



ANDHRA PRADESH MAHESH CO-OP.URBAN BANK LIMITED

(Multi-State Scheduled Bank)

H.O.: 8-2-680/1&2, Road No 12, Banjara Hills, Hyderabad, Telangana – 500 034

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TENDER DOCUMENT FOR - SUPPLY, INSTALLATION, CONFIGURATION & COMMISSIONING OF ATMs

Bank invites sealed tenders from the OEMs / Reputed Firms for Supply, Installation, Configuration & Commissioning of ATMs.

The tender is floated for the purpose of procurement of 14 NCR / Hyosung make ATM. It is the bidder's responsibility to replace, install, configure and operationalize in all aspects, the proposed ATMs at our designated branches as per the list annexed.

The specification of the ATM is given below & bidders can also improvise on the specifications with more contemporary solution, if felt necessary;

Sr. No.	Basic Common Configuration of ATM	Compliance (Yes/No)	Higher configuration, if any	Remarks
1	Front Cash Loading facility			
1.1	Operator Panel / consumer screen for updating the cash counter, FLM activities etc. ATM should have supervisory Menu which provides an interface for day to day operations.			
2	Customer Interface:			
2.1	15" LCD Display with privacy filter and Trilingual Screen support.			
2.2	ATMs to be enabled with Voice Guidance with Text-to- Speech fully fledged voice guidance solution for the visually impaired persons. This should be in line with IBA/Govt of India guidelines for enabling visually impaired persons to transact at ATMs. ATM should have support for Text to Speech or any inbuilt feature through which visually impaired is guided for all ATM transactions which a normal person does at ATMs. The visually impaired person should be able to hear account balance and should also be able to do cash withdrawals for any amount.			
2.3	Rugged spill proof Triple DES compliant 16 key Alphanumeric keypad with secured. Encrypting key board with polycarbonate / stainless steel (EPP pin pads) keys. Should comply to latest PCI 3.0 of above standards and 3DES double length keys for protecting the PIN data.			
2.4	PIN PAD with support for remote key management and should be Braille enabled.			
2.5	There should be provision for Pin shield or recessed pin pad for pin security.			



Sr. No.	Basic Common Configuration of ATM	Compliance (Yes/No)	Higher configuration, if any	Remarks
2.6	ATM 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.			
2.7	Should be capable of supporting Multilingual screen			
2.8	ATM should be fitted with a Rear view mirror so that customers are able to see what is happening behind him while he/she enters PIN (shoulder surfing).			
3	Card Reader:			
3.1	Hybrid Dip Smart Card Reader: Smart Card Reader with media entry indicator having capability to read magnetic stripe & smart card chip (EMV v 4.3 or higher standard compliant) with Level 2 approved terminal resident applications.			
3.2	ATM should have capability for transactions of all types of cards like MasterCard, Maestro, Visa, AMEX, RuPay and all other types of cards currently being used.			
4	Specification Receipt printer			
4.1	40 column graphics Thermal Printer for trouble free receipt printing			
4.2	Form width 54 mm or higher			
4.3	The Printer must be able to cut the paper and push the receipt out of slot provided on the ATM fascia. Capable of auto paper loading and cutting			
5	Cash Dispenser Module:			
5.1	4 Pick Module (2 x Double Pick Module) with 4 currency cassettes configuration and 1 (one) removable divert/purge BIN (cassette) with lock & key capable of shutting automatically when removed from the ATM.			
5.2	Friction Pick / Vacuum technology presenting mechanism with retract and purge facility for left over notes by the customer. (Cash retraction as of now is disabled in our ATMs. However, the ATMs should be capable to be enabled for cash retraction if so desired by the Bank in future on free of cost basis)			
5.3	Minimum capacity of cassette should be 2000 notes. Currency cassettes to support all denominations. Minimum Currency dispensing capacity of 40 currency note per cycle.			
5.4	Minimum of dispensing/sacking speed of 5 notes per second			



Sr. No.	Basic Common Configuration of ATM	Compliance (Yes/No)	Higher configuration, if any	Remarks
5.5	Indication/Sound for proper insertion of currency cassette			
5.6	Capable of Multi currency dispensing. All cassettes to be capable of dispensing all prevalent currency notes like Rs.100/- Rs.200/- Rs.500/-etc			
6	Electronic & hardware Platform:			
6.1	SKYLAKE i5, 8GB, PRIVACY PORTRAIT			
6.2	A minimum of 4 USB ports with 2 of the USB ports in front			
6.3	2 HDDs (including one HDD for DVR System) of a minimum capacity of 1 TB each.			
6.4	1 Ethernet port			
6.5	Battery Backup for BIOS			
7	Currency Chest:			
7.1	Bidder to supply and install Currency Chest which is either UL (Underwriters Laboratory Inc. USA) 437 or higher standards certified or the CEN L or higher certified.			
7.2	Dual Combination Electronic Lock of 6+6 digits with One Time Combination (OTC) and code generation and audit trail capabilities of reputed companies only. Factory set Passwords to be changed at the time of installation of ATM and Certified to this effect in the ATM Installation Certificate.			
8	Security:			
8.1	Standard alarm			
8.2	Triple DES chip with encryption / verification / validation software. Should support AES without any additional hardware. Apart from Triple DES encrypted communication EPP, communication from all other devices/components of ATM should also be encrypted triple DES enabled.			
8.3	ATM should be pre-installed with white listing application solutions. All bidders must provide White listing solution with following features- 1) The solution must ensure that only "white listed" applications run on the ATM 2) The solution must prevent the execution of any non white listed files on the machine			



Sr. No.	Basic Common Configuration of ATM	Compliance (Yes/No)	Higher configuration, if any	Remarks
8.4	<p>Card reader should have a comprehensive Anti Skimming solution with following capabilities/features:</p> <p>1) Sense any foreign material/device/attachment in surround of the card reader and send message/signal to switch and to the Remote ATM Monitoring Solution (ESQ) deployed by the Bank which takes feed from Switch</p> <p>2) Should be able to send signal to Switch to put ATM out of service and block the card reader from accepting any more card insertions</p> <p>3) Block the card reader entry to the card reader slot when such suspicious activity happens</p> <p>4) It should also have the provision to sense any suspicious anti-cloning activity attempted through insertion of wire or similar mechanism in the ATM machine (Bidder to submit complete details of Anti- Skimming Device)</p>			
8.5	Application should be PCI PA- DSS compliant as on date of supply of ATM.			
8.6	ATM should have dynamic windows password ATM Windows OS should be Configured to work in a locked down / restricted mode (with non admin rights).			
8.7	ATM should have Unique Key per Terminal (UKPT) for both the keys. (UKPT, a key management scheme where each ATM needs to have a unique key for encrypting data, needs to be implemented on all ATMs.)			
8.8	All keys should be TDES double length keys to secure critical data during Transmission and storage.			
8.9	Bloc Shaft Kit Assembly on S1 Dispenser			
8.10	Anti Cash Trapping Shutter			
8.11	Cash Cassettes should have locking facility			
8.12	ATM should have OTC lock			
8.13	PIN Pad should be electronic			



9	Multimedia Features:			
9.1	ATM should support multimedia features like Audio Guidance, Video (with MPEG-4 full motion video support) etc			
9.2	Machines to be enabled with Voice guidance with Text to speech full-fledged voice guidance solution. This should be as Per IBA guidelines.			
10	Digital Video Surveillance System:			
10.1	ATM should be integrated with a digital video surveillance system with a primary camera (Portrait, face camera) and should be capable to capture image of the customer approaching and performing transactions at the ATM.			
10.2	Solution should be able to store the images in a digital format for minimum 3 months at an average of 400 transactions per day.			
10.3	Separate Hard Disk for storage of images (1 TB) and above.			
10.4	Solution must provide an interface to browse, search and archive the stored images on hard disk or external media.			
10.5	Solution must be able to capture & stamp the transaction information on the images			
10.6	Superimpose date, time and transaction data onto the recorded images			
10.7	The solution's health must be capable of monitoring from the ATM Switch of the Bank.			
10.8	The solution must have a search facility to locate an image / event by date & time , Card No, Transaction Reference No.			



10.9	Support motion detection and System should be able to start capturing images immediately in the event of any movement / motion taking place in the ATM room, apart from normal capturing at the time of transactions.			
10.10	Support watermarking for Image authentication			
10.11	The solution must not degrade the performance of ATM, e.g. speed of normal transaction.			
10.12	Pilfer proof camera with a minimum resolution of 640X480. The image quality should be good and clear enough to assist in establishing identity.			
10.13	Solution must be capable to take necessary backup of stored image and retrieval the same at any point of time			
10.13	Cash Camera			
11	Software & OS:			
11.1	Windows 10 IoT Enterprise 21H2 LTSC (Value) with Migration Rights			
11.2	ATM should be preloaded with CEN3.0 compliant XFS software and should be capable of running multi vendor software without any hardware / operating system changes.			
11.3	Software for interface between ATM and Finacus Switch for online ATM operations.			
11.4	Supporting ATM drivers emulations NDC or Diebold 912			
11.5	Vendor to provide hardened operating system blocking all unwanted ports and applications. No malware, viruses, worms, Trojans			
12	Electronic Journaling Module (EJ)			
12.1	ALL ATMs to be enabled with Electronic Journal (EJ) with capabilities to store EJ for multiple days. ATM 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.			



13	Biometric Functionality and Biometric Scanner			
13.1	ATM to support card based (PIN based) transactions and Bio-Metric (multiple finger minutiae) transaction functionality that is compatible with AEPS & Aadhaar.			
13.2	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			
14	Communication & Connectivity			
14.1	Machine should have capability to connect to any type of Ethernet network switch (Presently Bank has Finacus Switch.)			
14.2	Should have Network Interface Card 10/100 Mbps			
14.3	Should connect to the existing Switches using NDC or DDC device handler.			
14.4	ATM must support TCP/IP/SSL/TLS/Macsec.			
15	Other Features			
15.1	Should be operational in wide range of temperatures between at least 10-30° C and humidity conditions ranging at least from 20 to 70 RH.			
15.2	Able to provide RP low messages to Switch/ Management Centre.			
15.3	ATM model should be certified for to Switch. (Bidder to provide requisite certificate)			
15.4	ATM GROUTING			
15.5	Hard Disk full encryption			

Note:

(i) No additional charges shall be paid for EMV testing. All ATMs should be EMV card compliant.

(ii) All ATM should comply with control measures for ATMs prescribed by RBI vide circular RBI/2017-18/206 (DBS9CO).CSTIE/BC.5/31.01.015/2017-18 dated 20 June 2018 or any other modification required by the RBI in future.

SCOPE OF WORK

- Configuration
- Installation
- Grouting
- Power On



BUYBACK

The prospective vendor shall buyback the existing NCR make ATMs of the Bank, which is 02 – 08 years old. Also, specify the buyback price which shall be the part the commercials that to be submitted.

The Bidder needs to submit bids as per the following description;

ELIGIBILITY CRITERIA

- The bidder must have completed at least 5 years of experience/operation in the field of supply, installation and support of above or similar storage Systems & its related components.
- The bidder should be the OEM or authorized Distributors of specified brand having authorization for sales and after sales support. Requisite supporting document needs to be submitted with the bid.
- The bidder must be the OEM or should submit Manufacturers Authorization Form (MAF) along with the bid.

FINANCIAL CAPABILITY

Minimum turn over should be of Rs. 3 (Three) Crores per year for the FY 2021-2022, 2022-2023, 2023-2024. Chartered Accountants' Certificate on his letterhead must be submitted as evidence on turn over.

EXPERIENCE OF BIDDER

The bidder must have successfully executed at least three contracts of similar nature (Supply and Installation of similar hardware within the past three years as on 31 March 2024, also reference letter from the client with reference to the performance to be submitted along with the bid).

SCHEDULE OF THE TENDER

Particulars	Tender Schedule Details
Tender Reference No	APMB/IT/ATM/010/2024
Date of release of the Tender	24.10.2024
Last date for submission of the Tender Document	08.11.2024, 5.00 PM
Cost of the Tender Document	Rs. 5,000/-
Earnest Money Deposit (EMD)	Rs. 1,00,000/-

ADDRESS FOR COMMUNICATION

Deputy General Manager,
Information Technology Department,
Andhra Pradesh Mahesh Cooperative Urban Bank Limited,
Head Office: 8-2-680/1 & 2, Road No. 12, Banjara Hills,
Hyderabad, Telangana -500 034
GSTIN- 36AABAT4652K1Z8
E-mail: info@apmaheshbank.com, website: www.apmaheshbank.com

EARNEST MONEY DEPOSIT

Bidder shall furnish, as a part of the proposal, Earnest Money Deposit of Rs. 1,00,000/- (One Lakhs only) in the form of a Demand Draft or Pay Order. The draft / pay order should be drawn in favour of "Andhra Pradesh Mahesh Coop Urban Bank Ltd.," payable at Hyderabad, Telangana.

The EMD draft / Pay Order should form part of the response to the BID submitted by the Vendor. Failure to comply with this condition shall result in rejection of the bid offer and no vendor shall be exempted from the requirement of the EMD.

The EMD amount of the unsuccessful vendor(s) shall be returned only after completion of the Tender Process and for successful vendor EMD returned after due execution of the contract to the satisfaction of the Bank.



The EMD amount shall be forfeited in case the Vendor –

1. Withdraws its Bid during the period of the Bid validity; or
2. Having been notified of the acceptance of bid by the Bank and the Vendor during the period of bid validity;
 - a. Fails or refuses to execute the Contract formalities; or
 - b. Fails or refuses to perform, in accordance with the Terms and Conditions of the BID or Contract; or
 - c. Fails or refuses to complete the required formalities in accordance with the terms and conditions of the BID.
3. No interest will be paid on the EMD amount.
4. The Bank's decision in the above cases will be final.

TENDER COST

Interested parties may collect Tender Document from the IT Department, Head Office on all working days as per the schedule aforementioned during office hours. The cost of the Tender Document is Rs. 5,000/- (Rupees Five Thousand Only) to be submitted in the form of Demand Draft / Pay Order, drawn in favour of "Andhra Pradesh Mahesh Coop Urban Bank Ltd.," payable at Hyderabad, Telangana. The tender cost is non-refundable. The Tender Document is also available on Bank's Website- www.apmaheshbank.com

DOCUMENTS TO BE SUBMITTED

Application for the tender must be mandatorily submitted in **TWO SEPARATE SEALED COVERS** as under;

- a. First sealed cover should contain mandatory documentary evidence to support eligibility criteria as below;
 - i. Certificate of Incorporation
 - ii. GST Registration Certificate
 - iii. P&L Statements & Balance sheets for last three years. Bidder may be permitted to submit Provisional Financials for the FY 2023-2024.
 - iv. Bidders Financial Capability- Duly certified by Chartered Accountant on CA firm letterhead.
 - v. Document from OEM for the bidder being a authorized vendor for the OEM
 - vi. Document from the vendor giving details of staff having skill sets required to install and maintain the storage device
 - vii. The bid should cover the cost of storage and services at time of implementation (one time) and annual maintenance charges
 - viii. The rate and amount of GST has to be specified separately on the components and services
 - ix. The delivery and implementation schedule should be mentioned clearly
 - x. Bidders experience certificate- Proof of Contract awarding
 - xi. Technical qualification, etc.
 - xii. Letterhead containing details of the contact person from the bidders side, viz. Name, Designation, Email Id, Mobile Number, Complete Office Address with Pin code, etc.
 - xiii. Company Resolution for participation in the tender process.

- b. Second sealed cover shall contain Demand Drafts / Pay Orders of EMD & Tender Cost.

In case the bidder deviates from the delivery and implementation schedule then the bidder may be liable for penalty and forfeiture of the EMD.

Submitted bids shall be liable for rejection, if any of the above documents are missing during submission of bid.



Documents mentioned above shall be submitted on or before date mentioned as per the schedule at IT Department, Head Office at the aforesated address. Tender submission without EMD & Tender Cost will be liable for the rejection outright. Bank reserves the right to accept or reject any/all the tender(s) without assigning any reason, whatsoever.

JURISDICTION

- a. If any disputes, differences or questions, which may arise during the tender process at any time between Bank and bidder, hereto shall endeavor to settle such dispute amicably;
- b. Any dispute arising in relation during the tender process shall be subject to the jurisdiction of the courts at Hyderabad, Telangana.

Bank reserves the right to choose the appropriate vendor based on the eligibility criteria, quoted commercials, etc. on its internal assessments. No correspondence whatsoever will be entertained in this regard. Banks decision in selection of the vendor is final.

DATE : 24.10.2024
PLACE: HYDERABAD

Sd/-
Dy. General Manager-IT



A handwritten signature in blue ink, appearing to be a stylized 'D' or similar character.