

Corrigendum-1 to GeM Bid ref: GEM/2024/B/5121380 for Selection of Service Provider for Supply, Installation, Commissioning and Maintenance of 1500 numbers of Cash Recyclers under Capex Model in Canara Bank.

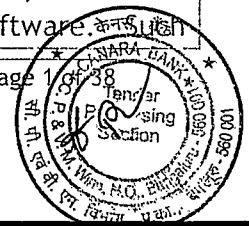
It is decided to amend the following in respect of the above RFP:

a. GeM bid document (Bid End date/ Bid Opening Date, Page no. 1 of 7):

Description	Existing details	Amended details
Bid End Date/Time	26/07/2024, 15:00:00	<u>16/08/2024</u> , 15:00:00
Bid opening Date/Time	26/07/2024, 15:30:00	<u>16/08/2024</u> , 15:30:00

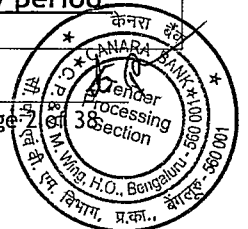
b.

Sl No	Section/Annexure/Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1.	Section C - Deliverable and Service Level Agreements	1.Project Timelines	1.5 Delivery of all Cash Recyclers inclusive of 5 additional Cassettes should be within Five (5) weeks from the date of providing the Supply Instructions with the location details except in North-East and J&K. For locations in these exception areas Delivery shall be within 10 (Ten) weeks from the date of providing the Supply Instructions.	1.5 Delivery of all Cash Recyclers inclusive of 5 additional Cassettes should be within <u>Eight (8)</u> weeks from the date of providing the Supply Instructions with the location details except in North-East and J&K. For locations in these exception areas Delivery shall be within <u>12 (Twelve)</u> weeks from the date of providing the Supply Instructions.
2.	Section C - Deliverable and Service Level Agreements	7.1 Acceptance Test Procedure (ATP) By Bank	7.1.4 The Acceptance Test shall be conducted for each Cash Recycler separately	<u>7.1.4. The Selected Bidder should affirm with every installation that the installed machine conforms to all features and functionalities as per Acceptance test done in central location as decided by the bank.</u>
3.	Section C - Deliverable and Service Level Agreements	8 Warranty	8.2 If the hardware /software do not perform in accordance with the Contract during the Warranty Period, then the selected bidder shall take such steps as necessary to repair or replace the	8.2 If the hardware /software do not perform in accordance with the Contract during the Warranty Period, then the selected bidder shall take such steps as necessary to repair or replace the Hardware/ Software



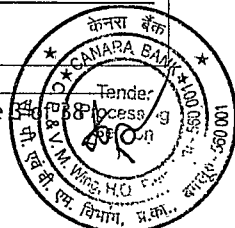


			Hardware/ Software. Such warranty service shall be provided at the Successful bidder 's expense and shall include all media, parts, labor, freight and insurance to and from the Department's site.	warranty service shall be provided at the Successful bidder 's expense and shall include all media, parts, labor, freight and insurance to and from the <u>Installation Site</u> .
4.	Section C - Deliverable and Service Level Agreements	14. Onsite Resources	14.4 The billing of onsite support will be commenced after successful project sign-off/acceptance. However, selected bidder has to ensure that onsite resource should be part of the project implementation team.	14.4 The billing of onsite support will be commenced after <u>successful pilot sign-off/acceptance</u> . Selected bidder has to ensure that onsite resource is part of the project implementation team
5.	Section F - Ownership & Awarding of Contract	5. Award of Contract	5. Existing Award of Contract.	<u>5.Amended Award of Contract attached with this Corrigendum.</u>
6.	Annexure-8 Scope of Work	3. First Level Maintenance Services	3.4. The BIDDER shall load ATM screens as and when the Bank decides to modify/ add to the existing screens.	<u>This clause stands deleted</u>
7.	Section D - Bid Process	6.Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD	6.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) amount as mentioned in the Bid Schedule by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Canara Bank, payable at Bengaluru.	6.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) amount as mentioned in the Bid Schedule by way of <u>Insurance Surety Bonds, account payee demand draft drawn on any Scheduled Commercial Bank in India in favour of Canara Bank, payable at Bengaluru, Bank Guarantee from any of the Commercial Banks or payment online in an acceptable form, safeguarding the Bank's interest in all respects. The bid security should remain valid for a period of 45 (forty-five) days beyond the final bid validity period</u>





8.	Section F - Ownership & Awarding of Contract	9. Performance Security	9.4. Security Deposit should be submitted by way of DD drawn on Canara Bank payable at Bengaluru / Bank Guarantee may be obtained from any of the Scheduled Banks (other than Canara Bank).	9.4. Security Deposit should be submitted by way of <u>Insurance Surety Bond, DD drawn on Canara Bank payable at Bengaluru, Bank Guarantee (including e-Bank Guarantee) from a Commercial bank or online payment in an acceptable form safeguarding the Bank's interest in all aspects.</u>
9.	GeM bid document ref. no. GEM/2024/B/51 21380 dated 03/07/2024	Buyer Added Bid Specific Terms and Conditions	New Annexure	<u>Annexure-18 Format for Bank Guarantee for Advance Warranty Payment</u>
10.	Annexure-2	Pre- Qualification Criteria	6. The Bidder should have successfully supplied at least 500 nos. of offered Model or Immediate Previous Model or equivalent model of offered model in line with Bank's requirement during the last 5 years from the date of RFP in any two Scheduled Commercial Banks in India. Documents to be submitted: The bidder should submit copies of purchase order along with proof of supply & installation and Satisfactory performance certificate from clients /work order along with proof of supply & installation and satisfactory performance certificate from clients.	<u>6.The Bidder should have successfully supplied at least 500 Cash Dispensers / ATMs and / or CRs amongst at least two Scheduled Commercial Banks in India in the last 5 years from the date of RFP.</u> Documents to be submitted: <u>The bidder should submit copies of purchase order/work order / proof of supply & installation , along with Satisfactory performance certificate /reference letter from clients .</u>
11.	Annexure-9	Scope of Work	Existing Annexure-9 Scope of Work	<u>Amended Annexure-9 Scope of Work attached with this Corrigendum</u>

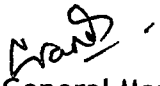



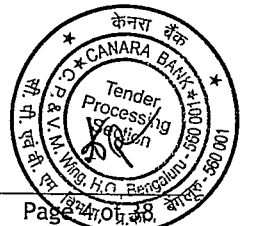
12.	Annexure-10	Technical & Functional Specifications	Existing Technical & Functional Specifications	<u>Amended Annexure-10 Technical & Functional Specifications attached with this Corrigendum.</u>
13.	Annexure-15	Bill of Material	Existing Bill of Material	<u>Amended Bill of Material attached with this Corrigendum</u>

All the other instructions and terms & conditions of the above RFP shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject RFP.

Date: 26/07/2024
Place: Bengaluru

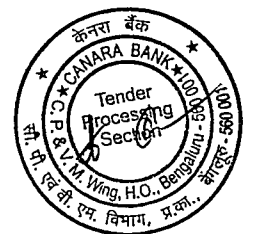

Deputy General Manager




SECTION F - OWNERSHIP & AWARDING OF CONTRACT

5. Amended Award of Contract

- 5.1. The Commercial Bid of only that Bidders who qualified in Technical Proposal will be opened online and will be evaluated.
- 5.2. The L1 bidder will be determined on the basis of the lowest quoted bid.
- 5.3. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever.
- 5.4. The Bank reserves the right to re-tender without assigning any reasons whatsoever. The Bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection
- 5.5. The Bank reserves the right to modify any terms, conditions and specifications of the RFP and Bank reserves the right to obtain revised price bids from the bidders with regard to change in RFP clauses. The Bank reserves the right to accept any bid in whole or in part.
- 5.6. The bidder who has quoted the lowest quote will be declared as L1 Bidder. Further the Bidder who has quoted the second lowest quote will be declared as L2 Bidder and in the same way L3, L4, so on.
- 5.7. For Award of contract, Purchase Preference Clause mentioned in the bid and extant guidelines issued by competent authority from time to time shall be applicable in addition to other provisions in the Bidding Document in this regard.
- 5.8. Bank intends to onboard three Bidders as per the scope of work mentioned elsewhere in this RFP. After finalization of L1 Bidder, Bank will give the opportunity to L2 bidder to match the final L1 price. If L2 Bidder match the final L1 price, then Bank will enter into contract with 2 bidders separately by issuing purchase order to them.
- 5.9. If L2 Bidder does not match the price of L1 then the opportunity for matching the L1 price will be given to L3, L4, L5 and... so on and same procedure will follow. The second Bidder who has accepted the price of L1 will be called selected bidder along with the L1 Bidder.
- 5.10. The award of contract will be in the ratio of 60:40 among L1, 2nd selected Bidder respectively.
- 5.11. If none of the bidder matches the L1 price, Bank reserves the right to place 100% order on L1 bidder only.
- 5.12. Bank at its discretion may float bids in future to select more vendors.



Annexure-18

Format for Bank Guarantee for Advance Warranty Payment

(To be submitted on non-Judicial stamp paper of appropriate value Purchased in the name of the issuing Bank)

To: The Deputy General Manager,
Canara Bank,
Centralized Procurement & Vendor Management Wing,
Head Office,
Naveen Complex, 14 M G Road
BENGALURU.

WHEREAS

(Name and address of M/s xxxxx Ltd) (hereinafter referred to as "our constituent" which expression includes its successors and assigns) entered into an agreement dated _____ with you for supply, transportation, transit insurance, local delivery, storage and installation insurance up to Acceptance by the bank, cabling, installation, commissioning and integration, Acceptance testing and also includes documentation, warranty, annual maintenance, if contracted, and training of your personnel related to(Description of RFP)(hereinafter referred to as "the said agreement").

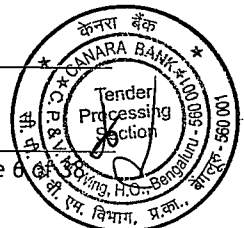
In terms of Clause no. ____ of the said agreement, our constituent is required to furnish a Bank Guarantee to secure our constituent's undertaking to comply with the contractual obligations in relation to warranty for a sum of Rs. _____ (Rupees _____ Only) being 10% of the total consideration so as to enable you to release the equivalent amount to our constituent being 10% of the total consideration payable after the expiry of the warranty period of years that is _____ from the date of installation of the(Description of RFP) i.e. _____.

NOW THIS LETTER OF GUARANTEE WITNESSETH:

That in consideration of your agreeing at the request of our constituent to release a sum of Rs. _____ (Rupees _____ Only) being 10% of the total consideration-amount to our constituent, we (Name of the issuing bank), do hereby agree and undertake that in the event of our constituent committing breach of any of the undertakings or committing default in fulfilling any obligations arising out of the said agreement, we (Name of the issuing bank) shall on demand pay you without any demur Rs _____ (Rupees _____ Only).

We further agree that,

1. We will make the payment of the said amount pursuant to the demand made by you, notwithstanding any objections or dispute that may exist or arise between you and our constituent or any other person.
2. Your demand on us shall be deemed as the final proof of breach of any undertaking or default of the contractual obligation on the part of our constituent.
3. This guarantee shall be irrevocable and shall not be discharged except by payment or by absence of demand by you on or before _____.
4. Our liability under this guarantee shall be restricted to Rs. _____ (Rupees _____ Only).



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Canara Bank

5. Our liability under this guarantee shall cease to exist unless a demand is made by you on or before _____.

We further agree that, exercise of any of your right against our constituent to enforce or forbear to enforce or any other indulgence or facility extended to our constituent would not release our liability under this guarantee, and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent.

Notwithstanding anything contained herein

- i. Our liability under this guarantee shall not exceed Rs. _____ (Rupees _____ only)
- ii. This guarantee shall be valid upto _____ and ;
- iii. We are liable to pay the guaranteed amount or any part thereof under this guarantee only and only if you serve upon us a written claim or demand at Bengaluru on or before _____ (mention period of the guarantee as found under clause ii. above plus claim period).

Dated this _____ day of _____ 2018.

For and on behalf of

BRANCH MANAGER

SEAL

ADDRESS

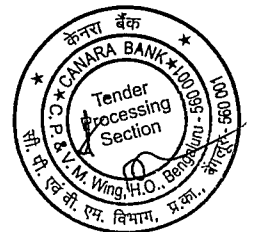
PLACE

This Bank guarantee should be confirmed through SFMS by the issuing Bank and the details are as follows

Name of the Bank: Canara Bank

Name of the Branch : IT Wing

IFSC Code: CNRB0000007



Annexure-9
Scope of Work

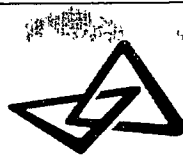
SUB: Selection of Service Provider for Supply, Installation, Commissioning and Maintenance of 1500 numbers of Cash Recyclers under Capex Model in Canara Bank

Ref: GEM/2024/B/5121380 dated 03/07/2024.

Bidder has to mandatorily comply with each individual point of the below Scope of Work without any deviation. Non-compliance to any of the individual point leads to rejection of Bidder under Technical cum Eligibility Proposal evaluation.

A. Delivery & Site Preparation:

1. The Bank proposes to procure and install 1500 Cash Recyclers with front loading along with two Digital Image cameras / Surveillance systems.
2. Cash Recycler should be able to recycle (accept & dispense) at the minimum Rs.10, Rs. 20, Rs 50, Rs.100, Rs.200, and Rs.500 denominations notes (and cassette configuration as per Bank's requirement) from the same cassettes where the cash is accepted. Bidder to ensure configuration of Recycling of any other currency notes as decided by RBI/IBA/DFS/Regulator/Bank without any cost to the Bank. Bidder to ensure ability of recycling of all denominations of currency notes in the proposed Cash Recycler.
3. Cash Recycler should also verify the genuineness of the notes while re-cycling currency notes for both depositing & dispensing.
4. Cash recycling functionality has to be made available from ab-initio stage.
5. Bidder/s have to provide user friendly seamless reconciliation process and reports out of the box.
6. Cash Recycler should have the capability of impounding counterfeit and suspect currency.
7. Cash recycler must provide for adherence to RBI's Note Authentication and Fitness Sorting Parameters. Document for technical process for configuration of the parameter must be provided. Bidder/s has/have to share all technical documentation.
8. Cash Recycler should accept deposits using any Bank's Debit / Credit cards, without cards, using Aadhaar based authentications, with biometric, using Voice authentication, using Bar code reading and using QR code reading also.
9. Cash Recycler should dispense currency using any Bank's Debit / Credit cards, without cards, using Aadhaar based authentications, with biometric, using Voice authentication, using Bar code reading and using QR code reading also.
10. Cash Recycler should be able to perform all the normal and value added services.
11. All cassettes of the Cash Recycler or part should be configurable for cash Deposit and Withdrawals. The Bidder shall reconfigure the cassettes as per business requirements of Bank without any additional cost to Bank.
12. If Bank desires to implement IBNS (Intelligent Banknote Neutralization System) in future, Bidder has to provide the same without any extra cost to Bank.
13. Cash Recycler must have pilfer proof camera able to capture the moving images of the user / customer at the time of accepting / dispensing and also capture moving images at the cash slot evidencing acceptance / dispensation of cash besides images of the user. The bidder must provide comprehensive warranty of three year from the date of installation of Cash Recycler and AMC for a period of four years. The warranty and AMC will cover the Cash Recycler, Image VSS systems, and all parts of the Cash Recycler. The bidder will have to rectify the defects / replace the defective parts and equipment.

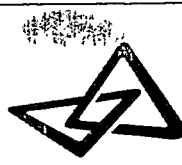


wherever required free of cost during the said warranty and AMC period. However, during the period of AMC due to any Force Majeure reasons or due to any reasons not attributable to the Vendor, the same shall be brought before the bank for its due consideration depending upon the merit. The bidder must justify the reasons for Force Majeure up to Bank's satisfaction. The replacement of such damaged part shall be carried out in three working days failing which penalty shall be levied.

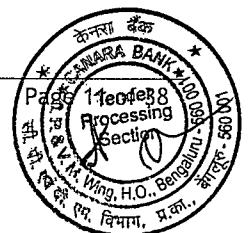
14. Bidder to ensure that customer data are saved in the Switch as per the format/controls specified by regulator/Bank.
15. Bidder will be responsible for loading the Bank's approved software agent for EJ pulling and must coordinate with MS vendor to ensure that EJ pulling services are not disrupted. If the EJ agent is found to be disabled / disconnected, the bidder shall restore it with no extra cost to bank. EJ agent found disabled or disconnected has to be restored on T+1 basis. If the successful bidder /s is not able to rectify / resolve the disabled or disconnected sites for EJ pulling in co-ordination with MSP/Bank/EJ Vendor, a penalty per incident / machine will be charged @ 0.5% of Contract value per machine subject to maximum of 5% of total contract value. All machine-wise / Transaction-wise EJs must be stamped with the 'Event Time'.
16. All EJs must also contain information regarding Counterfeit / Suspicious Notes detected and impounded.
17. The Bidder must ensure before delivery that operating system is encrypted and hardened to block the services which are not required. Bidder has to provide comprehensive white listing solution to prevent the machine from any cyber-attack, intrusion, virus, worm, malware, any other malicious software or similar vulnerability known as on date as well as future emergence. The bidder to ensure timely updation of antivirus to safeguard the machine and its OS from any of above vulnerabilities without any extra cost. The bidder to ensure implementation of only essential services and the security to the satisfaction of Bank's IT Security team. In case of any deviation / vulnerability, bidder to revert back to system hardening, post blocking as specified by Bank at no extra cost to Bank within shortest possible time.
18. Bidder to ensure that the admin access to the OS is controlled by dynamic password.
19. The Bidder must ensure that BIOS password is enabled for the CR and BIOS configured to boot only from the primary HDD and nothing else.
20. Bidder is required to submit one set of OEM's complete technical documentation in softcopy as well as hard copies.
21. Bank reserves right to request diversion of machines from one site to another either in transit or yet to be dispatched except for diversions from non-entry / road permit state sites to states that require entry / road permit. If any such machine is yet to be shipped or are in transit the Bidder shall bear the entire expenditure incidental to such diversion. For any machine delivered and / or installed at the initial location Bidder should undertake the shifting of Cash Recycler upon request from the Bank at rates given in commercial bid. The shifting will include all work incidental to shifting including deinstallation, dismantling, packing, loading, transportation, transit insurance, unloading, unpacking and reinstallation at the new site / location.
22. The Bidder shall undertake complete end-to-end installation & operationalization of Cash Recycler. Bidder should provide the patch cord of required length at the site from I/O port to Cash Recycler without any extra cost to Bank.
23. The Bidder should provide all the software and other utilities required for facilitating integration / interface with Digital Image Surveillance Systems / Alarm Systems / E-Surveillance System/ Multi-Vendor Software for these Cash Recyclers.
24. If required, Bidder may be asked to install remote monitoring systems to monitor health of Cash Recyclers on a 24X7 basis and initiate trouble shooting.



25. Cash Recycler shall have complete vinyl wrapped on three sides as per the Bank's branding / requirement at no additional cost for the first wrap for all machines. Bank shall provide design and creative files as regards to vinyl wraps. Vinyl Wrap of good quality must be affixed with high quality adhesive and carry a warranty of three years against peeling, fading, tearing etc.
26. The Bidder should also undertake to deploy and manage centrally customized display screens in graphic mode in any language (Hindi, English and the local language like Gujarati, Marathi, Punjabi, Tamil, Malayalam, Telugu, Kannada, Oriya, Bengali etc.) and also for touch screen format for all transactions undertaken on Cash Recycler. It will be the responsibility of the Bidder to deploy the required screens in the Cash Recycler. It is also a responsibility of the Bidder to deploy the display screens in Cash Recycler whenever Bank makes any modifications in screens without any extra cost during the tenure of the contract. Bank shall arrange for the screens and bidder shall be responsible for centrally loading of the screens on the machines without any cost to Bank.
27. In case of States having Road Permit / Entry Tax, the Bidder will have to liaison with Local Tax Authorities and branch officials / ECM at each of the locations to obtain the necessary permissions from the respective authorities. Bank shall assist in providing the forms / permits in states where we have online permit issuance where bidder is not allowed to download and only Bank has authorization. However, it shall be overall responsibility of the bidder to ensure that the entry permits are received in time and there is no delay in delivery of machines for want of entry permit. In other states obtaining the necessary permissions will be the responsibility of the Bidder.
28. The Bidder to obtain transit insurance cover for the Cash Recycler from their factory / warehouse to the Bank site and such insurance cover should be available till installation of the Cash Recycler or till 15 days post-delivery, whichever is later.
29. The selected Bidder/s shall provide SLM, Remote Monitoring, Preventive Maintenance (once in a quarter) and AMC services.
30. Timely closure of SLM calls for all CRs is full responsibility of selected bidder.
31. Bidder will also maintain codes and will be responsible for the change of combination lock (password) on the request of Branch staff without any extra cost once in every half year either during preventive maintenance or at the time of a breakdown call. The entire activity shall be done at no extra cost to Bank. However, the Bank shall make such requests in writing to the Vendor for every instance where the combination of locks (Password) needs to be changed. However, for any damage during the Warranty /AMC period due to any Force Majeure reasons or due to any reasons not attributable to the Vendor, the event shall be brought before the bank for its due consideration depending upon the merit.
32. All repairs and maintenance service described herein shall be performed by qualified maintenance engineers totally familiar with the machine / equipment. Bank shall arrange to maintain appropriate environmental conditions such as those relating to temperature, power supply, dust, within the acceptable limits required for machine / equipment similar to that covered by this Agreement. It shall be the responsibility of Bidder to monitor such environmental conditions and bring to the notice of the Bank for changes required, if any, well in advance to arrange for such rectification.
33. Bidder will deliver along with the Cash Recycler, 25 rolls of receipt printer for each Cash Recycler without any charge to the Bank. The paper quality of each thermal printer paper should ensure print retention for up to six months.
34. Bidder to ensure that time print of the DVR of transaction exactly tally with transaction time printed in EJ.



35. Selected Bidder to provide training to Branch during installation. Bank may ask the successful Bidder to provide additional training (in case required) at the place of deployment for hand-holding to the Branch staff to carry out day-to-day activities for day end, troubleshooting etc.
36. For providing Second Level Maintenance (SLM) services, the Branch / Managed Services Provider (MSP) shall raise incident ticket with the selected Bidder/s and the selected Bidder/s shall rectify the defect within a period of four hours for the call logged up to 3.00 PM and within a period of 18 hours for the call logged after 3.00 PM. If the Bidder/s fail to adhere to the timelines penalty to be levied.
37. Spare Parts: It is the responsibility of the Successful bidder to make available of all spare parts, components etc. required to keep the CR functioning to offer 24*7 services throughout the entire tenure of the contract. All these spare parts needs to be available at local hubs. If any spare needs to be distributed from central hub of the selected Bidder, then the only means of transport should be flight mode so that the spare reaches the destination location overnight.
38. The Bidder shall provide the Site Preparatory Guidelines to the Purchaser well in advance.
39. Bidder should ensure that separate Earthing is provided for the Cash Recyclers (CRs) before installation and Earthing should be maintained during warranty and AMC period (if contracted). Earthing should be checked during the preventive maintenance.
40. Bidder shall ensure separate Earthing at each site to suit the requirements of the Cash Recyclers (CRs).
41. The Bidder shall ensure that the site is ready as per the requirements before installation of Cash Recyclers and then make arrangements for delivery, unpacking, inspection etc. at no extra cost to the Bank. In case, Cash Recyclers (CRs) shifted from original location after the delivery, the cost towards shifting, site works carried out at original location shall be borne by the Bank.
42. The Bidder shall be responsible for installation and commissioning of the system including cabling and other related activities such as unpacking, uncrating, inspection etc.
43. The Bidder shall ensure proper Grouting of the Cash Recycler (CR) as part of installation activity.
44. The Bidder shall ensure that the operating system is hardened to block the services which are not required.
45. The Bidder shall ensure the following while installation and subsequent maintenance activities:
- Loading Multilingual Screens- Canara Bank Product screens for other value-added services like mobile top up, utility bill payment etc. (Screens will be given by Bank)
 - Enabling electronic journal log.
 - Loading EJ Agent software for EJ pulling and content download (Will be given by the Purchaser).
 - o Loading of Terminal Master Keys (TMK) co-ordination with branch officials.
 - Adding Base24 Switch (or any other Switch) IP and EJ server IP in the CR/ BNAs to ensure connectivity to EJ server and obtain docket number from Switch Service Provider/EJ team.
 - Implementation of Terminal Security Solution (TSS) and obtain docket number from TSS team.



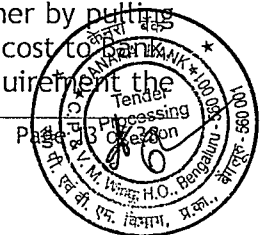
46. In future, pursuant to RBI or any other regulatory authority's directives for any development / implementation for any functionality, or due to Industry level changes without any additional cost. In case implementation requires any hardware changes, the same should be done at mutually agreed cost.
47. Infrastructure for Terminal Security Solution Implementation, Middleware Server or QR Server to implement UPI- ICD and UPI-ICCW Solution (Database/ OS licenses, Servers), Digital OTC implementation (Database/ OS licenses, Servers) has to be provided by the selected Bidder without any additional cost to the Bank at both DC & DR. TSS solution & OTC portal provided should have Portal. In case of hardware change required to support any upgradation same to be done on mutually agreed basis.
48. Successful Bidder to provide at least one resource at Bank Head Office premise for monitoring terminal security solution, support for Digital OTC, troubleshooting etc. and for following up with Bank as well as OEM for resolution so as to ensure smooth functioning of the Cash Recycler and carry out day-to-day activities.
49. The Bidders should provide end to end solution and implementation, including server/switch application component (without any additional cost to the Bank) suitable for visually challenged persons (with audio support) for all above Cash Recycler (CR) in English & Hindi languages mandatory and additional Regional Language (Optional). The CR should have Voice Guidance flow enabled for the visually challenged along with Text to Speech, web extension services, functional keys based voice guidance support with internal speakers & jack. The Bidder should also participate in the testing and end to end implementation and rollout without any additional cost to the Bank. Regional Language audio support to be provided without any additional cost to the Bank in case the same is required to comply with directions of regulatory bodies.
50. Bank may require starting new product/functionality/features including Multi-Vendor Software Solution (MVS) in future on these machines. The Bidder to provide any patch support (if required for such new functionality/feature) free of cost to the Bank during contract period for successful implementation.
51. The Bidder to customize and deploy the display screens in Cash recycler as and when the Bank makes any modifications in Cash recycler without any additional cost in the tenure of the Contract including AMC period, if contracted.
52. During the Warranty and AMC period, the Bidder should extend the On Site Service Support. The scope of Warranty and AMC shall include Fixing the Cash recycler problems. Upgradation, supply, installation and implementation of upgraded versions of software (updates /upgrades) Rectification of Bugs/defects (if any), Preventive Maintenance, quarterly maintenance of Hardware/Software Reinstallation of firmware/software, whenever required without any additional cost.
53. The Bidder would be responsible for timely applying/loading of all the software patches into all the individual Cash recyclers with recycling capability, other hardware if any during the Warranty and AMC period. This job has to be done as a part of Warranty and AMC support services, without any extra cost. In future, if any configuration changes are required in the Cash recycler with recycling capability, it should be done by the Bidder during warranty and AMC period [if contracted] at no extra cost to the Bank. However, bank will intimate the Bidder well in advance for doing such configuration changes. Configuration changes may be done either centrally or remotely.
54. However, if Bidder personnel required at the remote place as informed by the Bank, the Bidder should arrange the personnel to make such configuration / cooperation at the respective location at no extra cost to bank.
55. During the warranty and AMC period, the Bidder is bound to do all hardware spares replacement irrespective of the damage reason without any extra cost to Bank all parts & labour from the date of acceptance of the systems by Canara Bank at respective locations i.e. on-site comprehensive warranty. Under Annual Maintenance





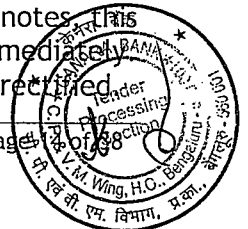
Contract all parts & labour should be covered for on-site support. Bank, however, reserves the right to enter into Annual Maintenance Contract (AMC) agreement either location-wise / Circle-wise or from a single centralized location.

56. The support during the AMC period should be same as the warranty period i.e. all the hardware spares replacement needs to be done by the selected Bidder without any extra cost to Bank irrespective of the damage reason. Only exceptions permitted shall be vandalism, fire incident and act of nature. For all other cases SELECTED BIDDER is bound to repair/replace the machine without any extra cost to the bank.
57. Preventive maintenance shall be compulsory during Warranty and AMC period. Preventive maintenance activity should be completed every quarter and report should be submitted to the branch and a copy along with the AMC invoices Preventive maintenance activity should take care of physical verification, device configuration verification, device health checkup, cleaning of devices, fine-tuning the configuration, security checkup, verification of bugs/patches, etc. In the Preventive Maintenance report, it is mandatory on the part of the engineer to mention the latest security patches released by various OEMs as on the date of visit and the status of implementation of such patches for the concerned Cash Recycler(CRs) whether it has been loaded or not. SELECTED BIDDER to educate all its engineers regarding the same and any penalty on account of non-compliance shall be attributable to the selected bidder only and the same shall be recovered from selected bidder. While claiming AMC, the invoices have to be mandatorily accompanied with the preventive maintenance report and the same have to be submitted for each location while claiming AMC payment (if contracted).
58. The Bidder shall also give an undertaking as a part of this contract to provide technical consultancy and guidance for successful operation of the Cash Recyclers and its expansion in future by the Bank during the warranty and AMC period (if contracted).
59. Only licensed copies of software & hardware shall be supplied and ported in the Cash recyclers. The successful bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version. All licenses should be provided to the bank.
60. All the software licenses (including OS and database licenses) or any related application licenses for the functioning of the CR should be purchased by the Bidder in the name of the bank and the Bidder should submit a consolidated list of procured licenses to Digital Device Monitoring Section, Canara Bank, Head Office for our record after completion of the deployment.
61. The moving image/video data stored on hard disk should be periodically taken as backup on media provided by the Bank and handed over to the concerned branch. In case the Bidder fails to provide the image/ video data related to any event not older than 180 days when requested by the Bank, the loss or damage for not being provided the data will be recovered from the Bidder.
62. Supply, installation and replacements of original spare parts due to breakdowns, voltage fluctuations, Electrical Earthing related, electrical fluctuations, short circuit, rodent attacks, ant attacks, natural wear & tear or due to aging etc. of Cash recyclers will be borne by Bidder without any extra cost to the Bank. If there is any requirement for physical visit of engineer to fetch the CCTV footage from the machine as per bank's request, then the same should be done by Bidder without any extra cost to the Bank.
63. The hard disk should be able to store the image data along with currency note number data for a period of at least six months. The image data should be retrievable remotely to address any dispute or as a response to police / regulatory authorities. The Bidder will be responsible for providing image data as required by the Bank either by pulling the data remotely or retrieving from the machine physically without any cost to the Bank. In the event of Bidder failing to provide the image data as per bank's requirement the



Bank shall levy penalty equivalent to the amount of disputed transaction plus penalties imposed by police/regulator /ombudsman court etc. Such data will have to be provided within 24 hours from the requisition by the bank failing which the penalty clause will be invoked. The data should be stored securely and must be accessible only to authorized personnel.

64. The Bidder shall provide centralized complaint booking facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line web portal, through onsite support personnel etc. The complaint should be accepted based on branch code, branch name and location and it should be possible to lodge bulk complaints from administrative units also.
65. Escalation matrix should be provided for all kinds of support, technical, resolving of the issues.
66. If branch raises complaints and if phone guidance is given by Bidder to branch for rectifying the issue & any spares including consumables or software gets damaged, then it will be the responsibility of the successful bidder to replace or reinstall with no additional cost to the bank.
67. It is the responsibility of the Bidder to make available of all spare parts, components etc. required to keep the CR functioning to offer 24*7 services throughout the entire tenure of the contract. All these spare parts needs to be available at local hubs. If any spare needs to be distributed from central hub of the Bidder, then the only means of transport should be flight mode so that the spare reaches the destination location overnight.
68. Cash recyclers with recycling capability deployed shall comply with RBI, DFS, IBA, EMV, NPCI/PCI/NFS/Regulatory etc., and guidelines as on the Effective date of the agreement. If any new guidelines are issued by these organizations, the Bidder shall arrange for its compliance without any extra cost to the Bank, in case no hardware changes are involved. If the hardware needs to be upgraded, the same should be done at mutually agreed rates.
69. The successful bidder should provide one Cash Recycler of same configuration / features as a test bed to the Bank at free of cost. The same has to be delivered and installed at address advised by the Bank for UAT. This will be an extra machine without any cost to the bank.
70. The Bidder shall deliver and install the Cash Recycler at the respective ATM sites within the stipulated delivery time period mentioned in the RFP. failing which the Bank reserves its right to levy penalties / liquidated damages as prescribed elsewhere in the document.
71. Bidder to ensure guaranteed uptime of minimum 99% (in a 24-hour cycle) for each machine for warranty and AMC period. The Bidder shall provide remote monitoring support to bank custodian for maintaining 99% upward uptime. (Penalty Clause)
72. In the event of cessation of system support by OEMs to the existing operating system the Bidder shall upgrade and install the latest higher version of operating system and all application software for supporting the new operating software has to be deployed in all the Cash Recyclers with no extra cost (including rollout) to Bank. The Bidder shall also upgrade hardware required to support the higher version of operating system at **mutually agreed cost**.
73. Even though we do not expect that the Cash Recycler would under any circumstances accept / dispense any counterfeit note, as a matter of abundant precaution, in the rarest of rare case if the Cash Recycler accepts / dispenses any counterfeit notes, this will be reported to the Bidder and Bidder has to make good for the loss immediately. The configuration of the Cash Recycler should be checked immediately and rectified.





74. If currency notes get damaged during dispensing from the recycler terminals, then the bank reserves the right to recover the monetary loss from the Bidder.
75. Cash Recycler should have a design which provides protection from Ants, Pests, Rats, Rodents, snakes etc. to infiltrate in the machine. The Bidder have to arrange for replacement of the damaged part / replacement of machine as the case may be during the life of Cash Recycler in case of any loss due to Ants, Pests, Rats, Rodents, snakes etc.
76. The Bidder shall provide SLM, Remote Monitoring, Preventive Maintenance (once in a quarter) and AMC services.
77. All repairs and maintenance service described herein shall be performed by qualified maintenance engineers totally familiar with the machine / equipment. The replaced spare should be original only. Bidder should take back the faulty spare after replacement. In case of faulty Hard Disk (HDD), Bidder should ensure NO data loss/leakage and entire old data needs to be transferred to the new HDD before taking back the old HDD.
78. Bidder to ensure that DVR images are saved and provided, whenever required by the bank without any extra cost to Bank.
79. Bidder has to ensure that DVR images are stored in Cash Recyclers on first in-first-out basis at least for six months.
80. Bidder has to ensure that the equipment delivered to the Bank are brand new (not refurbished), including all components and provide a letter signed by authorized signatory in this matter to Bank. The Bidder should also ensure that all the software supplied by the successful bidder is licensed and legally purchased. All such licenses have to be procured by the Bidder in the name of Canara Bank and list of such licenses to be made available to the Bank.
81. Bidder must warrant all machines / equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. During the warranty and AMC period, Bidder shall maintain the equipment and repair / replace all the defective components at the installed site, at no additional charge to the Bank.
82. During Warranty and AMC period Bank will not pay any charges for Engineer's visit to site and any part replacement cost as both the warranty and AMC should be comprehensive in nature. And the Bidder needs to deploy their engineer to make the machine up even by replacing spares without any additional cost to the bank for whatever be the damage reason except vandalism, fire incident and act of nature. If any spare goes faulty and takes time for replacement, Bidder should ensure temporary spare until the replacement spare is installed to ensure the required uptime.
- 83. End to End Implementation & Support for app based Digital OTC (with no dependency on any Red/ Black Keys for activation / day to day operation) to be provided by Selected Bidder during the Contract Period. Infrastructure & Support for Digital OTC to be provided by Selected Bidder either at Bank premise or under hosted model approach.**
84. The Bidder has to provide a monitoring tool to monitor component wise status of the Cash recycler. The monitoring tool must be accessible through a web browser and access to the monitoring tool to be provided to the Bank officials at Head Office, Digital banking Department. At any point of time if the terminal is down due to any reason the monitoring tool must be capable to displaying the exact error on real time basis.
85. The Bidder has to ensure that suitable controls enumerated in the illustrative list of controls (enabling BIOS password, disabling USB ports, disabling auto-run facility, applying the latest patches of operating system and other software's, upgrading to supported version of OS, implementing anti-skimming and Whitelisting, terminal security solution, time-based admin access, etc.) as per Reserve Bank of India

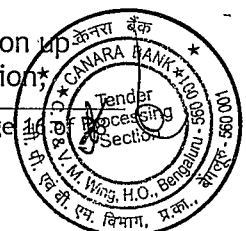


Circular RBI/2017-18/206 DBS(CO).CSITE/BC.5/31.01.015/2017-18 dated June 21, 2018 (Control measures for ATMs - Timeline for compliance) & RBI Circular - RBI/2020-21/74 DoS.CO.CSITE.SEC.No.1852/31.01.015/2020-21 dated February 18, 2021 (Master Direction on Digital Payment Security Controls) and any other guidelines from RBI are in place along with other security measures like Hard Disk Encryption, Dispenser Encryption as per RBI advisories.

86. The Bidder has to provide tool to monitor and view Terminal Security Solution & Hard Disk Encryption status of the Cash recycler. The tool must be accessible through a web browser and access to the tool to be provided to the Bank officials at Head Office, Digital Banking Department.
87. In addition to the existing Scope of Work as above, vendor shall ensure that the machine supplied shall be compatible with following regulatory requirement:
- Implementation of Transport Layer Security (TLS)
 - Latest Supported Version of Operating System
 - Implementation of Cassette Swapping Functionality
 - Digital One Time combination Lock
 - Terminal Security Solution
88. To comply with multiple regulatory guidelines issued by various regulatory authorities, viz. RBI, IBA, etc. we need to ensure that the new Cash Recyclers have features such as TSS (Terminal Security Solution), TLS (Transport layer Security), Digital OTC (One-Time Combination) Lock, anti-theft device, provision of software and OS patch update within **Sixty (60) days** of release of a new patch by the OEM.
89. Further, to implement various business features and facilities as suggested by NPCI, we need to ensure that the new Cash Recyclers have features such as Interoperable Cash Deposit (ICD), UPI / QR based Interoperable Card-less Cash Withdrawal (ICCW) and Unified Payment Interface (UPI) / QR based Interoperable Cash Deposit (UPI ICD).
90. Onsite Resources:
- a. The Skill Set for the Resources should be as follows:

Sl. No	Resource Type	Educational Qualification, Knowledge & Experience and Certification (if applicable)
1.	L1 resource	Graduate/ Diploma with Technical Proficiency in relevant field.

- b. The scope of work for onsite support will broadly cover the following illustrative list but not exhaustive:
- Remote support to all field engineers for implementation of Terminal Security Solution.
 - End to End Monitoring of Terminal Security Solution implemented in Cash Recyclers.
 - Log and create the incident ticket and assign the incident priority.
 - Logging of calls in portal for TSS disconnect cases & non-working Cash Recyclers.
 - Providing reports related to Cash Recyclers and TSS i.e. Encryption status, TSS connectivity and Down Cash Recyclers.
 - Providing end to end integration and support for Digital OTC.
 - Coordinating with technical team for any configuration changes, version upd gradations, performance monitoring, trouble shooting, patch installation,



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running of batch processes, back-ups, application and data maintenance etc. pertaining to Terminal Security Solution & Digital OTC.

Declaration:

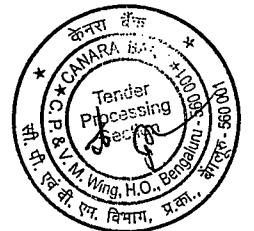
- a. The aforementioned Scope of Work is indicative in nature. The bidder shall be responsible to undertake and execute all the works as required for complete implementation of aforementioned activities.
- b. We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence / certificates confirming compliance to Scope of Work should be part of Technical cum Eligibility.

Date:

Signature with seal

Name:

Designation:



Amended Annexure-10

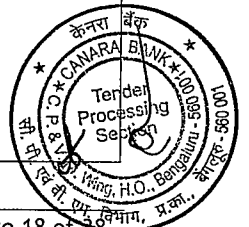
Technical & Functional Specifications

SUB: Selection of Service Provider for Supply, Installation, Commissioning and Maintenance of 1500 numbers of Cash Recyclers under Capex Model in Canara Bank

Ref: GEM/2024/B/5121380 dated 03/07/2024

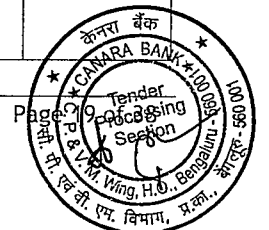
TECHNICAL SPECIFICATIONS

Sl. No.	Description	Bidder's Compliance	Remarks/Details
1.	PC-CORE:- Processor & OS Features		
1.1.	9th Generation Intel® Core™ i5 Processor or higher with minimum 3.3 GHz and 6 MB cache or above		
1.2.	8 GB DDR4 RAM or higher		
1.3.	1x1TB or higher SSD (for OS) 1 x 1 TB or higher SSD (For camera Image)		
1.4.	2 or more USB ports in front for front access of Cash Recycler		
1.5.	DVD Writer (Optional)		
1.6.	101 keys Keyboard integrated with Mouse operations /Integrated with EPP		
1.7.	Microsoft Windows 10 or higher with latest service pack. In the event of OEM ceasing support to the existing operating system the successful bidder shall upgrade and install the latest higher version of operating system and all application software supporting the operating software for satisfactory function of Cash Recyclers on all Cash Recyclers deployed with no extra cost to Bank during the contract period. The successful bidder shall also upgrade hardware required to support the higher version of operating system at <u>mutually agreed cost</u> to Bank during the contract period.		
1.8.	Software with CEN 3.0 (or above), XFS complaint and cross-vendor Support		
1.9.	OS hardening (with Firewall) and should protect against unauthorized booting from alternative media & an access to CR hard disk. Cash Recycler should be adequately hardened and only white listed necessary services run in the system (White listing of applications). No malware including viruses, worms and Trojans enter and Affect the system.CR should be pre-installed with whitelisting application solutions. All CRs should be PA-DSS compliant. All bidders must provide Whitelisting solution with following features- 1) The solution must ensure that only "whitelisted" applications run on the CR. 2) The solution must prevent the execution of any non-whitelisted files on the machine Bidder to provide standard whitelisting solution which should meet above requirements and should come		

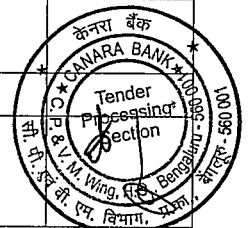




Sl. No.	Description	Bidder's Compliance	Remarks/Details
	preloaded in the CRs to be supplied and installed by the successful bidders		
1.10.	Capable of supporting any Endpoint Protection/ Whitelisting solution procured by Bank with a view to prevent malware including viruses, worms and trojans which could affect the system.		
1.11.	CR Windows OS should be configured to work in a locked down / restricted mode (with non admin rights).		
1.12.	There should be a separate Admin User ID password with restrictive access so that unauthorized persons should not be able to get access to the system admin and BIOS password. The Operating System should have the provision for parameterization to log critical changes & incidents for monitoring purposes.		
1.13.	The Windows admin password must be dynamic which must expire within specified period so as to be replaceable at specific intervals. There should be a separate Admin User ID password with restrictive access so that unauthorized persons should not be able to get access to the system admin and BIOS password. The Operating System should have the provision for parameterization to log critical changes & incidents for monitoring purposes.		
1.14.	CR Cash dispenser security should be set to highest level of physical authentication security to resist any type of attacks. CR should have strong encryption between CR-PC core and cash dispenser so that the dispenser is not accessible without a proper authorization once the new CR PC core is being installed/set up or an existing CR PC core is re-installed due to any reasons. (Encrypted communication and trust relation should be established between PC core and dispenser)		
1.15.	Application interface facilitating admin, reconciliation and MIS function		
2.	CURRENCY CHEST		
2.1.	UL 291 Level 1/CEN 1 Certified Secure Chest or higher(Certificate issued in favor of the bidder by these agencies to be provided by the bidder as part of the bid document)		
2.2.	<u>Dual electronic combination lock with capability of Onetime combination (OTC) with audit trail without any hardware change. Passwords to be changed at the time of installation of CR and certified to this effect in the CR installation certificate. End to End Implementation & Support for app based Digital OTC (with no dependency on any Red/ Black Keys for activation / day to day operation) to be provided by Selected Bidder during the Contract Period.</u>		

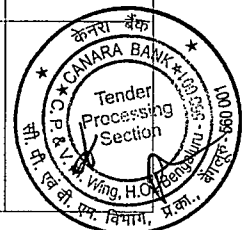


Sl. No.	Description	Bidder's Compliance	Remarks/Details
	2.3. Infrastructure & Support for Digital OTC to be provided by Selected Bidder either at Bank premise or under hosted model approach.		
2.4.	The Selected Bidder shall provide end to end integration and support for OTC and provide a Web Based interface for the Bank to monitor the activities related to Lock Management System provided to the Bank. The portal should have a provision to update the terminal ID and registered mobile number of Bank's custodians through maker checker validation. Complete audit trail and user activity tracking should be available for monitoring the user activities. The Portal should have provisions to generate various MIS reports.		
2.5.	Alarm sensors for temperature status, vibration status and chest open status while sending signal/messages to Switch/Management Centre		
2.6.	All factory settings, including password for dual combination electronic lock should be changed at the time of handing over the machine and the same should be mentioned in the Installation Report.		
2.7.	Terminal should be able to change automatically to Supervisory / Maintenance/ Out-of Service mode, in following cases when: (a) when cabinet/ Hood Door is opened (b) Chest/Safe door is opened.		
2.8.	Terminal should be able to change automatically to In-Service/Transaction mode, after Chest door and Hood door is locked.		
3.	HYBRID DIP CARD READER		
3.1.	Dip Smart Card Reader with functionality to read magnetic track 1 & 2		
3.2.	Smart Card, Chip Card EMVCo Version 4.0 or later, as certified, with supporting EMVCo L1 LOA. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank during the currency of the contract.		
3.3.	Should provide necessary certificates/approvals from VISA, Master Card, Amex, Union Pay, Rupay, Discover including TQM (IFM) certificates. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank.		
3.4.	Card reader should be compatible to work with any valid EMVCo certified EMV Kernels.		
3.5.	Software, firmware, license for using Smart card, Chip card and magnetic strip card on Cash Recycler		
3.6.	Cash Recycler should be ready for using the EMV chip cards		
3.7.	Communication link between the card reader and CPU/Controller/ System should be encrypted by latest encryption standards.		



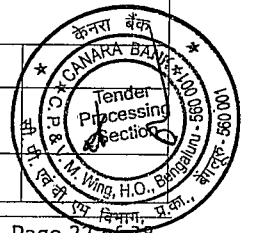


Sl. No.	Description	Bidder's Compliance	Remarks/Details
3.8.	Dip card reader should have anti skimming & shimming device with the capability to prevent further transaction/shutdown/offline the machine with generation of alerts to central monitoring system after the detection of skimming / shimming.		
3.9.	Cash recycler must also have biometric authentication functionality with finger -print reader as per Aadhar specifications and same is required from the initial stage. The Cash recycler should support Bio-metric functions and integrated with the Bank's Biometric solution and UIDAI certified solution (Aadhar) without any additional cost to the Bank.		
3.10.	Secure Biometric scanner that supplies the finger print data to the ATM switch. The Biometric Scanner should be of good quality and should accept finger scans in one go and should be STQC certified and compatible with AEPS & Aadhar/UIDAI specifications.		
3.11.	CR should accept deposits using any Bank's Debit / Credit cards, without cards, using Aadhar based authentications, with biometric, using Voice authentication. Cash Recyclers should recognize the Chip cards which includes EMV Cards, and should have Biometric authentication, and accordingly display the screen, voice prompts.		
3.12.	Contactless Card (Like NFC) integration capability.		
3.13.	CR should have QR / UPI based Deposit & Withdrawal transaction Integration Capability.		
4.	CUSTOMER INTERFACE		
4.1.	LED Touch Screen Size:15" minimum		
4.2.	Type: Capacitive		
4.3.	Touch screen and Optional Function Display Key-FDKs (support for visually handicapped through Braille Function Keys & EPP as per industry standard wherever required). Touch Screen should be of sturdy make.		
4.4.	MPEG - 4 full motion video support, and support for common video codecs.		
4.5.	Cash Recycler must be capable of performing under extreme conditions. Temperature: Minus (-) 0 degree Celsius to plus 50 degrees Celsius (Without Air Conditioner) Humidity : 5% to 95 % (Without Air Conditioner)		
4.6.	Vandal screen with Privacy filter. Resistance to Indian weather, vandal proof and pertinent to and Indian usability condition		
4.7.	Rugged spill proof Triple DES enabled Keyboard with Poly Carbonate tactile / stainless steel EPP pin pad keys EPP keys to be PCI compliant with sealed metal key pads as per industry standard. EPP design so as to prevent/ resist overlaying of fake pin pad will be required. In the event of forcible removal of EPP, it should bring the		



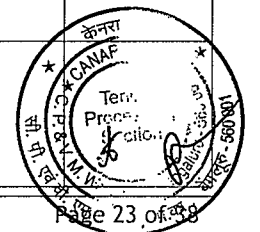


Sl. No.	Description	Bidder's Compliance	Remarks/Details
	machine down and the data stored in the EPP must be destroyed/scrambled so as to prevent compromise even with high end decryption. Describe technology /solution fully and enclose relevant documentation.		
4.8.	Voice guidance support with internal speakers & headphone (only hardware enablement required i.e. hardware component to be provided). This should be in line with IBA/Govt. of India guidelines for enabling visually impaired persons to transact at CR. The Voice guidance solution should be enabled and be activated with insertion of earphone jack into the given slot by the cardholder.		
4.9.	Adherence to Persons with Disability standards compliance - give details; Access For All (AFA) compliant and suitable for wheel chair based operation for physically challenged		
4.10.	Braille stickers with FDks (<u>wherein FDks available</u>) on all devices as per requirements to support visually challenged.		
4.11.	Trilingual Screen Support (English, Hindi, Regional Language), in static graphics(JPEG only) and video files(incl. MP4), Machine should support even HD screen resolution: 1024x768		
4.12.	Terminal should be capable to display graphic screen and video files in commonly available picture formats (MPEG, MP4 etc.).		
4.13.	Pin pad should be covered with Pin guard/Shield. This pin guard/shield should cover all three sides to avoid shoulder surfing and capture by external cameras.		
4.14.	<u>The Bidders should provide Text-to-Speech(TTS) support in English, Hindi and optional regional languages. Regional Language audio support to be provided without any additional cost to the Bank in case the same is required to comply with directions of regulatory bodies.</u>		
4.15.	Terminal should be capable to integrate with custom/3rd party Text-to-Speech(TTS) software.		
4.16.	Voice guidance support with internal speakers and head phone jack. Terminal should report status (XFS) whether headphone is present/not present in headphone jack, to the monitoring system		
4.17.	Alarm sensor of the recycler may be integrated with branch hooter on need basis without additional cost		
5.	BILL VALIDATOR		
5.1.	Validating bill head width path upto 177mm or more		
5.2.	Fixed width or centering mechanism with self-adjustable bill path		
5.3.	Validation rate should be 98% or more		



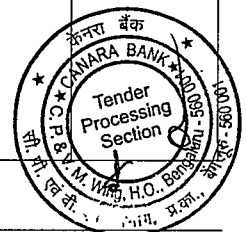


Sl. No.	Description	Bidder's Compliance	Remarks/Details
5.4.	Four orientation bill validation for good and bad currency notes. Vendor will have to ensure support for bill validator for the entire period of machine life i.e. a minimum of 7 years.		
5.5.	Bill escrow capacity should have capacity of 200 bills or more		
5.6.	Speed of cash acceptance in seconds for standard 200 notes -Cash Insert to Amount Confirmation The entire cash acceptance for 200 standard notes should be completed in 40 seconds or in less time.		
5.7.	Compliance to RBI's Note Authentication and Fitness sorting parameters (Documentation required on process of configuration. Configuration can be carried out at Bank location only). Configuration change to be completed at the earliest.		
5.8.	Both side scanning of all bills.		
6.	CASH MODULE		
6.1.	Bunch Note Accepting and dispensing with capacity of minimum 200 notes at one time and accepting all denominations as and when required by statutory authority or any denomination issued by RBI in future. Ability to recycle all denominations would be required without any extra cost.		
6.2.	Cash Recycler should have template for all new variants of notes as and when released. Vendor to provide details. Vendor should update the software to support all new variants currency notes as well as new denominations, if any, issued subsequently without any extra cost to the Bank.		
6.3.	<u>Cash Recycler should have minimum 4 deposit cassette with recycling capability ab-initio and with capacity of minimum 2500 notes storage per cassette. Further, CR shall have one universal cassette /Bin which should have the capacity of accepting all legal tenders as decided by the bank and one or more Box / BIN for counterfeit/suspect and / or reject / retract notes.</u>		
6.4.	All cassettes including reject and retract cassettes must be with lockable in nature with key to ensure highest level of security. The design of the CR should ensure secure dual custodian based access for all cassettes i.e. Cassettes should be accessible and removable only when the chest is opened.		
6.5.	Each Cassette should be able to hold notes of any Denominations Each deposit recycler cassette should be configurable on the machine without any cost to Bank for 1. Deposit only		

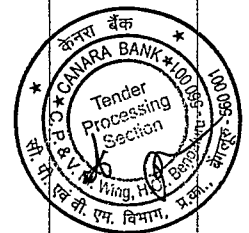




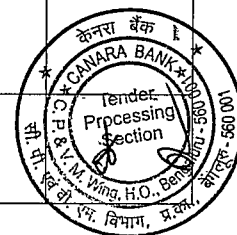
Sl. No.	Description	Bidder's Compliance	Remarks/Details
	2. Dispense only 3. Deposit & Dispense 4. Recycle		
6.6.	Denomination-wise sorting of the deposited currency notes		
6.7.	Deposit/ Recycling Cassettes capacity of minimum 2500 notes or above		
6.8.	<u>The CR should have cassette / BIN / BOX to hold Reject /Retracted notes</u>		
6.9.	Four orientation bill validation for good and bad currencies		
6.10.	Notes deposited should be categorized and put into individual cassettes once they are accepted by the machine		
6.11.	Should support card based (including NCMC cards), card less, biometric authentication, QR based, NFC based transactions. <u>The Selected Bidder to implement UPI / QR Based ICCW (Switch Based) & UPI/QR Based ICD (Switch Based) within 180 days of acceptance of purchase Order.</u>		
6.12.	Appropriate treatment for various categories of Bank Notes, viz. 1.No Bank Note (Reject) 2. Suspicious Bank Note (Impound) 3. Not Clear Bank Note (Reject) 4. Real Bank Note (Accept)		
6.13.	Capability to Back-track the depositor for category 2 notes with mandatory recognition of the serial nos. of individual currencies. Storing & passing on image data for later processing.		
6.14.	Cassette that support tracking on docking (<u>Logs should be created whenever cassettes are docked / undocked</u>).		
6.15.	Cash transport movement should be secure and under dual locking.		
6.16.	Foreign object detection / handling in the input tray		
6.17.	CR should have Note number tagging along with images and traceability to account with appropriate MIS report as per Bank's requirement.		
6.18.	Cash recycler must provide for adherence to RBI's Note Authentication and Fitness Sorting Parameters.		
6.19.	Cash recyclers with recycling capability deployed shall comply with RBI, IBA, EMV, NPCI/PCI/ NFS/DFS/Regulatory guidelines as on the Effective date of the agreement. If any new guidelines are issued by these organizations, the Bidder shall arrange for its compliance/ upgradation at mutually agreed terms unless otherwise defined in the RFP		



Sl. No.	Description	Bidder's Compliance	Remarks/Details
6.20.	The Cash recycler should be capable of detecting pre-2005 series currency notes and the Demonetized series of 500 and 1000 rupee notes issued by RBI. The Cash Recycler should have the capability for parameterizing the norms for accepting/blocking/rejecting the pre-2005 series or any other month/year as prescribed by RBI/Bank and the Demonetized series of 500 and 1000 rupee notes, without any extra cost to the Bank.		
6.21.	SB should provide an additional set of 5 lockable cassettes of similar configuration along (4 lockable recycler cassettes and one lockable universal cassette) with the machine to implement cassette swapping activity. The cost of such additional set of 5 cassettes should be factored by the SB while bidding for the commercials of the machine.		
6.22.	The Cash Recycler shall be capable of preventing shutter tampering incidents. (embedded with anti-theft/anti-trap device)		
7.	DES - CHIP SECURITY		
7.1.	Capable of supporting Remote key Management - DES/RSA		
7.2.	Triple DES chip with encryption / verification / validation software		
7.3.	Cash Recycler should be with in-built security features to trigger alarm in case of fire, hammering/tilting of the machine		
8.	INTEGRATED SURVEILLANCE SOLUTION		
8.1.	Cash Recycler should have pilfer proof camera able to capture the moving images of the user / customer at the time of accepting and dispensing the cash also capture images at the cash slot cameras evidencing acceptance/dispensation of cash besides images of the user. There should be minimum two pilfer proof cameras inside the CRs 1. To capture the customer moving image and 2. Capture the hand movement while depositing / withdrawing cash from the cash slot.		
8.2.	Solution must be motion-sensitive and capable of capturing image of the person while doing transaction in the Cash Recycler. Camera should be suitably positioned to take image of the person even under extreme / difficult lighting conditions. It shall be the responsibility of the bidder to ensure that the images so captured are able to identify the persons entering the Cash Recycler room. The cameras should be pilfer-proof.		
8.3.	Solution should be able to store the images in a digital format for minimum on first in first out basis for 6 months at an average of 400 transactions per day. The time print of the DVR of transaction exactly tally with transaction time printed in EJ. The back-ups will be taken at mutually agreed intervals and locations. The vendor has to supervise that DVSS images are getting recorded in Cash Recycler. The vendor shall capture the images in the second hard disk of Cash Recycler for storage of the archived images.		

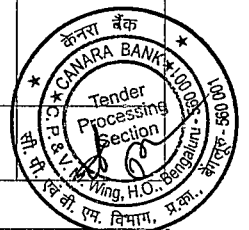


Sl. No.	Description	Bidder's Compliance	Remarks/Details
8.4.	The resolution of the pin hole camera as well the CCTV camera should be higher than VGA which should be sufficient enough to capture the quality image of the object for clear identification. The CCTV must be IR based or higher to capture image in night time also.		
8.5.	Solution must provide an interface to browse, search and archive the stored images on hard disk or external media		
8.6.	Solution must be configurable to suit different site requirements and must perform under extreme conditions		
8.7.	Solution must be able to capture & stamp the transaction information (card number masked to comply with PCI-DSS) on the images		
8.8.	The solution must have a search facility to locate an image/event by date & time, transaction reference no. and ID		
8.9.	The solution be monitored from a central Location		
8.10.	The solution must not degrade the performance of, e.g. speed of normal transaction		
8.11.	The image surveillance hardware should be integrated within the Cash Recycler		
8.12.	Solution should be integrated with EJ Agent or any image push/pull agent to facilitate the pushing and pulling of the images centrally.		
8.13.	Solution should support Multi-Vendor ATM Software agent in case bank decides to load in future.		
8.14.	The Solution should be capable of notifying the Switch in case the DVSS camera is covered/ blocked by any means so that the Cash Recycler does not dispense cash.		
8.15.	Machine should have magnetic and vibration sensor to detect physical movement of the machine. These sensors may be integrated with branch hooter on need basis without additional cost		
9.	SOFTWARE AGENT		
9.1.	<u>The CR should be capable of supporting third party software EJ agent such as SmartX, eSDMS, Maximus, Tranxit etc. as provided by the Bank / Bank engaged EJ Pulling Vendor.</u> The vendor undertakes to provide all necessary support for the installation of the software and identifying its impact on the CR throughout the tenure of the contract without any additional cost.		
9.2.	Should interface with the Bank's Switch		
9.3.	Software for reading the EMV chip cards. Smart card/Chip card EMV version 4.0, Level 2 approved terminal resident applications. Copy of level 2 approval certificate to be enclosed.		
9.4.	CR should mandatorily have remote diagnostic services by installing necessary agents. These services are meant to diagnose and predict any problems with the Cash Recycler including but not limited to		



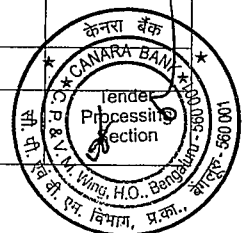


Sl. No.	Description	Bidder's Compliance	Remarks/Details
	predicting parts failure (such as card reader, dispenser, transport mechanism or other critical and non-critical parts) and pro-actively replacing parts, carrying out preventive maintenance or specific maintenance services to ensure uninterrupted services on the cash recycler. Monitoring tool should be accessible to bank team also through appropriate console. Cost of these services will have to be borne by the selected Bidder/s and will be included in the cost of Cash Recycler quoted for the entire duration of the contract.		
10.	CONNECTIVITY		
10.1.	Should have Network Interface Card 10/100/1000 MBPS		
10.2.	Should be capable of connecting to the existing ATM Switch or any other Switch introduced by the Bank in future, using existing device handlers at no additional cost to the Bank.		
10.3.	Must support TCP/IP and DNS		
10.4.	Cash Recycler application must be secured with TLS 1.2 or above and vendor shall provide TLS 1.2 or above along with the CR without any extra cost to the Bank		
10.5.	Support for IPV4 and IPV6 and integration of the same without any additional cost		
10.6.	Multiple NIC support		
11.	CONTACTLESS CARD READER		
11.1.	Contactless Card integration capability (Hardware and Software) supporting the ISO 14443 Type A/Type B, MiFare and ISO/IEC 18092, ISO 21481 specifications.		
11.2.	Smart Card/ Chip Card EMVCo Contactless Version 2.1 or later, as certified with supporting EMVCo L1 LOA. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank during the currency of the contract.		
11.3.	Should provide necessary certificates/approvals from VISA, Master Card, Amex, Union Pay, Rupay, Discover including TQM(PCD) card schemes. On expiry of certificate, during the tenure of the contract, it should be replaced with valid certificate at no additional cost to the Bank.		
12.	BARCODE SCANNER		
12.1.	<u>The CR shall have reader/scanner to scan 1D/2D barcode and QR codes from mobile phones integration capability, if and when required in future, the same to be provided without any additional cost to the Bank.</u>		
12.2.	Should be capable of reading barcodes of all popular symbologies, including Code 128, with up to 36 Characters		



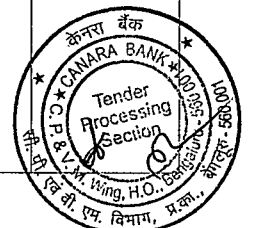


Sl. No.	Description	Bidder's Compliance	Remarks/Details
13.	OTHERS		
13.1.	Minimum 40 Column 80 mm DMP/Graphic Thermal Receipt Printer, must print graphics like Canara Bank logo on the receipt and should also capable of printing receipts in Hindi language and regional language.		
13.2.	Receipt to customer should mention serial number of the impounded note, if any.		
13.3.	Electronic journal to be also written on hard disk and replicated on the second hard disk which records images. The solution should include a EJ viewer. The EJ format should be customizable and in line as per the advisories issued by the regulators without any additional cost to the bank		
13.4.	During Cardless deposits and interoperable cash deposits, beneficiary account number and other details shall be written in the EJ as soon as the details are entered by the customer.		
13.5.	EJ should record all events during a transaction, right from insertion of the card, till the removal of cash and card after completion of the transaction.		
13.6.	Support centralized EJ Pulling. Serial Numbers of all notes should be available with EJ or stored separately and made available as and when required		
13.7.	Patch Management: Successful bidder shall be responsible for updating the software patches including OS patches in all the Cash Recyclers uniformly and the same to be part of the new build created periodically. Release of new patches, testing and Installation of patches (remotely or physically) shall be tracked centrally and communicated to the Bank without any additional cost to the Bank.		
13.8.	Low media warning for all items viz. bills, journal roll		
13.9.	In-built SMPS to work on 230V 50 Hz power supply		
13.10.	Support input voltage of 230V AC /50 Hz with +/-10% variation		
13.11.	Specify Power Consumption when in operation. Maximum permissible power consumption when in operation 470Watts.		
13.12.	Specify Power consumption when the machine is idle Maximum permissible power consumption in idle situation 230 Watts.		
13.13.	Should provide hardware and software for the day-to-day operations required by the custodian		
13.14.	CR should have cutoff circuit, Isolator to protect the critical cash recycler electrical and electronic parts viz. SMPS, Mother Board, Hard Disk, Sensors etc. from sudden spikes in voltage/ current from UPS/ RAW power		
13.15.	Remote power-on/Power off facility.		
13.16.	Should provide hardware, software and MIS for the day-to-day operations required by the custodian.		

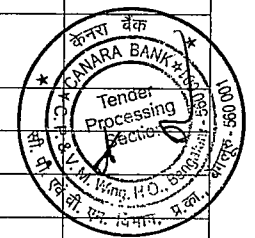




Sl. No.	Description	Bidder's Compliance	Remarks/Details
13.17.	Cash Recycler should have integration capability with the alarm sensors to the branch siren/hooter without any additional cost to Bank		
13.18.	Bidder to integrate - where feasible - the alarm sensors of the Cash Recycler to the branch siren/hooter without any additional cost to Bank		
13.19.	Cash Recycler capable of One to One Marketing. Client when Loaded on Cash Recycler should be able to interact with different CRM sources using open standard messaging standards		
13.20.	The Cash recycler screen should be with Privacy Screen filter to enable the view of the cash recycler screen only to the customer standing in the front of the CR. Cash Recycler should also have rear view mirrors covering majority area of site which allow users to see what is happening behind him when he enters the PIN to avoid shoulder surfing.		
13.21.	Support centralized EJ Pulling. Serial number of all notes should be available with EJ or stored separately and made available as and when required. While pulling EJ, the same should be non-editable with encryption or with checksum or any other solution to prove the authenticity of EJ before a third party such as the regulator (RBI), a Banking Ombudsman, Police authorities etc.		
13.22.	3 Year onsite comprehensive warranty		
13.23.	Bank's Logo and Name should be displayed on the front of the Cash Recycler and Call Centre Numbers & Email Address should be pasted on the Cash Recycler & customization for all the three sides with polycarbonate film the design will be provided by bank.		
13.24.	All the software licenses (including OS and database licenses) or any related application licenses for the functioning of the CR should be purchased by the SB in the name of the bank and the SB should submit a consolidated list of procured licenses to Digital Banking Services Wing, Canara Bank, Head Office for our record after completion of the deployment.		
13.25.	SB should also ensure that the EMV kernel license of the machine should be valid for the entire commercial life span. If the EMV kernel license expires in between and bank is compelled for recertification of the terminals, then such cost for re-certification due to EMV kernel license expiry shall be borne by the bank and will be recovered from any pending payment to the SB.		
13.26.	Selected bidder will have to necessarily install Cash Recycler with good quality grouting of Endpoints, as under: "Moving / tilting of Cash Recycler for removing existing levelling screws. Drilling 8"- 10" holes in the existing flooring using concrete drill bits. Hammering metal sleeves in these holes. Repositioning the Cash Recyclers over the existing markings. Putting in Anchor fasteners - min. 6" long anchor fasteners, preferably of Fischer make. Applying resin adhesive (Araldite) over the finished bolt positions for improved bonding & Repairing broke tiles, if any".		

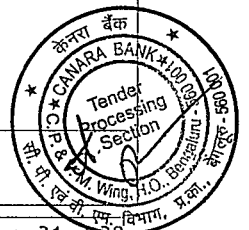


Sl. No.	Description	Bidder's Compliance	Remarks/Details
13.27.	SB should ensure that each new CR machine must be bundled with one set of brand new consumable items at the time of delivery of the machine without any additional cost to the bank.		
13.28.	Successful Bidder should conduct DR Drill activity every quarter to ensure Business continuity and uninterrupted services to the Bank.		
13.29.	Selected Bidder should have a dedicated help line number as well as complaint lodging portal for issues pertaining to terminals with features - dashboard, MIS reports including ticket tracker etc.		
13.30.	The Complaint lodging portal should have the capability to integrate with Bank's in house application or any other monitoring solution used by the Bank.		
14.	INTERFACE - CORE BANKING SOFTWARE & ATM SWITCH		
14.1.	Software required for connecting the Cash Recycler to Bank's own Network (Connection will be available through bank switch) shall be provided by the vendor without any cost to the bank		
14.2.	Vendor to provide utility for converting the files, Containing transaction details, into ASCII format		
14.3.	Cash recycler should be preloaded with CEN XFS 3.0 compliant layer and should be capable of running multivendor software without any hardware changes.		
14.4.	Cash Recycler must have capability for integration with NARADA ATM Switch/FINACLE/Any Other Switch.		
15.	TRANSACTIONS TO BE MADE AVAILABLE IN CASH RECYCLER		
15.1.	Display of graphics/animation/scrolling/ date & time		
15.2.	Cash deposit interoperable with other banks.		
15.3.	Withdrawal from any Bank accounts		
15.4.	Fast cash		
15.5.	PIN change facility		
15.6.	Support funds Transfer- card to account. In case in future bank requests for card to card and account to account transfer, machine should be capable for such Funds transfer		
15.7.	Mini - Statement		
15.8.	Utility Payment facility		
15.9.	Account balance enquiry		
15.10.	Card less and card based Transactions and Biometrics		
15.11.	Payment of Taxes, Bills and other value added services which Bank may have		
15.12.	Card to card payment.		
15.13.	Mobile topup		
15.14.	Support QR code based Transaction		
15.15.	Support Timed out and Last Transaction Status(LTS) based reversals		



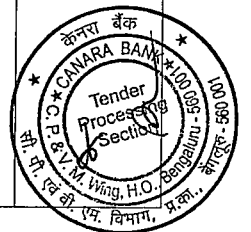


Sl. No.	Description	Bidder's Compliance	Remarks/ Details
15.16.	Support Biometric Based Authentication API v 2.0 specifications (as stated by UIDAI). Additional changes required to support later revisions to be provided at no cost to the bank		
15.17.	Support Idle Screen / Advertising with minimum 8 screen support		
15.18.	Support 2048-bit or higher encryption standards		
15.19.	Support Biometric based Registration		
15.20.	Support Cash Recycling		
15.21.	Support Idle Screen / Advertising		
15.22.	Support NFC based transaction/ contactless transaction		
15.23.	Support EMV-chip based transactions		
15.24.	Support Account Number Masking (on receipt)		
16.	TERMINAL SECURITY SOLUTION & SYSTEM HARDENING		
16.1.	Bidder shall provide necessary Infrastructure for Online Terminal Security Solution Implementation (Database/ OS licenses, Servers) at Bank premises (both at DC and DR locations) without any additional cost to the Bank with necessary latest Hardware and software to support the latest OS in CRMs. The TSS solution must cater the requirement of minimum 2000 CRMs/ATMs. Successful Bidder to provide at least one resource at Bank Head Office premise for monitoring terminal security solution, troubleshooting etc. and for following up with Bank as well as OEM for resolution so as to ensure smooth functioning of the Cash Recycler and carry out day-to-day activities.		
16.2.	The TSS client software should be compatible with ATMs running on Windows 10 and any future version of Windows OS installed in the terminals.		
16.3.	Terminal Security Solution should support access control based on roles and rights; Secure logging of system and user activities; Protection against known and unknown threats, including zero-day attacks; Integrated protection against unauthorized use of the entire system as well as individual components; Encryption of all data on an CR's hard disk; protects the system against all types of malware, unauthorized changes and access to data; File Integrity Module; Real-time monitoring and logging of attacks; Customization of individual security policy parameters; Hardening the OS etc.		
16.4.	The solution must ensure that only "Whitelisted" applications run on the CRs. The solution must prevent the execution of any non-whitelisted files on the machine. Vendor to provide standard whitelisting solution which would meet above requirements and should come preloaded in the CRs to be supplied and installed by successful vendor thus effectively nullifying the need of any antivirus solution.		
16.5.	The terminal security solution should be monitored & controlled through centralized		



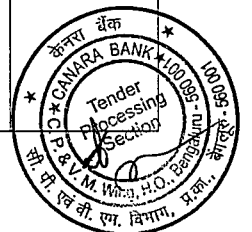


Sl. No.	Description	Bidder's Compliance	Remarks/Details
	server and should work with any standard ATM/CR agent monitoring solution. The solution must have a Portal with dashboard and capability to generate various MIS reports. The solution should enable for an exact status of disk encryption to be retrieved and display centrally on a monitoring system.		
16.6.	The solution must be integrated with Bank's SIEM Security information and event management solution & should support Detailed Event and Log information availability. The solution should issue alert / warning once a threat has been identified.		
16.7.	Terminal security solution should provide Access Management & Protection. Time based Admin Access should be provided. This control measure requires to parameterize and provide access on need basis, which is each CR specific, only during specified time window as prescribed and should be controllable from the centralized admin portal.		
16.8.	The solution should protect against the unauthorized updating / changing of configuration - property files		
16.9.	The solution should be able to block USB ports on the CR through centralized Control System. The solution shall be able to disable Auto-run facility of exe file from a network or a USB port. CRs should have enabled BIOS password.		
16.10.	Solution should Encrypt the whole Hard Disk (FHDE- Full Hard Disk Decryption and Encryption) and authentication solutions to protect internal communications between the genuine Cash Recycler PC Core and Cash Recycler modules, including the dispenser. Communication between Cash Recycler PC Core and Dispenser should be encrypted (Dispenser encryption). Solution shall have Encryption process which tolerates interruptions i.e. power Outages, without data loss.		
16.11.	The solution should have firewall functionality i.e. the offered solution should be able to block any unauthorized network traffic to the terminal.		
16.12.	The proposed solution should conform to all regulatory, statutory, legal acts and rules more particularly Cyber Security and IT examination Cell (CSITE), RBI Circular No. RBI/2017-18/206 DBS(CO).CSITE/BC.5/31.01.015/2017-18 dated 21/6/2018 and Master Direction on Digital Payment Security Controls No. RBI/2020-21/74 DoS.CO.CSITE.SEC.No.1852/31.01.015/2020-21		
16.13.	The Bidder must submit a Certificate to the effect that Cash Recyclers have passed the 100% accuracy in a single test. 1. Genuine Recognition Test or Indian Currency Note 2. Counterfeit Note Recognition Test for Indian Currency Notes 3. Counterfeit Note Retention and Tracing Test for Indian Currency Note 4. Identify the year of Issue of Indian Currency Note. Any failure at any stage will entail disqualification of the bidder or cancellation of the Contract.		





Sl. No.	Description	Bidder's Compliance	Remarks/ Details
	The bidder has to submit certificate to the effect that Cash Recyclers have passed the 100% accuracy in a single test.		
COMPLIANCE:			
A.	For each equipment quoted, a duly filled Technical Verification Data Sheet (TVDS) along with all supporting technical datasheets should be submitted.		
B.	The support for bill validation technology must be available for the entire period of the contract. A certificate from the OEM of the bill validation technology who has licensed the technology to the bidder / OEM of the cash recycler must be enclosed with the eligibility bid certifying and assuring that the said OEM shall provide support to the bidder for the licenses technology for the entire duration of the contract.		
C.	Cash Recycler offered as part of the current RFP must pass the Genuine Note Recognition Test (as per Recognition RBIs Note Authentication and Fitness Sorting parameters) with 100% accuracy, along with 100% trace with serial number of the currency notes to the account of the customers. i.e. Pass awarded if 100% of genuine notes accepted in all orientations and serial number of all accepted notes are tracked to customers' accounts. Acceptance does not mean credit to the account, it means acceptance by the machine and storing in different cassettes including non-issuance. However genuine recognition test has to be demonstrated to the bank and carried out by the Bank at the time of UAT testing at bank's CO. A failure at UAT stage will entail disqualification of the bidder / Cancellation of the contract.		
D.	The Cash Recycler offered as part of the current RFP must pass the Counterfeit Recognition Test (as per Recognition RBIs Note Authentication and Fitness Sorting parameters) with 100% accuracy, along with 100% trace with serial number of the currency notes to the account of the customers. I.e. pass awarded if all counterfeit notes are rejected / not given value for and traced to the customer account. However Counterfeit Recognition Test has to be demonstrated to the bank and carried out by the Bank at the time of UAT testing at bank's CO. A failure at UAT stage will entail disqualification of the bidder / Cancellation of the contract.		
E.	The Cash Recycler offered as part of the current RFP must pass the Counterfeit Retention and Tracing test with 100% accuracy, i.e. Pass awarded if counterfeits are retained and traceable to customer. Bidder to produce a certificate from an independent agency / a central bank or a bank currently using the same model of the machine has to be furnished. However Counterfeit Retention and Tracing test has to demonstrated to the bank and carried out by the Bank at the time of UAT testing at bank's CO. A failure at UAT stage will entail disqualification of the bidder / Cancellation of the contract.		



Note:

1. The Bidder shall specifically mention the make and model of the items offered for all the requirements in terms of RFP without fail, failing which the Bid is liable for rejection.
2. If the Bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed configuration to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to accept the modifications / superior features suggested/offered.
3. The Bidder shall provide all other required equipment and services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
4. The selected bidder shall own the responsibility to demonstrate that the products offered are as per the specification/performance stipulated in this RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence / certificates confirming compliance to Scope of Work should be part of Technical cum Eligibility.

Date:

Signature with seal

Name:

Designation:

