plot No 74, Sector 24,
Atal Nagar, Nava Raipur, Chhattisgarh - 492002
Chhattisgarh

Subject: RFP No..... Dtd..... for the Supply, Installation, Configuration, Commissioning, Integration of ATMs/CDs with CSCB's ATM/EFT Switch and Maintenance of ATMs/CDs, ATM Site and UPS.

Dear Sir,

1. We certify that we have carefully examined the Scope of Work stipulated in Part 5 of the captioned RFP floated by you.
2. We commit to provide the
Schedule – A: Supply, Installation, Configuration, Commissioning, Integration of ATMs/CDs with CSCB's ATM/EFT Switch and Maintenance of the ATMs/CDs.
3. We hereby undertake to deliver material and maintenance services in its entirety as per the Scope stipulated inter-alia under the Part 6 of above mention RFP Document.

Dated this day of 2022

(Signature)

(Name)

(In the capacity of)

Duly authorised to sign Bid for and on behalf of

* * * * *