



**Saptagiri Grameena Bank**  
(Public Sector RRB : Sponsored by Indian Bank)

**సప్తగిరి గ్రామీణ బ్యాంక్**  
(ప్రభుత్వరంగ సంస్థ : ఇండియన్ బ్యాంక్ ద్వారా ప్రయోజితం)

**सप्तगिरि ग्रामीण बैंक**  
(सार्वजनिक क्षेत्र आरआरबी : इंडियन बैंक द्वारा प्रायोजित)

**REQUEST FOR PROPOSAL (RFP)  
FOR  
SUPPLY, INSTALLATION AND MAINTENANCE OF  
350 MICRO ATMs**



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### 1. **Schedule**

The following is an indicative timeframe for the overall selection process. Bank reserves the right to vary this timeframe at its absolute and sole discretion, should the need arise. Changes to the timeframe will be published in the Bank's Website:

Sl.No	Subject	Date/time
1	RFP No	SGB/ HO/ FI/ 01 dated 12.01.2023
2	i. Porting of RFP in Website ii. Advertisement in Newspapers	i. 12.01.2023 ii. 13.01.2023
3	Last Date for submitting the queries (Only through mail)	20.01.2023
4	Last date for receipt of Bids Documents	03.02.2023 up to 10.30 AM
5	Date & Time of Opening of Technical Bid	03.02.2023 at 11.00 AM
6	Date of Time of opening of Commercial Bid	03.02.2023 at 2.00 PM (Bank has right to change the opening date of commercial bid).
7	Address for submission of Bid	The General Manager, Saptagiri Grameena Bank Head office 19-565/11,3 <sup>rd</sup> floor, Sai Yashus,Chittoor,Andhra Pradesh,517002.
8	Place of Opening of Bids	Saptagiri Grameena Bank Head office 19-565/11,3 <sup>rd</sup> floor, Sai Yashus,Chittoor, Andhra Pradesh,517002.
9	E-mail address	fi@sgbank.in
10	Contact No	Mr. K. Dasaradhi (HOD- FI) – 8886644009 Mrs. P.Prasanna Lakshmi (Asst. Manager) - 8886644213
11	Earnest Money Deposit (EMD) Amount	<b>Rs 2,00,000/-</b>
12	Bid fee (non-refundable)	<b>Rs 10,000/-</b>

In case scheduled dates fall on a public holiday, the same will be extended to the next working day. All dates mentioned above are tentative dates and the bidder acknowledges that it cannot hold the Bank responsible for breach of any the dates. Non – attendance at the pre-bid meeting or bid opening will not be a cause for disqualification of a bidder.



## 2. Background

Saptagiri Grameena Bank (SGB), a Regional Rural Bank, having its Head Office at Chittoor, Andhra Pradesh and Operating in Chittoor and Krishna Districts of Andhra Pradesh with 229 branches and is having a business of Over Rs 20000 Crores.

**The Bank invites complete and technically competitive bids from reputed vendors for supplying MicroATM devices.** The project shall include supply, commissioning, installation, upgradation, customization, and maintenance of Micro ATM for the entire period of contract. The Bank proposes to implement the Solution in its command areas in a phase manner. The contract period shall be for a period of 5 (Five) years after which Bank may at its discretion extend the contract or otherwise as will be decided by the Bank.

Sl. No.	Item	Quantity
1	Micro ATMs integrated with biometric scanner, printer, card reader, PIN pad etc	350

The Micro ATMs will be used as field devices for carrying out;

- e-KYC based account opening
- AEPS transactions (ON-US & OFF-US)
- Third party deposits & loan repayments (with our Aadhar)
- Aadhaar seeding
- Aadhaar authentication
- Card & pin based RuPay transactions
- Smart card transactions
- Insurance, pension products and any other new products to be introduced by the Bank then and there.

The proposed Micro ATM should be in compliance with the current Micro ATM standards and guidelines issued by Government / UIDAI / NPCI / RBI / IBA / IDRBT authorities and/or other statutory authorities from time to time with regard to FI & Micro ATMs. It shall be capable of upgradation as and when required to meet any future statutory and regulatory compliance without additional cost to the Bank.

## 3. Scope of work

The Bank desires to procure about 350 micro ATM devices enabled with biometric FP (Finger Print) capturing/reading scanners as well as mag-strip card/CHIP-PIN base Card/EMV Card readers as per the standards & specifications of micro ATM and Standard track1-track2 based magnetic strip card reader as issued by the IBA/IDRBT/UIDAI/RBI/GOI with capacity of scanning/reading FPs / Card-details of Bank customers for transmitting the FPs for storage & authentication of the said FPs/Card-detail with the Bank's FI-Gateway over secured network using GPRS 4G upgradable up to 5 G or upgradable with external devices supporting 5G ,undertaking should be given for such future upgradable/ Internet / TCP-IP(IPv4 and IPv6) connectivity thereby enabling basic banking services to the Bank's



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customers through the deployed Micro ATMs at the bank specific locations, utilizing BC-services of the Bank.

The scope of work also includes

- a) Delivering, installing, configuring and maintenance of Micro ATMs of specified configuration at branches of the bank. The bidder is responsible for transportation of instruments with accessories, and ensure the availability of insurance cover till acceptance of device by the bank and also availability of testing, warranty and AMC.
- b) The scope also includes configuration/ operationalization of the Micro ATMs with close coordination with FI service providers M/s TCS Ltd. The bidder is to ensure compatibility of hardware, software and other equipment that they supply with the hardware and software systems being used in the bank.
- c) The Bidder should provide software / Portal/ Module to the Bank for monitoring and Management (MDM/ TMS) of the devices as per Bank's requirement.
- d) All Hardware certification for operationalization of services in these Micro ATM devices will be done by bidder only.
- e) Providing service and onsite support during warranty and post warranty period as per Bank's requirement without any extra cost to the bank.
- f) Providing onsite support for resolving configuration / OS related issues, reconfiguration of the equipment as per the requirement of the bank during warranty and post warranty period.
- g) The selected bidder is to provide support for biometric scanner, display, network connectivity module, printer, battery, charger, card reader, PIN pad, processor, internal storage, RAM etc during warranty and post warranty period.
- h) In order to ensure Business Continuity, vendor shall ensure the Back to Back support arrangement with OEM for Micro ATM under warranty and AMC.
- i) Vendor shall provide the escalation matrix & centralized help desk number for call logging.
- j) Vendor shall provide all the latest stable upgrades released by OEM from time to time without any extra cost to the Bank during the period of Contract.
- k) Technical and functional training of the system to be provided to ten designated Bank officers without any additional cost.
- l) Bidder has to provide supply and installation schedule for all the Micro ATMs in the Branches / Regional offices / Head office. Implementation of entire project to be completed as per stipulated time as mentioned in RFP
- m) The bidders shall ensure that Micro ATM should support all the existing application of Bank and also any other application which bank may implement in future. Any



additional Requirement regarding hardware and software, after entering the contract will not be entertained by the Bank. The Bidder shall be responsible for the same. The cost of any additional hardware and software, if required, should be included in the bill of material.

- n) All claims for functional / technical delivery made by the Bidders in their response to the RFP shall be assumed as deliverable, within the quoted financials.
- o) Micro ATM machines should be delivered with Carry bag with straps along with necessary literature and technical specifications.
- p) The bidder should arrange temper glass for display, sticker logo / letter as prescribed by Bank and sticker should not be fade at least five years.
- q) Bidder/ OEM has to Buy back the existing microATM devices, the amount will be deducted from L1 bid amount.

**4. Technical specifications.**

1. Vendor has to ensure that the Micro ATM machines, application software functionalities and any other components, equipment, peripherals involved in implementation of the RuPay debit card based transactions and Aadhaar based transactions meet the current guidelines & or standards issued by IDRBT, UIDAI, RBI, IBA,NPCI, Government authorities (if any) and should continue to comply with any amendments/changes made to these standards by the above referred authorities, without any additional cost to the Bank.
2. A Bidder should supply, install, configure, testing, commission & Annual Maintenance for 350 Micro ATMs integrated with biometric scanners/Card-readers & micro-printer, Pinpad as per the specifications given in this RFP, including warranty, annual maintenance, required/guaranteed uptime, handholding, etc.
3. Vendor to ensure that the Micro ATM machines supplied or proposed to be supplied should be compatible with the bank's FI gateway presently maintained by M/s TCS Ltd any other FI gateway service provider in future and Sponsor bank 's ATM switch and get certified from approved authority at their own cost.
4. Vendor will provide software/ module to the bank for monitoring & management (MDM/ TMS) of the devices.
5. Vendor has to provide necessary SDK software technical details related to Micro ATM machine. Vendor is responsible for any customization required in the application wherever by our technical Service Provider or other authorized vendors involved in the project. The Micro ATM should be capable of operating in the latest version of Android OS.
6. Vendor will bring in all the required technology and infrastructure, including software, personnel, technical services; maintenance, provide training and operational support during the Contract period.



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7. The pre-configuration testing of Micro ATM machine has to be done at the Head Office of the Bank or any other place as specified by the Bank with the teams of FI service providers and sponsor bank's ATM switch team.
8. The above quantity is an indicative number which Bank is expected to install over the next one year; Bank may however place orders for lesser or more number depending upon its requirement and performance maintaining standards.
9. Bidder has to arrange for necessary upgrades in device and device level application, mandated by regulatory requirements and business requirements of the Bank, without any additional charge to the Bank during the warranty period.
10. The licenses attached with any of the software/hardware components associated with the supplied devices should be in the name of the bank.
11. The Bidder should comply the guidelines issued by UIDAI circular No 6 of 2020 dated 02.09.2020 or any latest circular issued by UIDAI time to time. Copy of undertaking, Proof of submission to UIDAI and acknowledgement copy from UIDAI should be submitted.

#### 5. **Bidders' Eligibility Criteria**

Only those vendors who fulfil the following pre-qualification criteria are eligible for Bid.

1. The Company should do line of activities at least 5 years. (Work order / SLA executed not less 5 years to be produced).
2. The Company should be a manufacturer of the equipment's or as an authorized channel partner/ authorized dealer for the equipment quoted during the last 3 years and it should be registered company in India under company act 1956.
3. The OEM/authorized channel partner/dealership certification should be in force for the current financial year. (Enclose copy of letter from OEM as per enclosed format, if the bidder is channel partner or dealer).
4. The Annual Sales Turnover shall not be less than Rs.20.00 Crores for the last three financial years.
5. The net worth of the Company shall not be less than Rs.5.00 Crores for the last three financial years.
6. The company should have a minimum of 4-5 offices/ Service Centre's in our Bank operating areas in Andhra Pradesh and able to provide the warranty/ AMC services at the locations, where the equipment's are supplied, either directly or through their authorized representatives or through their OEM representatives.
7. The Product offered should be the same model or same series or higher of the equipment prevailed in the market complying with MATM1.5.1 specifications and as per features and specification given in FORM VI in this tender document. Bidder



should attach necessary undertaking for the same. Quality/ Performance/ Benchmark Certifications for the products offered, if any, shall be submitted.

8. The bidder/ OEM shall provide an undertaking that the Model offered & empaneled will be available & supplied during the currency of the Country. The bidder/OEM should have an experience in deploying and supporting minimum 1000 devices in Public/private sector bank/Regional Rural Banks, complying to MATM1.5.1. (Proof of Work orders/ Purchase order to be submitted along with technical bid regarding supply of devices)
9. Eligibility for quoting shall be as per provisions of the latest revision of public procurement (Preference to Make in India) order 2017, and amendments there to.
10. Bidder /OEM should have DSIR recognized R&D to care off future scalability of proposed Micro ATM (certificates should be enclosed).
11. The bidder must not have been black listed by any Government organization or Govt. agency or Banks in India. (A self-declaration signed by the authorized Signatory to be enclosed).
12. The OEM / Channel partner can submit the bid, but not by both for the same product.
13. As per Ministry of Finance, Department of Expenditure, Public Procurement Division's office memorandum F.No.6/18/2019-PPD dated 23.07.2020, regarding insertion of Rule 144 (xi) in the General Financial Rules (GFR) 2017, any bidder from a country which shares a land border with India will be eligible to bid either as a single entity or as a member of a JV / Consortium with others, in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with the Competent Authority. The Competent Authority for registration will be the Registration Committee constituted by the Department for Promotion of Industry and Internal trade (DPIIT). Political & Security clearance from the Ministries of External and Home Affairs respectively will be mandatory.

However, above condition shall not apply to bidders from those countries (even if sharing a land border with India) to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects. Updated lists of countries to which lines of credit have been extended or in which development projects are undertaken are given in the website of the Ministry of External Affairs.

"The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority".

Definitions pertaining to "Restriction of Bidders from Countries sharing Land Borders with India" Clause Bidder" (including the term 'tenderer', 'consultant' 'vendor' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies),





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every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency, branch or office controlled by such person, participating in a procurement process.

"Bidder from a country which shares a land border with India" means:

- a) An entity incorporated, established or registered in such a country; or
- b) A subsidiary of an entity incorporated, established or registered in such a country; or
- c) An entity substantially controlled through entities incorporated, established or registered in such a country; or
- d) An entity whose beneficial owner is situated in such a country; or
- e) An Indian (or other) agent of such an entity; or
- f) A natural person who is a citizen of such a country; or
- g) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

"Beneficial owner" will be as under:

- a) i. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person(s), has a controlling ownership interest or who exercises control through other means.

Explanation

- a. "Controlling ownership interest" means ownership of, or entitlement to, more than twenty-five per cent of shares or capital or profits of the company;
- b. "Control" shall include the right to appoint the majority of the directors or to control the management or policy decisions, including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;

ii. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;

iii. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;

iv. Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official.



v. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

"Agent" is a person employed to do any act for another, or to represent another in dealings with third persons.

**NOTE:**

- Bids not meeting the above eligibility criteria will be rejected
- Technical Evaluation will be done by Bank's technical evaluation committee and the decision of the committee will be final.
- Bidders to submit relevant documentary evidence for above mentioned parameters
- Providing any wrong information by the bidder will result in disqualification of the bidder. The Bank may cross check above parameters by any means during site visit.

**6. Bid process**

Bank proposes procurement process through two bid system.1. Technical Bid and 2. Commercial Bid.

The offer shall be submitted in a sealed cover. The Covers should be superscribed with **"Technical offer for supply, installation, configuration and maintenance of Micro ATMs"** for Technical Bid and **"Commercial offer for supply, installation, configuration and maintenance of Micro ATMs"** for Commercial Bid documents, whenever submitted.

In the first stage, the technical bids shall be opened in the presence of available authorized Representatives of the bidders who chose to remain at the time, date and venue mentioned above. The technical bids shall be evaluated based on the criteria set out Technical specifications and other terms and conditions of this RFP. Late bids will be rejected. Bid submitted without the Bid Fee and Bid Security will not be considered

In the second stage, the commercial bids of technically short-listed bidders shall be opened in the presence of authorized representatives of the short listed bidders who chose to remain at the time, date and venue informed to the short-listed bidders. Commercial bids will be evaluated and L1 bidder will be selected based on the terms and conditions of the RFP.

The bid shall contain no inter-lineation, erasures or over writing except as necessary to correct errors made by the bidder, in which case such corrections duly authenticated under the signature of the person (s) signing the bid.

Please note that

- i. The costs of preparing the proposal including visit / visits to the Bank are not reimbursable.
- ii. The Bank is not bound to accept any of the proposals submitted and the bank has got the right to reject any proposal/annul the tendering process without assigning any reason thereof.
- iii. The Bank can extend the last date for submission of bid.



iv. Technical bid should not contain any pricing and commercial information.

## 7. EMD& Bid fee

The Bidder is required to deposit a sum of Rs.10,000/- (Rupees Ten Thousand only) which is non refundable in the form of a Demand Draft in favour of 'Saptagiri Grameena Bank' payable at Chittoor as a Bid Fee.

The Bidder is required to deposit a sum of Rs 2,00,000/-, (Rupees Two lakhs only) in the form of a Banker's Cheque / Pay order in favour of 'Saptagiri Grameena Bank' payable at Chittoor as Earnest Money Deposit.

No interest will be paid on the EMD. EMDs furnished by all unsuccessful Bidders will be returned on the expiration of the bid validity / finalization of successful Bidder, whichever is earlier.

Bidder may remit the EMD amount in the form of online transfer to the following account:

Account Name : Saptagiri Grameena Bank

Account Number : 88618083

IFSC Code : IDIB05GB001

Bidder has to remit the EMD amount through online transfer - NEFT/RTGS priorly one or two days before last date of bid submission date to avoid technically unforeseen issues. No interest will be paid to the bidder with respect to EMD amount. Any amount received after the Cut-off time will not be entertained and the corresponding bidder will be considered as ineligible.

### **The EMD made by the bidder will be forfeited if:**

- The bidder withdraws his bid before opening of the bids.
- The bidder withdraws his bid after opening of the bids but before acceptance of "Letter of Intent" or "Purchase Order".
- The bidder violates any of the provisions of the terms and conditions of the RFP in the process of evaluation.

**Failure to accept the order by the Selected Bidder within seven days from the date of receipt of the order makes the EMD liable for forfeiture at the discretion of Bank. However Bank reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder**

## 8. Service Level Agreement (SLA)

- The SLA covers the complaints on both hardware and software components.
- During warranty period if any Micro ATM is down three times in a quarter (continuous three calendar months) the particular Micro ATM is to be replaced with new equipment.
- The penalty will be deducted from any of the payment due to the vendor/ Bank Guarantee. Draft SLA agreement enclosed as Annexure-VII.



## 9. Signing of Contract

- In the absence of a formal contract the Bid document together with the Bank's notification of award and vendor's acceptance thereof, would constitute a binding contract between the Bank and the successful Bidder.

## 10. General Terms of Bid submission

**Please note the following points while submitting your offers.**

1. The offers shall be made strictly as per the formats enclosed.
2. The Bidder shall bear all the costs associated with the preparation of the documents, submission of its bid and Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
3. The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized to bind the bidder to the contract.
4. The bid shall contain no interlineations, erasures or over writing except as necessary to correct errors made by the Bidder. In which case the person or persons signing the bid shall authenticate the corrections.
5. The offers submitted to Bank should not bear any corrections, alterations, over writings and additions in hand writing.
6. The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.
7. The Bidder is expected to examine the configurations given in the technical bids and provide compliances, duly providing correct configurations for which the tender is called for. If any inconsistency is observed by the bidder, the same shall be mentioned against each of such item observed and provide the offer made by them.
8. At any time prior to the deadline for submission of bids, the Bank may, for any reason whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Bidding documents by amendments. All such amendments will be notified in writing/ post them on the web site and will be binding on all the bidders. Further, in order to provide, prospective Bidders, reasonable time to take the amendment into account in preparing their bid, the Bank may, at its discretion extend the dead line for submission of bids.
9. The company having quality certification & other certifications, for their operations, may submitted.



10. The Models offered should strictly conform to the specifications given in the product literature and these models should be supported for a minimum period of 3 years after expiry of warranty period of 3 Years. The equipment quoted should not reach end of support for the next 6 years. The Models proposed/ marked for withdrawal from the market and the models under quality testing should not be offered. Bank shall reserve right to ask for PROOF OF CONCEPT on working of the offered Models to ascertain the compatibility with Bank's existing Core Banking Solution/Financial Inclusion (FI) solution, before considering for empanelment.
11. The equipment supplied should not have any known bug, for which fix is not available.
12. When the configuration/ feature required is not available in a particular model, the next available higher configuration model shall be offered.
13. In addition to the above, if any additional/ enhanced configuration is suggested in view of technological changes, it may be furnished as optional feature with/without cost duly explaining the additional utility of the offered model in both the technical offer as well as Commercial Offer document. However, the basic quote should be confined only to the configuration/ model offered for.
14. The diagnostic features available in the system, if any, may be furnished.
15. Time required for supply and installing the Products at our branches/ offices shall be mentioned in the technical offer.
16. Products shall be supplied in a ready condition along with all accessories Software Drivers, Manuals and Media etc. for immediate use.
17. Bank reserves the right to reject this invitation of Quotation in part or full, or cancel the entire procurement process at any stage without assigning any reason. In such a case, bank will not entertain any correspondence in the matter.
18. Bank may call for any clarifications/ additional particulars required, if any, on the technical bids submitted by the bidder. The bidder has to submit the clarifications/ additional particulars in writing within the specified date and time. The bidder's offer will be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time. Bank reserves right to call for a presentation on the features etc., from the short listed vendors based on the technical bids submitted to make an evaluation.
19. The Commercial Bids of the Technically Empanelled vendors will only be considered for Commercial Bid Empanelment.
20. Bank reserves the right to call for Fresh tenders at any point of time after procuring the quantity for which commercial bids were called for, in case any change in technical specifications in the equipment and empanel the bidders.



21. The bidder/ OEM shall provide an undertaking that the Model offered & empanelled will be available & supplied during the currency of the empanelment.

#### 11. Payment Terms:

Bank's Standard payment terms are only applicable. **No advance will be paid** against the Purchase Order. 80% of the cost of the equipment will be paid against proof of delivery of equipment and production of invoice, delivery challans and 20 % on installation and submission of Bank Guarantee. In the case of a situation where the vendor could not install the equipment procured due the problem of site not ready for a period of one month from the date of delivery, the successful bidder should give an undertaking letter agreeing that the installation will be done under PO terms as & when required by the bank. **Bank will not consider any other payment terms even if it is mentioned in the offer letter.**

#### 12. Period of validity

The prices quoted shall be valid for a minimum period of **180 days from the last date for submission of offers and applicable for the quantity projected for procurement by the bank.**

#### 13. Liquidated Damages:

Bank reserves the right to charge penalty for delayed deliveries at the rate of 0.5 % per week without prejudice to its other rights, if not delivered as per the agreed terms & conditions of delivery schedule as per Bid submitted. The penalty may be increased to 1% per week for the delay beyond 2 weeks from the stipulated delivery date. Also, Bank reserves right to cancel the Purchase Order not executed as per terms of offer under this tender documents and initiate steps to de-empanel the bidder from the empanelled list if the agreed time lines for delivery are not met by the bidder or defaults in supply of equipment under the Purchase Orders placed. The penalty for delayed delivery is capped at 5% of the total project cost.

#### 14. Warranty

The Product shall carry a minimum 36 months Comprehensive **on-site** warranty covering total equipment from the date of installation. Warranty terms & conditions shall cover the total equipment, including spare replacements along with OS, changes to be done in configuration as per bank requirement, system software etc procured from the vendor, with maintenance (Minimum 8X6 support) calls logged by email, telephone and onsite support. Warranty terms shall also cover the replacement of spares, resolving issues of operating system, configuration of the equipment, integrating with accessories and any other tasks related to hardware/software management.

The device should contain contact number of centralised support centre and vendor should provide monthly MIS on Service issues.

Reinstallation or upgrading of Operating system and connecting peripherals wherever required. In the case of authorized/ channel partners, Warranty shall also include the cost for the back to back arrangement with OEM for maintenance of spares, providing support services, updates, if any required. Proof of back to back support agreement with the OEM for the equipment needs to be submitted while claiming the payment. Terms of Service Level Agreement, if any, are to be specified. The successful bidder shall be agreeable to enter in to Service Level Agreement with the Bank covering



Warranty & AMC terms and conditions. Besides the above, the bidder shall extend the warranty terms & conditions, if any available by default or extended by OEM, with the product from OEM.

**15. Annual Maintenance Contract (AMC):**

The bidders shall quote AMC Charges under Table II in commercial bid (FORM II) for a period of 2 years after the initial comprehensive onsite warranty period of 3 years in commercial bid.

AMC charges (Comprehensive on site inclusive of all taxes as on date) for the product should be clearly mentioned. Annual maintenance contract terms & conditions shall cover the total equipment including spare replacements along with changes to be done in configuration as per bank requirement, OS, other system software etc procured from the vendor with maintenance (Minimum 8x6 support) calls logged by, email, telephone and onsite support & minimum of 4 Preventive Maintenance calls during the year as per the requirement of the bank. Annual maintenance Contract terms shall also cover the task of replacement of spares, resolving issues of operating system, configuration of the equipment, integrating with accessories and any other tasks related to hardware/software management. Reinstallation or upgrading of Operating system and connecting peripherals wherever is necessary.

**Bank reserves its right to decide whether to enter into AMC with the successful bidder, for the post warranty period.**

In case Bank decides to enter into Annual Maintenance Contract, the successful bidder shall ensure that the type of support / maintenance services extended for hardware during the AMC period of 2 years, after the initial comprehensive onsite warranty period of 3 years, is similar to the one extended during warranty period.

In the case of authorized/ channel partners, AMC shall also include the cost for the back to back arrangement with OEM for maintenance of spares, providing support services, updates (if any required) for providing AMC support for period not less than 2 years after expiry of warranty period. Proof of back to back support agreement with the OEM for the equipment needs to be submitted while claiming the payment.

Bank will pay AMC charges on quarterly arrear basis during the AMC period of 4<sup>th</sup> and 5<sup>th</sup> year. The bidder should provide details of service calls attended during AMC period on quarterly basis.

**16. Bank Guarantee**

Within 30 ((Thirty) days (inclusive of holidays) of the date of acceptance of the Purchase Order, the successful bidder should furnish a Bank Guarantee (for performance) for a period of 60 months for an amount equal to 10% of the order value covering the period of contract (as per format enclosed in Annexure VIII) with a claim period of 6 months from the date of expiry of guarantee. The successful bidder has to submit similar Bank Guarantee on renewal of the contract. The above-mentioned bank guarantees shall be issued by any scheduled Commercial bank other than SAPTAGIRI GRAMEENA BANK. Bank reserves its right to invoke the Bank Guarantee on the grounds of unsatisfactory performance as per the scope and the terms and conditions of this RFP.



### 17. Commercial Evaluation:

On completion of evaluation process of commercial bids and based on any other clarification submitted by the bidder in response to the Bank's query, if any, the bank will determine the L1 bidder as under:

#### **L1 bidder will be determined based on the total price quoted in Sl. No. 1 in Table I of the Commercial Bid (FORM II).**

There will normally be no negotiation on the price. As such, bidders in their own interest should quote the most competitive prices. The Bank reserves the right to reject L1 bid if the same is found unreasonable.

### 18. Disqualification of the bidder

No columns of the proposal should be left blank. Offers with insufficient information and which do not strictly comply with the stipulations given above, are liable to be rejected. Bank may accept or reject, in full or in part, any or all the offers, without assigning any reason thereof whatsoever. The Bank will not be obliged to meet and have discussions with any bidder and / or to entertain any representations in this regard.

### 19. Other Terms & Conditions:

Bank reserves the right to procure different equipment/ solutions from various vendors depending on its requirement and vendor shall co-ordinate with other vendors for integrating the components, configuration of the equipment. The successful bidder has to supply products not exceeding 25% of the order value in case of any additional requirement within a year.

Vendors shall indemnify, protect Saptagiri Grameena Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from Infringement of any Patent, trademarks, copyrights, agency/dealership etc., or such other statutory infringements in respect of the entire software supplied by the vendor.

Vendor shall submit an undertaking that all the components used in the equipments shall be original make as per the technical specifications submitted and the operating system shall be supplied with the authorised license certificates in the name of the bank. If found contrary, the vendor shall replace the component/ equipment with the original ones at their own cost and in such instances, Bank reserves the right to levy penalty for the lapses.

The vendor shall provide the following services in addition to the above:

- Configuring the equipments / loading the Device Drivers compatible with operating system as per the specific requirements of banking application deployed by the bank
- Configuring Hardware & Software, Loading of operating system & other system software. Device configuration as per the requirement of the bank
- Coordinating with the branches/ offices for obtaining Road Permits, Delivery, and Installation by coordinating with other agencies/vendors of other equipments, if required.





**Saptagiri Grameena Bank**

(Public Sector RRB : Sponsored by Indian Bank)

**సప్తగిరి గ్రామీణ బ్యాంక్**

(ప్రభుత్వ రంగ సంస్థ : ఇండియన్ బ్యాంక్ ద్వారా ప్రాయోజితం)

**सप्तगिरि ग्रामीण बैंक**

(सार्वजनिक क्षेत्र आरआरबी : इंडियन बैंक द्वारा प्रायोजित)

- d. Assists the Banks authorized representatives for undertaking the inspection at their factory/ on site as per the banks instructions, if required by bank.
- e. Bidder has to ensure that Serial No / Logo / design should be remain in the Micro ATM atleast 5 six years. It should not able to tear off with manual intervention / fade out at least five years.

## 20. Force Majeure:

Notwithstanding the above provisions, the Successful bidder shall not be liable for penalty or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions and epidemics. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

## 21. Termination for Insolvency

The Bank may at any time, terminate the Contract by giving written notice to the Vendor if the vendor becomes Bankrupt or otherwise insolvent. In this event, termination will be without compensation to the vendor, provided that such termination will not prejudice

## 22. Termination for convenience

The quality of services given by the bidder & progress of the project will be reviewed monthly and if the services are not found satisfactory, the Bank reserves the right to terminate the contract by giving 90 days' notice to the bidder. The decision of the Bank regarding quality of services shall be final and binding on the bidder. The Bank shall have the right to terminate/cancel the contract with the selected bidder at any time during the contract period, by giving a written notice of 90 days, for any valid reason, including but not limited to the following:

- Excessive delay in execution of order placed by the Bank
- Discrepancies / deviations in the agreed processes and/or products.
- Failure of vendor (successful bidder) to complete implementation of appliance within the time as specified in the RFP document
- Violation of terms & conditions stipulated in this RFP.
- Exceeding any of the threshold limit of Delay as per the penalty clause

## 23. Bidders Liability

The bidder's aggregate liability in connection with obligations, undertaken as a part of this project regardless of the form or nature of the action giving rise to such liability, shall be limited to the Project cost. The bidders liability in case of third party claims against the Bank resulting from breach of confidentiality , Wilful Misconduct or Gross Negligence of the bidder, its employees and subcontractors or from third party claims



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resulting from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights shall be unlimited.

**Important Points:**

The Bid shall be submitted with following documents in the same sequence without which the tender will be summarily rejected. **All the pages in the respective bids should be serially numbered and signed by the authorized person.**

The Bid should be furnished clearly indicating the bid amount in both figures and words, in Indian Rupees, and signed by the Bidder's authorised signatory. In the event of any difference between figures and words, the amount indicated in words shall be taken into account.

24. **Technical Bid Cover:**

1. Technical Bid Forms I to VI along with Audited Balance Sheets, Copies of Reference Letters, Quality Certification Letters, Product Literatures etc.
2. Annexure I to annexure –VI
3. Annexure IX
4. Any Other documents, forms, letters etc supporting above information.

25. **Commercial Bid Cover:**

1. Commercial Bid Format I & II (A & B)
2. Bidders Undertaking Letter as per format enclosed.



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**TECHNICAL BID**

**FORM-I**

Company Profile

1. Name of the Company:
2. Address of Registered Office / Head Office:
3. Phone Number (with STD Code)
4. Fax Number
5. E-mail id
6. Constitution (Public Ltd Co., / Pvt Ltd Co./ Partnership/ Proprietary Concern etc)
7. Date of Establishment:
8. Name of Chief Executive:
9. Name of Local Contact Person and Phone No at Chittoor /Tirupati / Vijayawada:
10. Location of Factory, if applicable:
11. Line of Activity:
12. Date from which the product offered in the tender are marketed:
13. Products Developed / Serviced (Attach product literature)
14. Details of Quality Certifications Obtained for the Company & its Products, such as ISO-9001:2000 etc. (attach Xerox copies).
15. Total Number of Employees:

Date:

Signature of Authorized Official with Seal



**TECHNICAL BID**

**FORM-II**

**Particulars of Company's own Offices / Service Centres.**

1. Total Number of Offices :
2. Of which number of offices in Andhra Pradesh:
3. Other places :

1. Total Number of Service Centres :
2. Of which Number of Service Centres in Andhra Pradesh:
3. Other Places :

Please furnish information about Regional/ Branch Offices/ Service centres in Andhra pradesh, in the following format separately.

City / State	Address	Name of Person In-charge and Phone No	No. Of Certified Support Engineers & their qualifications	Whether adequate trained Manpower, knowledge base & stock of spares available for support

Date:

Signature of Authorized Official with Seal



**TECHNICAL BID FORM  
(Micro ATMs)**

**FORM-III**

- A. List of public/ private sector banks/ RRBs and related references to whom the Micro ATMs are supplied during the last two years – provide copies of major contracts executed.

Name of the Bank & contact details	Details of equipment supplied

- B. List of public sector bank / Private Bank / RRBs for which the equipment (Micro ATMs) complying to MATM 1.5.1 specifications are already delivered and installed

Sl No	Name of the Buyer	Contact Person name and Phone number	Quantity	Make and model of the Equipment Supplied

**Date:**

**Signature of Authorized Official with Seal**



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**TECHNICAL BID FORM**  
(Micro ATMs)

**FORM-IV**

**1. Financial Position** (Enclose copy of latest Audit statement)

(In Rs in Lakhs)

	2019-20	2020-21	2021-22
Audited (A) / Provisional (P)	(A)	(A)	(A/P)
Paid up Capital			
Tangible Net Worth			
Total Assets			
Total Sales (net of excise)			
PBDIT			
Profit after Tax			

Please **fill all the above columns** (do not leave any column blank) & **attach annual reports / duly audited financial statements.**

**Date:**

**Signature of Authorised Official with Seal**



**TECHNICAL BID FORM  
(Micro ATMs)**

**FORM-V**

Name of the vendor:

Micro ATMs Quantity: 350

**Technical specification**

<b>Micro-ATM Device Specification</b>			
<b>SL. No.</b>	<b>Component</b>	<b>Minimum Requirement</b>	<b>Compliance (Yes/No)</b>
1	Processor	The Micro ATM should have Quad Core 1.0 G Hz or Higher processor.	
2	Memory	The Micro ATM should have a minimum of 1GB RAM	
3	Flash Memory	The Micro ATM should have 8GB internal memory, extendable to not less than 32 GB	
4	Operating System	The Micro ATM should come with latest Android operating system but not less than Android 7.0 version and should be upgradable to the latest version on Bank's request in future.	
5	LCD Type	The Micro ATM should have 5.5 inch IPS or higher display.	
6	Connectivity	The Micro ATMs must provide at least two channels choice of network connectivity like GSM / CDMA (4G upgradable upto 5G or upgradable with external devices supporting 5G )/ Ethernet (IPV4 and IPV6)and PSTN, Wireless like RF,VSAT Wi-Fi etc.	
7	Security	2048-bit PKI, 256-bit AES, Base 64, SHA -256 for full compliance with Aadhaar Authentication API specifications.	
8	Non-volatile storage	Must be capable of storing audit trails of at least 1000 transactions.	
9	Display	Must be capable of displaying last 10 transactions without scrolling horizontally. Each transaction must display at least the date, type, and amount.	
10	Printer	2 inch Inbuilt thermal printer. Must be able to print out transaction status and mini-statement of at least the last 10 transactions. Receipts and other printed items must be legible for at least two months from the date of printing. It should support multiple fonts, barcode and graphics	
11	Battery	Rechargeable Battery backup of minimum 8 hours operation with 24 hours standby.	



12	Power Adapter	AC/DC adapter with surge protection	
13	Power Supply	The power supply to Micro ATM should be of Indian Standards. The battery / charger used in the offered / supplied Micro ATM should be inbuilt & of Indian Standard with maximum power back time while during operation & standby with scheduled warning / sound beeps enabled for recharging.	
14	MDM/ TMS	Bidder should install Device Management application/ portal to Manage and control the devices to Bank	
15	Environment	Operating temp: 0°C to 50°C. Storage not including battery: 0°C to 55°C.	
16	Location	The terminal should have the capability to communicate its location (Industry standard 16 channel NMEA Compliant GPS support or Cell Tower Location or any other dynamic method for approximate Lat-Long location).	
17	Camera	The Micro ATM should have integrated camera with resolution 5 MP or higher.	
18	Speaker	The Micro ATM should have integrated Audio speaker for voice confirmation of the transaction with option to change language as and when required.	
19	Magstripe reader	The Micro ATM device should provide ISO triple-track 1/2/3, bidirectional, high-coercivity Magstripe reader.	
20	PCI-PED for POS /Security	The Micro ATM device should provide EMV & PCI-PED certified PIN PAD connected to device over USB/Bluetooth and capable of 3DES encryption, TMK/TPK support with all keys remote download, UKPT / DUKPT capability.	
21	Biometric Scanner	As per latest UIDAI standards given in section under <b>'Biometric Scanner Specifications'</b> .	
22	EMV Contact smart card reader	The Micro ATM device should provide ISO 7816 compliant contact smart card reader with EMV Level 1 and Level 2 certification as per NPCI specification.	
23	IRIS availability	As add on or inbuilt IRIS should be STQC certified	
24	NFC reader	The Micro ATM device should provide Contactless smart card readers compliant to ISO 14443 A and B.	
25	QR code reader (Optional)	Ability to read QR code from the Aadhaar letter of size 21mm x21mm, 600 DPI and Error correction code level M(Medium).	
26	Registered Device	As per latest UIDAI standards for carrying out banking transactions	





27	Integrated Device	Device should be an integrated device and should contain printer, NFC reader, magstripe card reader, Smart Card reader, EMV contact card reader, Biometric scanner, battery, camera, display etc. all in one device. Power adapter may be supplied separately	
		All the above requirements should be available from day one itself. In addition to it, any other accessory / hardware / software etc. needed for proper functioning of the system and for ensuring its compatibility with the existing setup shall be provided by the vendor without any extra cost.	

**Biometric Scanner Specifications:**

All Micro ATM devices should use the STQC certified Scanner + Extractor to meet the technical specifications and compliant with the latest RD service as defined by UIDAI. The RD service license shall be provided by the vendor till the Warranty/AMC Period of the device. Any changes to the RD service specifications, mandated by UIDAI, should be complied with by the vendor, at no extra payment liability on the Bank. The cost of RD service should be included with the warranty period and the cost of RD service for AMC period is to be mentioned as a separate line item.



Detailed guidelines on the STQC certification process, and list of certified devices are available on the STQC website:

Parameters	Specification
Minimum Platen Area	<p>Optical/multispectral/capacitance technology</p> <p>1. If platen area is 15.24 mm x 20.32 mm or more:</p> <p>1.1 Provisional certificate would be issued without any field testing.</p> <p>1.2 Final certification would be subject to sensor-extractor meeting &lt;2% FRR in Aadhaar authentication system (at FAR of 0.01%) for which details guidelines will be published by STQC.</p> <p>2. If platen area is 12.8 mm x 16.5 mm or more but less than 15.24 mm x 20.32 mm, certification would be subject to sensor-extractor meeting &lt;2% FRR in Aadhaar authentication system (at FAR of 0.01%) for which detailed guidelines will be published by STQC.</p> <p>Any other Technology</p> <p>3. &lt;2% FRR in Aadhaar authentication set up (at FAR of 0.01%) for which details guidelines will be published by STQC.</p>



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**सप्तगिरि ग्रामीण बैंक**

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Image Quality	Must be listed on "IFAS Certified Product List" posted on <a href="https://www.fbibiospecs.org/IAFIS/Default.aspx">https://www.fbibiospecs.org/IAFIS/Default.aspx</a> under "PIV Single Finger Capture Devices" OR Lab Test conformance report-showing compliance to ISO 19794-4 Annexure A OR any other equivalent conformance report (to be approved for eqivance by expert committee appointed by Competent Authority)
Extractor Quality	<ul style="list-style-type: none"><li>• MINEX compliance</li><li>• Number of Minutiae generated by extractor to be in conformance to ISO Specification. Tested for at least 12 Minutiae points generated under test conditions</li></ul>
NFIQ Quality Software	Inbuilt NFIQ quality software either at device level or extractor level.
Resolution	Minimum 500 DPI with 5% margin on the lower side
Grey scale / Image type	8 bit, 256 levels
Extractor & Image Template Standard	ISO 19794-2 for fingerprint minutiae template and ISO 19794-4 for Fingerprint Image Template
Latent detection	Preferable
Platen	Rugged, minimum IP 54 rating preferable Prefer scratch resistant features
Preferred Operating Temperature	0 to 45 degree Centigrade
Preferred Storage Temperature	0 to 50 degree Centigrade
Preferred Humidity	10 to 90%
ESD	>= 8Kv
Environment, health and safety	ROHS certification
Safety	UL or IEC60950 compliance
EMC compliance	FCC class A or equivalent
Operating system environment	Vendor needs to declare the compatible operating system
Connectivity	<ul style="list-style-type: none"><li>• Standard USB connectivity for PC based application.</li><li>• Connectivity for POS devices.</li></ul>



**TECHNICAL BID FORM  
(Micro ATMs)**

**FORM-VI**

Name of the vendor:

Micro ATMs Quantity: 350

**Functional Specification**

Sl.No	Specification	Compliance (Yes/No)
1	Each Micro ATM device must have a unique terminal ID.	
2	The Micro ATMs should be a single integrated system for easy to carry of use. The Micro ATMs must be all-in-one integrated device sytem for easy to carry of use with external or integrated PCI PED certified PINPAD.	
3	The Micro ATM device must be brand new and manufactured as per the latest technology.	
4	The Micro ATM device must be tamper resistant to avoid unauthorized use.	
5	The Micro ATM device & its peripherals provided by the bidder should be robust, easy-to-use and reliable.	
6	Bidder should maintain the equipments in good condition. The faulty equipments are replaced without delay. Bidder should maintain stocks and spares parts of equipments at support centres.	
7	Technical specifications & Functionality of equipments in the Micro ATM must be fully compliant with extant standards & certifications of IBA/IDRBT/UIDAI & RBI and should be robust enough to conform & upgrade to the changes mandated by IBA/IDRBT/UIDAI/RBI or any other statutory authorities from time to time.	
8	The Device should be of Micro ATM standards version 1.5.1 as prescribed by IDRBT / RBI / NPCI / UIDAI / IBA or its latest revision and must comply with the UIDAI.	
9	The Micro ATM device (Smartcard Scanner / Reader) should be capable to use Contact Smart Cards for customer & BCs Authentication.	
10	The Micro ATM devices must be fully compliant on the Secure Biometric Scanner as per defined Standards issued by IBA / IDRBT / UIDAI / RBI / GOI etc. and be compatible and easily integratable with the Bank's FI Gateway solution.	



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11	The Micro ATM device must be certified for Aadhaar authentication as per the latest certification requirements laid down by UIDAI.Voice enablement of Authentication output in local language.	
12	The Micro ATM device must be capable of conducting two finger authentication transactions in the same session as laid out on the authentication process documents.	
13	The Micro ATM device should have capability to port application for standard perform basic Banking services (eKYC account opening, Withdrawal, Deposit, Fund Transfer, Balance enquiry & mini statements) Rupay, AEPS and e-KYC services	
14	The Micro ATM device should be capable of hosting multiple applications and should seamlessly interface with the existing Bank's FI-Gateway solutions.	
15	The Micro ATM devices should have maximum compatibility with the Bank's existing FI- gateway, Indian Bank ATM Switch, core-banking system i.e. Bancs In a way, the messaging protocols and transaction-settlement mechanism of the supplied Micro ATM be based on processes in use in the Bank for on-us & off-us transactions.	
16	The Micro ATM devices should support & capable of processing both On-us and off-us transactions of the Bank. In case of AEPS and Rupay card based transactions, On-us transactions be processed internally as within the Bank. Off-us transactions be routed through multilayer gateway / switches for payment & settlement.	
17	The machine should have user interface with the peripherals and Bank's FI – Gateway / Computer / Server through Bank's secured LAN / WAN.	
18	The Micro-ATM must be fully compliant with extant standards (API & STQC & RD) & other certifications of UIDAI and should be robust enough to conform & upgrade to the changes mandated by UIDAI from time to time. During the pendency of the project, they will need to upgrade the certification if it is mandated by UIDAI . They may do so by supplying additional hardware/software for achieving the same as and when need arises with no extra payment liability on the Bank.	
19	The Micro ATM should have provision for a SAM (secured access module) card. SAM card is used only for the authentication and not for storage.	
20	The Micro ATM device should support IRIS authentication module and provision to integrate IRIS reader.	
21	The Micro ATM device should be able to print transaction report slip for customers for all type of transactions immediately. Language for transaction report slip / reports is English /local regional language.	



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22	The Micro ATM device & its application should support transactions, generation of reports, voice guidance in English/local regional language.	
23	As a fallback to biometric authentication, the Micro ATM device must implement the OTP API and OTP authentication capability.	
24	Device must support "Best Finger Detection" software as per Aadhaar Best Finger Detection API Released by UIDAI.	
25	The Bidder to provide entire operational and data-sheet specification manuals.	



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(ప్రభుత్వ రంగ సంస్థ : ఇండియన్ బ్యాంక్ ద్వారా ప్రాయోజితం)

**सप्तगिरि ग्रामीण बैंक**  
(सार्वजनिक क्षेत्र आरआरबी : इंडियन बैंक द्वारा प्रायोजित)

**COMMERCIAL BID**  
(Micro ATMs)

**FORM-I**

To:

The General Manager  
Saptagiri Grameena Bank

Date

Dear Sir,

**Reg: Supply, installation and commissioning of Micro ATMs.**

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver the ----- (equipment name), in conformity with the said bidding documents for the sum of..... (Rs.

) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to deliver, install and commission the system in accordance with the delivery schedule specified in the Schedule of Requirements/ purchase orders issued from time to time.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the Bid which shall remain binding upon us.

Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, 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 you are not bound to accept the lowest or any Bid you may receive.

Dated this..... Day of..... 2023.

(Signature)

(Name)

(in the capacity of)

Duly authorized to sign Bid for and on behalf of



**COMMERCIAL BID  
(Micro ATMs)**

**FORM-II**

Name of Bidder :

Address of Corporate Office :

**TABLE I. COST OF HARDWARE (with 3 years warranty)**

(Amount in ₹)

Sl No.	Item of purchase	Make/Model	Unit Price (a)	GST (b)	Unit price incl. of GST [ c = a+b ]	Quantity (d)	Total Price [e = c*d]
1	Micro ATM					350	

**TABLE II. AMC CHARGES (Not reckoned for L1 determination)**

(Amount in ₹)

Sl No.	Details	AMC Charges (a)	GST (b)	AMC Charges Per Unit [ c = a+b ]	Qty (d)	AMC Charges per year [e =(c*d)]
1	AMC for 4 <sup>th</sup> year				350	
2	AMC for 5 <sup>th</sup> year				350	

**OTHER TERMS & CONDITIONS:**

**Supply and Installation :**

Expected delivery period should not exceed 6 weeks from the date of acceptance of Purchase Order.

The quoted price should be **all-inclusive price** (i.e., including Technical Service Charges, if any, Excise Duty, GST, any other applicable duties and taxes, Packing, Freight and Forwarding, Transit Insurance, Local transportation, Hamali Charges, completing the Road permit formalities, if required, Installation and warranty period charges. The total price shall also include Technical/User Manuals, Driver/ Utility Compact Disk) and **shall be applicable uniformly to any part of Andhra Pradesh since the Micro ATMs are to be delivered Two Locations in Andhra Pradesh.** No additional charges/ management fee of any kind will be reimbursed.

Bank's Standard payment terms are only applicable. **No advance will be paid** against the Purchase Order. As per the present policy, 80 % of the cost of the equipment will be paid against proof of delivery of equipments and production of invoice, delivery challans and remaining 20 % will be paid after installation. In the case of a situation where the vendor could not install the equipment procured due the problem of site not ready for a period of one month from the date of delivery, the successful bidder should give an undertaking letter agreeing that the installation will be done under PO terms as & when required by the bank. **Bank will not consider any other payment terms even if it is mentioned in the offer letter.**



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The prices quoted shall be valid for a minimum period of **180 Days from the last date for submission of offers and applicable for the quantity projected for procurement by the bank.**

Bank reserves the right to charge penalty for delayed deliveries at the rate of 0.50% per week without prejudice to its other rights, if not delivered as per the agreed terms & conditions of delivery schedule as per Bid submitted. The penalty may be increased to 1% per week for the delay beyond 2 weeks from the stipulated delivery date. However the penalty will be a maximum of 5% of the total order value. Also, Bank reserves right to cancel the Purchase Order not executed as per terms of offer under this tender documents and initiate steps de-empanel the bidder from the empanelled list if the agreed time lines for delivery are not met by the bidder or defaults in supply of equipments under the Purchase Orders placed.

The bank has the right to place order partially or full, as per the item-wise commercials quoted in Form-II.

The Bank will be free to either reduce or increase the quantity to be purchased on the same terms and conditions. The Bank reserves the right to alter quantities.

The Bank reserves the right to stagger the deliveries depending upon the readiness of sites at various locations.

Bank reserves the right to reject this invitation, in part or full, or cancel the entire procurement process at any stage without assigning any reason. In such a case, bank will not entertain any correspondence in the matter.

**Further, we declare that all the terms & conditions as per the RFP are agreeable to us.**

**Date:**

**Signature with Official seal**





**ANNEXURE - I**

Statement of pre-qualification of RFP for supply, installation and commissioning of **Micro ATMs**:

Sl. No	Pre-qualification Criteria	Compliance
1	The Company should be in existence for a minimum period of Five years.	
2	The Company should be a manufacturer of the equipments or as an authorised channel partner/ authorized dealer for the equipments quoted during the last 3 years.	
3	The OEM/authorized channel partner/dealership certification should be in force for the current financial year. (Enclose copy of letter from OEM as per enclosed format, if the bidder is channel partner or dealer)	
4	The Bidder should have executed contracts for supply, installation and commissioning of the equipment for which the tender is submitted to public/ private sector banks/regional rural banks during the last three years. Copies of Major Contracts executed/ Reference Letters during the last two years for the Equipments for which the tender is submitted should be enclosed.	
5	Annual Sales Turnover not less than Rs <b>20.00 Crores</b> for last 3 years (Provide in Crores & Enclose audited Balance Sheets) <ul style="list-style-type: none"><li>• 2019-2020</li><li>• 2020-2021</li><li>• 2021-2022</li></ul>	
6	Net worth not less than Rs <b>5.00 Crores</b> for last 3 years (Provide in Crores) <ul style="list-style-type: none"><li>• 2019-2020</li><li>• 2020-2021</li><li>• 2021-2022</li></ul>	
7	Shall be Earning Profit for the last Three Years (Provide in Crores) <ul style="list-style-type: none"><li>• 2019-2020</li><li>• 2020-2021</li><li>• 2021-2022</li></ul> In case the bidder company is having loss for any year out of the last 3 years, a certificate from the auditors has to be given that the current net worth is positive. Bank may consider such bids after duly evaluating the financial strengths of the company.	



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(ప్రభుత్వ రంగ సంస్థ : ఇండియన్ బ్యాంక్ ద్వారా ప్రాయోజితం)

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8	The company shall be having minimum four offices in Andhra Pradesh especially in shall be able to provide the warranty/ AMC services at the locations, where the equipments are supplied, either directly or through their authorised representatives or through their OEM representatives.  OWN : OEM Branch/Dealer/ Franchisee:	
9	The Product offered (should be the Same model or same series or higher of the equipment's deployed in the market). Proof like PO copies / reference letters needs to be submitted. Quality/ Performance/ Benchmark Certifications for the products offered, if any, shall be submitted	
10	The bidder/ OEM shall provide an undertaking that the Model offered & empanelled will be available & supplied during the currency of the contract	
11	The make of the Micro ATM quoted should be used in the branches or at Business correspondent points for making banking transactions.	
12	The bidder must not have been black listed by any Government organization or Govt. agency or Banks in India. (A self-declaration signed by the authorized Signatory to be enclosed).	

**Date:**

**Signature of Authorised Official with Seal**



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## **ANNEXURE - II**

(This format has to be issued by Original Equipment Manufacturer on their Letter Head duly signed by authorised signatory/ies)

To  
The General Manager  
Saptagiri Grameena Bank Head office,  
19-565/11, 3<sup>rd</sup> floor, Sai Yashus,  
Chittoor, 517002.  
Andhra Pradesh.

Place:

Date:

Dear Sir,

We hereby certify that M/S..... (Name & Address) is an Authorised Channel Partner/ Authorised Dealer (Strike out the not applicable) for Supply, installation and commissioning of .....

..... (Equipment details) of..... (Specify Make) manufactured by our company for the last .... (Specify) Years. Further, we certify that the Authorised Channel Partner/ Authorised Dealer ship agreement with M/S ..... is in force and is valid up to ..... (Specify Period).

Further, we hereby certify that M/S ..... is authorised to participate in the tender process for procurement of Micro ATMs on our behalf and submit bids. We undertake to honour the Warranty and AMC terms & conditions as per the tender documents independent of continuation of the channel partnership/ authorised dealership arrangement with M/S ..... either directly or through any of our channel partners/ authorised dealers. We also declare that if the Authorised Dealer has not render warranty / AMC service during contract period, we will provide service through our service channel / or any other Authorised Dealer in India.

We hereby undertake that the Model offered & empanelled will be available & supplied during the currency of the empanelment.

Further, we confirm that the undersigned is authorised to issue this letter.

Yours Faithfully,

(Name, Designation, Address, Phone Number of the Authorised Signatory with Company Seal)



**ANNEXURE - III**

**FORMAT UNDERTAKING LETTER ON THE LETTER HEAD OF THE BIDDER.**

To

The General Manager  
Saptagiri Grameena Bank Head office,  
19-565/11, 3<sup>rd</sup> floor, Sai Yashus,  
Chittoor, 517002.  
Andhra Pradesh.

Place:

Dear Sir,

**Ref: Your Tender Reference No:      Dated:              for Supply, Installation, Commissioning of  
Micro ATMs**

With reference to the above, we hereby confirm that we are the manufacturer of the following equipments (or) authorised channel partner/ authorised dealer (strike off not applicable) of M/S ..... (Provide OEM Name) for the following equipments.

TYPE OF EQUIPMENT	MAKE OF EQUIPMENT	MODEL OF EQUIPMENT

We confirm that the above equipments are original make and all the components used in the equipments are of original make as per configuration offered and all the deliverables will be supplied with the authorised license certificates in the name of the bank. If found contrary, we undertake to replace the component/ equipment with the original ones at our own cost and under such circumstances, bank reserves right to levy penalty for the lapses. If the equipment supplied is not working properly, the same shall be serviced and replaced (if required) with a new system at our cost. We hereby confirm that the Model offered & empanelled will be available & supplied during the currency of the empanelment. We undertake to service the equipment for 6 years from the date of procurement as per the terms of RFP. We further confirm that we have read all the points of the RFP document and shall comply & abide by that. We undertake to enter in to an SLA agreement as per the RFP document for warranty/ AMC Services with Bank.

We, further, confirm the following services will be provided during the process of supply, installation, commissioning and maintenance.

- a) Configuring / reconfiguring the equipments as per the specific requirements of banking application by providing onsite resource.
- b) Configuring Hardware & Software, Loading of operating system & other software as per the requirement of the Bank, Operating System Hardening, Upgrade of Operating system, Device configuration as per the requirement of the bank



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- c) Transfer of Data/configuration from the existing system to the New System, if any, as required by the bank
- d) Integrating the equipments with the LAN/WAN infrastructure and other peripherals/ equipments purchased from different vendors in co-ordination with them.
- e) Coordinating with the branches/ offices for obtaining Road Permits, Delivery, and Installation by coordinating with other agencies/vendors of other equipments, if required.
- f) Assists the Banks authorized representatives for undertaking the inspection at their factory/ on site as per the banks instructions, if required by bank.
- g) If required by the bank, arrange for delivery of the equipment for configuring etc as per banks requirement and arrange for delivery at the locations required by the bank.

Yours Faithfully,

(Name, Designation, Address, Phone Number of the  
Authorised Signatory with Company Seal)



**ANNEXURE- IV**

**ESCALATION MATRIX**

**Delivery and Business Issues:**

SI No	Name	Level/Designation	Response time	Office address	Contact details (email & phone)
1		First Level Contact	4 hours		
2		Second Level Contact	24 hours		
3		Regional Head	48 hours		
4		Country Head/MD/CEO	Beyond 48 hours		

**Support Issues:**

SI NO	Name	Level/Designation	Response time	Office address	Contact details (email & phone)
1		First Level Contact	4 hours		
2		Second Level Contact	24 hours		
3		Regional Head	48 hours		
4		Country Head/MD/CEO	Beyond 48 hours		

Bank can contact the next level in the escalation matrix if the response is not received or no solution is provided for the issue within the time frame mentioned.

We will inform the Bank immediately as and when any changes are effected in the escalation matrix.

Authorised Signatory

Name:

Designation:

Place:

Date:



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**ANNEXURE -V**

**Details of Service locations for Warranty / AMC of Micro ATM**

(This letter should be on letter head of Bidder duly signed and stamped by authorized signatory)

The General Manager  
Saptagiri Grameena Bank Head office,  
19-565/11,3<sup>rd</sup> floor,Sai Yashus,  
Chittoor, 517002.  
Andhra Pradesh.

Dear Sir ,

Sub: **Your Tender Reference No: Dated: for Supply, Installation, Commissioning of Micro ATMs**

We undertake to provide the service for maintenance of Micro ATM devices at various locations situated in the following Cities.

Sl.No	City Name
1	Chittoor
2	Tirupati
3	Vijayawada
4	Gudivada

Place

Date

Seal & Signature of the bidder



**ANNEXURE -VI**

**Non-Disclosure Agreement**

**SUB: RFP for Supply, Installation, Configuration and Maintenance of Micro ATMs for Saptagiri Grameena Bank.**

**Ref: Your RFP XX/2022-23 dated**

WHEREAS, we, \_\_\_\_\_, having Registered Office at \_\_\_\_\_, hereinafter referred to as the Bidder, are agreeable to provide IT Infrastructure services to Saptagiri Grameena Bank, having its head office at No. 19-565/11,3<sup>rd</sup> floor,Sai Yashus, Chittoor – 517002 hereinafter referred to as the BANK and,

WHEREAS, the Bidder understands that the information regarding the Bank's IT Infrastructure shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and

WHEREAS, the Bidder understands that in the course of submission of the offer for "**Supply, Installation, Configuration and Maintenance of Micro ATMs** " and/or in the aftermath thereof, it may be necessary that the Bidder may perform certain jobs/duties on the Banks properties and/or have access to certain plans, documents, approvals or information of the BANK; NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following conditions, in order to induce the BANK to grant the Bidder specific access to the BANK's property/information. The Bidder will not publish or disclose to others, nor, use in any services that the Bidder performs for others, any confidential or proprietary information belonging to the BANK, unless the Bidder has first obtained the BANK's written authorization to do so.

The Bidder agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the Bidder for the purpose of submitting the offer to the BANK for the said solution, will not be disclosed during or subsequent to submission of the offer to the BANK, to anyone outside the BANK.

The Bidder shall not, without the BANKS written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the Bidder for the purpose of submitting the offer to the BANK and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Date

Signature with seal  
Name  
Designation



## **ANNEXURE -VII**

### **SLA Terms & Conditions for Supply, Installation and Annual Maintenance Contract (3 Warranty + 2 Year AMC) Of 350 Micro ATM**

(This should be on letter head of bidder duly signed and stamped by authorized signatory)

#### **1. Supply, Installation and Annual Maintenance Contract (3 year Warranty+ 2 Year AMC ) of 350 Micro ATM**

350 Devices will be purchased with 3 year Warranty + 2 year AMC.

#### **2. Liquidated Damages**

The Bank expects installation of systems at the site within 45 Days of the work order. However, if the vendor commits delay in delivery or installation, within the said period, the vendor will be liable to pay a sum of 1% (one percent) of the order value per site for each week of delay beyond the scheduled installation date by the way of liquidated damages.

#### **3. Device hardening for OS should be done by the vendor during installation.**

#### **4. Vendor will provide software/ module to the bank for monitoring & management (MDM/ TMS) of the devices.**

#### **5. Device Warranty**

The offer must include comprehensive onsite warranty, covering all parts, for minimum 3 year period starting from the date of installation and acceptance of the device from the bank. Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all installed devices covered under RFP. Vendor must arrange all parts, against any manufacturing defects during the warranty period. During the warranty period vendor shall maintain the systems and arrange repairing and/ or replacement of all defective components at the site for free of charge to the Bank. Also the warranty of the equipment procured shall not become void.

#### **6. Period of AMC**

- a) The rates of AMC called for shall remain in force for 2 Years after expiry of 3 year warranty period. However, the Bank may or its discretion, extend/award fresh AMC for the sixth consecutive year also at the same rate with mutual consent of the vendor. The Bank reserves the right to terminate the AMC at any time without assigning reason thereof. The AMC will be renewed yearly after completion of initial 5 years.
- b) If the Bank opts for continuing AMC with the vendor for the sixth year also, the vendor shall provide maintenance services. The vendor shall not increase the AMC rate.
- c) The bank may on its discretion, continue the AMC with the vendor for subsequent years also at the mutually negotiated rates on same terms and conditions with mutual consent of the vendor.



## 7. Scope of AMC services:

- a) AMC shall cover maintenance / upgradation/ change/ replacement/ installation of devices software and hardware. AMC shall include the repair / replacement of defective parts with the parts of equivalent or higher specification and details of replacement should be provided to the competent authority.
- b) AMC shall cover all the 350 Micro ATM devices.
- c) Vendor should provide support for various issues relating to Hardware and Software, if required, taking backup before formatting the Device, without any additional cost.
- d) The Vendor will maintain inventory of software and hardware equipment at all locations. All devices under AMC will bear tags with Serial No., Machine No., Phone /Mobile No. of AMC vendor. AMC payment will be made on the quarterly arrear basis.
- e) AMC of the devices under warranty will commence immediately after the expiry of the warranty.
- f) AMC shall be comprehensive in nature and the AMC Vendor should provide a helpdesk to act as a Single Point of Contact (SPOC) over phone, email for managing all requests for services, complaint logged by our Regional/Head Offices/CSPs on all Bank working days from Monday to Saturday support basis. The vendor must provide the user with a complaint number for new service request over Phone or Email or SMS. Escalation matrix and Service Engineer Details for support should also be provided with full details as per **Annexure- IV**

However, Bank may also ask the vendor to come on Sunday/Holiday and beyond working hours, if required.

- g) It shall be the responsibility of the vendor to make all device Systems work satisfactorily throughout the contract period and to hand over the devices in working condition to the Bank after expiry of the Comprehensive Annual Maintenance Contract.

During the AMC period, the vendor will have to undertake comprehensive maintenance/support of the entire devices Software and Hardware System equipment under the contract at no cost to the Bank

During the AMC period the Vendor shall be responsible for all costs relating to labor, any spares, maintenance (preventive and corrective), compliance of security requirement and transport charges from and to the Site(s) in connection with the repair/ replacement



of the equipment/ components or any component/ part there under, which under normal and proper use and maintenance thereof, proves defective in design, material or workmanship or fails to work as specified.

#### 8. Comprehensive AMC:

AMC would be comprehensive in nature. AMC would include all components and accessories, which are an integral part of the complete system required to operate the system satisfactorily including Software and Hardware etc. The vendor shall repair or replace worn out or defective parts including all plastic parts of the equipment at his own cost.

#### 9. Maintenance Contract (MC):

- a. The vendor shall provide on-site comprehensive maintenance services for all the devices at quoted rate during the contract period. Payment of AMC will be made quarterly in arrear within 15 days after the receipt of the undisputed invoices.
- b. Agreement for Annual Maintenance with the Bank would be executed by the vendor in the standard format designed by SGB on a stamp paper of suitable denomination.

#### 10. Vendor's comprehensive maintenance and administration/ management of hardware equipment / components during AMC period

The selected vendor shall ensure that services of professionally qualified personnel are available at the specified site for **providing comprehensive on-site maintenance** of Micro ATM System equipment/ components for the period of contract. Comprehensive Maintenance shall include, among other things, day to day maintenance of the Micro ATM devices systems as per the Bank's policy, repairing of Micro ATM devices, compliance to security policy requirements, etc. when required or in the event of system crashes/malfunctioning, arranging and configuring facility as per the requirement of the Bank, fine tuning, system monitoring, log maintenance, etc. The bidder shall provide services of an expert engineer at the site or other locale where required whenever essential. In case of failure of Micro ATM devices the vendor shall ensure that system is made operational to the full satisfaction of the Bank.

In the event of system break down or failures at any stage, protection available, which would include the following, shall be specified.

- Diagnostics for identification of systems failures Recovery/ restart facility
- Recovery / restart facility



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11. During the term of the contract, the VENDOR will maintain all the Micro ATM devices equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services.

- a) Free maintenance services during the period of AMC. Professionally qualified personnel who have expertise in the repairing and maintenance of Micro ATM devices will provide these services.
- b) The vendor shall rectify any defects, faults and failures in the Micro ATM devices equipment and shall repair/replace worn out or defective parts of the Micro ATM devices as per the SLA requirement. In case any defects, faults and failures in the Micro ATM devices equipment could not be repaired or rectified during the said period, the engineers of the VENDOR are required to accomplish their duties beyond the said schedules in case of any situation if it warrants. In cases where unserviceable parts of the equipment need replacement, the VENDOR shall replace such parts, at no extra cost to the BANK, with brand new parts or those equivalent to new parts in performance. For this purpose, the VENDOR shall keep sufficient stock of spare parts/ other equipment at the premises of the VENDOR.
- c) The vendor will have to carry out the work during the above contract period and in the event of vendor's inability to do the same due to any reason whatsoever, the work will be got done through another AMC vendor & penalty amount directly proportionate to loss suffered by Bank due to non-performance /poor quality of services given will be deducted from AMC dues of the defaulting vendor.
- d) The AMC vendor shall be responsible to ensure uninterrupted services on all days to the Bank even if any staff engaged by company / firm is on leave or on weekly rest and/or on holidays to which he/she is entitled under the arrangement with the company / firm

**e) Support Requirements:**

1. The Escalation Matrix officials should give priority with SGB as mentioned in Annexure-IV.
2. The Bank at its own discretion shall ask the AMC provider to arrange more service engineers with qualifications prescribed, if deployed engineers are not sufficient to extend the support required by the Bank.
3. Vendor will have the right to change Service engineer(s). But, any such change will be intimated to the Bank well in time and must have the approval of the Bank.
4. Call register (spiral) / system based application will be maintained by the AMC team to enter all the calls received personally or on phone for support. Call sheets must indicate the details i.e. Complainant name, Call logged device serial number, Call Logged Date & Time, Call Resolved Date & Time, Complaint Type etc.



5. All Engineers should be accessible through telephone/mobile phone to facilitate prompt communication; non-availability of Engineer on any particular day should be conveyed in advance to the Head Office of the Bank as well as respective Regional Business Office and alternative arrangements worked out.
6. **Third Party Maintenance-** AMC service to be provided by the vendors through their own engineers / OEM engineers and not through their dealers / distributors/ stockiest /franchisees etc. (including individuals and third party firms/companies)
7. During the entire AMC period, it is incumbent on the vendor to provide complete and satisfactory technical support etc. Sometimes these activities may have to be carried out during Holidays/Saturdays/Sundays, it is necessary for the engineers/technical support personnel from the vendor's side to work (along with the technical staff/operating staff from the Bank's side) on these days as well, even though these may be holidays as per their service conditions.
8. Escalation matrix should be made available to the Bank at the beginning of contract and each time the matrix changes i.e. Annexure-IV.

**f) Resolution Time / Penalty/ SLA conditions:**

The vendor shall correct any fault and failures in the Micro ATM devices and shall repair and replace worn or defective parts of the Micro ATM devices immediately. The vendor shall ensure that faults and failures intimated by RMGB must be diagnosed and repaired within stipulated timelines as below.

**Maintenance services shall be available on all working days.**

**11. Service Levels expected**

S.No	Particulars	Resolution Time
1	Complete Micro ATM devices Non-Functional	T + 2 Day
2	Part equipment of Micro ATM devices Non-Functional	T + 4 Days

A minimum uptime of 99% for all Micro ATM devices System will have to be ensured at all times. The total downtime will be calculated as the period an item was not working as per call logging details.

Vendor shall give an undertaking that sufficient quantity of spares for Micro ATM devices will be kept as stock during the warranty/ AMC period.

Annual Maintenance contract will be comprehensive in nature.



## 12. Preventive Maintenance

The **VENDOR shall conduct Preventive Maintenance at least once in six month in consultation with the Head Office, during AMC Period.** Preventive Maintenance will include inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the Micro ATM devices System equipment, and necessary repair of the equipment, replacement of worn-out parts, checking the hardware equipment. Value additions are welcome from the Vendor.

Notwithstanding the foregoing, the VENDOR recognizes Bank's operational needs and agrees that Bank shall have the right to require the VENDOR to adjourn preventive maintenance. If vendor fails to carryout preventive maintenance during six monthly, pro-rata charges may be deducted by the Bank at its own discretion.

All engineering changes generally adopted hereafter by the VENDOR for equipment similar to that covered by this AGREEMENT, shall be made to the equipment at no cost to the Bank.

## 13. Uptime Guarantee

Vendor will have to ensure a minimum uptime of **99% for all Micro ATM** devices at all times. The total downtime will be calculated as the period an item was not working 48 hours in a day will be taken for calculation of Micro ATM devices Uptime Efficiency.

Micro ATM devices uptime efficiency shall be computed as under-

$$\text{(Total Time - Down Time) / (Total time) * 100}$$

Where downtime is the time involved while any Micro ATM devices System is inoperative or operates inconsistently or erratically.

## 14. Penalty provision

If the Micro ATM devices System is not up within the time indicated in Para 7.e.(1) above and standby provision is not provided, the following penalty rates would be applied. Subject to the maximum penalty imposed in a Quarter for one or all items based on uptime efficiency maintained during the quarter, clauses for the maximum penalty deduction are as under-

S.No	Uptime efficiency maintained during	Maximum Penalty Amount
1	Uptime >= 95%	10% of Quarterly AMC Value of all



2	Uptime $\geq 90\% < 95\%$	20 % of Quarterly AMC Value of all
3	Uptime $< 90\%$	25% of Quarterly AMC Value of all

**Downtime of Complete Micro ATM devices Non-Functional**

SN	Period for delay	Penalty Amount (In Rupees)
1	T* + 2 Day	Nil
2	T* + up to 5 Day (per day)	150
3	T* + beyond 5 Day (per day)	200

\* T denotes Complaint Reporting Day



**ANNEXURE –VIII**

**PROFORMA OF BANK GUARANTEE (PERFORMANCE)**

THIS GUARANTEE AGREEMENT executed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ Two Thousand Twenty Three BY: \_\_\_\_\_ Bank, (\*)a **body corporate constituted under** \_\_\_\_\_ having its Registered Office/Head Office at \_\_\_\_\_, and a Branch Office at \_\_\_\_\_ (hereinafter referred to as "the Guarantor", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns)

**IN FAVOUR OF:**

SAPTAGIRI GRAMENA BANK, a **body corporate constituted under Regional Rural Bank Act,1976** having its Head Office at 19-565/11, 3<sup>rd</sup> floor, Sai Yashus, Chittoor, 517002.(hereinafter referred to as "**Bank**", which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns),

**1.WHEREAS** the Bank, on \_\_\_\_\_ has concluded a Contract with \_\_\_\_\_ a company within the meaning of the Companies Act, 1956 (1 of 1956)and having its registered office at \_\_\_\_\_ for supply of \_\_\_\_\_ hereinafter collectively called "the Hardware" for installation at its Branches / Regional and other Offices located in Andhra Pradesh.

**2. AND WHEREAS** pursuant to the Bid Documents, purchase order, and the other related documents (hereinafter collectively referred to as "the said documents"), the Bank has agreed to purchase from M/s.....who has agreed to provide to the Bank .....the said Hardware, more particularly described in the said documents, subject to payment of the price as stated in the said documents and also subject to the terms, conditions, covenants, provisions and stipulations contained in the said documents.

**3. AND WHEREAS** pursuant to the above arrangement, the Bank, has concluded a Contract, with M/s. .... on ..... (Hereinafter referred to as "the Vendor" which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns), subject to the terms and conditions contained in the said documents and the vendor has duly confirmed the same.

**4. AND WHEREAS** in terms of the Contract stated in the said documents, the **vendor** has agreed to warrant comprehensive maintenance of the entire Hardware including the System, software, components and accessories supplied and to provide an unconditional and irrevocable performance bank guarantee, in favour of the Bank, from a Scheduled Commercial Bank other than SAPTAGIRI GRAMEENA BANK acceptable to the Bank for securing the Bank towards faithful observance and performance by the **vendor** of the terms, conditions, covenants, stipulations, provisions of the Contract/the said documents.

**5. AND WHEREAS** at the request of the Vendor, the Guarantor has agreed to guarantee the Bank, payment of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) being 10% of the contract value towards faithful observance and performance by the Vendor of the terms of the Contract.





**NOW THEREFORE THIS AGREEMENT WITNESSETH AS FOLLOWS:**

In consideration of the premises, the Guarantor hereby unconditionally, absolutely and irrevocably guarantees the Bank as follows:

1. The Guarantor hereby guarantees and undertakes to pay, on demand, to the Bank at its office at Salem, forthwith, an amount of Rs ..... (the amount equal to 10% of the order value or any part thereof, as the case may be), as aforesaid due to the Bank from the vendor, towards any loss, costs, damages, etc. suffered by the Bank on account of default of the **Vendor** in providing comprehensive maintenance as per the warranty, AMC and contractual terms and in the observance and performance of other terms, conditions, covenants, stipulations, provisions of the Contract, without any demur, reservation, contest, recourse or protest or without any reference to **Vendor**. Any such demand or claim made by the Bank, on the Guarantor shall be final, conclusive and binding notwithstanding any difference or any dispute between the Bank and the **Vendor** or any dispute between the Bank and the **Vendor** pending before any Court, Tribunal, Arbitrator, or any other authority.

2. The Guarantor agrees and undertakes not to revoke this Guarantee during the currency of these presents, without the previous written consent of the Bank and further agrees that the Guarantee herein contained shall continue to be enforceable until and unless it is discharged earlier by the Bank, in writing.

3. The Bank shall be the sole judge to decide whether the vendor has failed to perform comprehensive maintenance as per the warranty, AMC and contractual terms by the Vendor to the Bank, and on account of the said failure what amount has become payable by the **Vendor** to the Bank under this Guarantee. The decision of the Bank in this behalf shall be final, conclusive and binding on the Guarantor and the Guarantor shall not be entitled to demand the Bank to establish its claim under this Guarantee but shall pay the sums demanded without any objection, whatsoever.

4. To give effect to this Guarantee, the Bank, may act as though the Guarantor was the principal debtor to the Bank

5. The liability of the Guarantor, under this Guarantee shall not be affected by any change in the constitution or winding up of the Vendor or any absorption, merger or amalgamation of the **Vendor** with any other company, corporation or concern; or

ii) Any change in the management of the **Vendor** or takeover of the management of the **Vendor** by the Government or by any other authority; or

iii) Acquisition or nationalization of the **Vendor** and/or of any of its undertaking(s) pursuant to any law; or

iv) Any change in the constitution of the Bank / **Vendor**; or



**Saptagiri Grameena Bank**  
(Public Sector RRB : Sponsored by Indian Bank)

**సప్తగిరి గ్రామీణ బ్యాంక్**  
(ప్రభుత్వ రంగ సంస్థ : ఇండియన్ బ్యాంక్ ద్వారా ప్రాయోజితం)

**सप्तगिरि ग्रामीण बैंक**  
(सार्वजनिक क्षेत्र आरआरबी : इंडियन बैंक द्वारा प्रायोजित)

v) any change in the setup of the Guarantor which may be by way of change in the constitution, winding up, voluntary or otherwise, absorption, merger or amalgamation or otherwise; or

vi) The absence or deficiency of powers on the part of the Guarantor to give Guarantees and/or Indemnities or any irregularity in the exercise of such powers.

6. Notwithstanding anything contained herein:

7. For all purposes connected with this Guarantee and in respect of all disputes and differences under or in respect of these presents or arising there from the courts of Salem city where the Bank has its Head Office shall alone have jurisdiction to the exclusion of all other courts.

IN WITNESS WHEREOF the Guarantor has caused these presents to be executed on the day, month and year first herein above written as hereinafter appearing.

SIGNED AND DELIVERED BY

the within named Guarantor, \_\_\_\_\_, by the hand of Shri. \_\_\_\_\_, its authorized official.

(\*) To be suitably altered depending on the nature of constitution of the bank that issues the guarantee.

(\*\*) There shall be a claim period of SIX months from the date of expiry of the guarantee. Hence the date should be one month from the date of expiry of guarantee.



**Saptagiri Grameena Bank**

(Public Sector RRB : Sponsored by Indian Bank)

**సప్తగిరి గ్రామీణ బ్యాంక్**

(ప్రభుత్వ రంగ సంస్థ : ఇండియన్ బ్యాంక్ ద్వారా ప్రాయోజితం)

**सप्तगिरि ग्रामीण बैंक**

(सार्वजनिक क्षेत्र आरआरबी : इंडियन बैंक द्वारा प्रायोजित)

**ANNEXURE IX**

**Restriction on Procurement due to National Security**

*(This Certificate should be submitted on the letterhead of the bidder as well as the OEM duly signed by an authorized signatory)*

The General Manager  
Saptagiri Grameena Bank Head office,  
19-565/11, 3<sup>rd</sup> floor, Sai Yashus,  
Chittoor, 517002.  
Andhra Pradesh.

Dear Sir,

Ref: **Your Tender Reference No:**   **Dated:**           **for Supply, Installation, Commissioning of  
Micro ATMs**

1. "I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I hereby certify that this bidder is not from such a country and is eligible to be considered."
2. "I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; / certify that this bidder is not from such a country or, if from such a country, have been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. (Where applicable, evidence of valid registration by the Competent Authority shall be attached.)"

Authorized Signatory

Name:

Designation:

Place:

Date: