



CANBANK COMPUTER SERVICES LIMITED
No. 218, J P ROYALE, 13th CROSS,
SAMPIGE ROAD, MALLESWARAM
BANGALORE - 560 003

INVITES

**Request for Proposal (RFP) for Cash
Management and Allied Services for ATMs
and Cash Recyclers.**

**RFP Reference Number:
CCSL/RFP/03/2020 Dated 21st November 2020**

Issued By:

**CANBANK COMPUTER SERVICES LIMITED,
(Subsidiary of Canara Bank)
NO. 218, J P ROYALE,
1ST FLOOR, 13TH CROSS, MALLESWARAM,
BANGALORE - 560 003
Ph: 080-23469661 / 2**

DISCLAIMER

The information contained in this Request for Proposal (“RFP”) document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of CCSL, is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by CCSL to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as “Bidder” or “Bidders” respectively). The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. CCSL makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder requires. CCSL does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

CCSL reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on CCSL's Website (<http://ccsl.co.in>) under **Tender Tab**) and it will become part and parcel of RFP.

CCSL in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. CCSL reserves the right to reject any or all the Bids/ Proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of CCSL shall be final, conclusive and binding on all the parties.

Abbreviations used in this RFP Document:

S No	Sections	Details
A	MSP	Managed Service Provider
1	AMC	Annual Maintenance Contract
2	ANSI	American National Standards Institute
3	ATM	Automated Teller Machine
4	ATP	Acceptance Test Procedure
5	BG	Bank Guarantee
6	BOM	Bill of Material
7	CBS	Core Banking Solution
8	CRM	Cash Dispenser
9	CO	Circle Office
10	CPU	Central Processing Unit
11	CR	Cash Recycler
12	CRA	Cash Replenishment Agency
13	DD	Demand Draft
14	DES	Data Encryption Standard
15	DIT	Department of Information Technology
16	DR	Disaster Recovery
17	DVSS	Digital Video Surveillance System
18	EMD	Ernest Money Deposit
19	EPP	Encrypted Pin Pad
20	FLM	First Level Maintenance
21	GST	Goods & Services Tax
22	HO	Head Office
23	IPv6	Internet Protocol version 6
24	ISO	International Standards Organization
25	IT	Information Technology
26	LAN	Local Area Network
27	LD	Liquidated Damages
28	LOI	Letter of Intent
29	MAF	Manufacturer Authorization Form
30	MS	Managed Services
31	MSP	Managed Service Provider
32	MTBF	Mean Time Between Failure
33	MTTR	Mean Time To Restore
34	MVCRMMS	Mobile Van With Cash Dispenser Managed Services
35	NDA	Non-Disclosure Agreement
36	NEFT	National Electronic Funds Transfer
37	NIA	Negotiable Instruments Act
38	NPCI	National Payments Corporation of India
39	OEM	Original Equipment Manufacturer
40	OS	Operating System
41	PDI	Pre Delivery Inspection
42	PERT	Project Execution and Review Technique
43	PIN	Personal/Private Identification Number
44	POC	Proof of Concept
45	RFP	Request for Proposal

RFP for Cash management and allied Services

46	RTGS	Real Time Gross Settlement
47	SLA	Service Level Agreement
48	SLM	Second Level Maintenance
49	STQC	Standardization Testing and Quality Certification
50	DBS	Digital Banking Services Wing
51	TCO	Total Cost of Ownership
52	TM	Technology Management
53	TMK	Terminal Master Keys
54	TO	Technical Offer
55	UPS	Uninterrupted Power Supply
56	UTP	Untwisted Pair
57	ATP	Acceptance Test Procedure
58	BG	Bank Guarantee
59	BOM	Bill of Material
60	CBS	Core Banking Solution
61	CPU	Central Processing Unit
62	DD	Demand Draft
63	DBS	Digital Banking Services
64	EMD	Earnest Money Deposit
65	GST	Goods and Service Tax
66	HO	Head Office
67	IEM	Independent External Monitors
68	LAN	Local Area Network
69	LD	Liquidated Damage
70	MAF	Manufacturer Authorization Form
71	MSME	Micro Small & Medium Enterprises
72	MTBF	Mean Time Between Failure
73	MTTR	Mean Time To Restore
74	NEFT	National Electronic Funds Transfer
75	NI Act	Negotiable Instruments Act
76	OEM	Original Equipment Manufacturer
77	OS	Operating System
78	POC	Proof of Concept
79	PDI	Pre Dispatch Inspection
80	PERT	Project Execution and Review Technique
81	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
82	RMMS	Remote Management & Monitoring System
83	RTGS	Real Time Gross Settlement
84	SLA	Service Level Agreement
85	TCO	Total Cost of Ownership
86	UL	Underwriters Laboratories

LIST OF CONTENTS

Clause No.	TOPIC
	BID DETAILS IN BRIEF
	A. INTRODUCTION
1	About CCSL / Definitions
2	About RFP
3	Objective
4	Eligibility Criteria
5	Requirement Details
6	Project Details
	B. BID PROCESS
7	RFP Response Details
8	Eligibility Proposal
9	Opening of Bids
10	Registration of RFP Submission
11	Late RFP Submission Policy
12	Pre Bid Query Format
13	Cost of RFP
14	Bid Security / EMD
15	Performance Bank Guarantee
16	Notification
17	Disqualification
18	General Terms and Conditions
19	Execution of SLA Agreement
20	Single Point of Contact & Direct support
21	Resource Planning
22	Penalty and Liquidated Damages
23	Force Majeure
24	Indemnity
25	Authorized Signatory
26	Arbitration
27	Cancellation of contract and compensation
28	Subcontracting
29	Confidentiality
30	Normalization of Bids
31	Limitation of liability
32	Corrupt and Fraudulent Practices
33	Technical Evaluation Criteria
34	Background and existing infrastructure
35	Payment Terms
36	Machine Downtime calculation
37	Penalty Details
38	Penalty for Cash out
39	Penalty for Cash efficiency ratio
40	Other Penalties
41	Takeover of Identified Sites
42	Limitation of Penalty

ANNEXURES (To be submitted with Part A- Conformity to Eligibility Criteria)	
1.	Scope of Managed Services
2.	Check List
3.	Bid Covering Letter Format
4.	Eligibility Criteria Declaration
5.	Applicant's Profile
6.	Details of Service Support Centers for Circle Office Locations
7.	Authorization Letter Format
8.	Track Record of servicing of ATMs and CASH RECYCLERS
9.	Non-Disclosure agreement format
ANNEXURES (To be submitted with Part-B -Technical Proposal)	
10.	Technical Bid Covering Letter format
11.	Compliance Statement
12.	Undertaking Letter Format
13.	Escalation Matrix
14.	Company Profile
15.	Experience (ATMs)
16.	Experience (CRMs)
17.	Technical Profile
18.	Technical Expertise
19.	Infrastructure available (in detail for all the activities individually)
20.	Management / Project Management capabilities
21.	Masked Bill of Material
ANNEXURES (To be submitted with Part-C -Commercial Bid)	
22.	Commercial Bid Covering Letter Format
23.	Bill of Material

APPENDICES	
A.	Bank Guarantee Format for Earnest Money Deposit
B.	Proforma Bank Guarantee for Contract Performance
C.	Location Details
D.	Format for sending Pre-Bid Queries
E.	Pre-Contract Integrity Pact

Invitation for Request for Proposal (RFP)

Canbank Computer Services Limited invites Request for Proposal (RFP) (Technical and Commercial Bid) from the Eligible and interested vendors for **Cash Management and Allied Services for ATMs and Cash Recyclers across Pan India.**

Bid Details in Brief

Sl. No.	Description	Details
1.	RFP No. and Date	CCSL/RFP/03/2020 Dated 21st November 2020
2.	Brief Description of the RFP	RFP for Cash Management and allied Services for ATMs and Cash Recyclers across Pan India.
3.	Address for Communication and Submission of Tender Documents	CANBANK COMPUTER SERVICES LIMITED, NO. 218, J P ROYALE, 1 ST FLOOR, 13 TH CROSS, MALLESWARAM, BANGALORE - 560 003 Tel - 080-23469661 /2 Email: raghuveer@ccsl.co.in Vice President - Projects, CCSL, Bangalore
5.	Date of Issue of RFP	21/11/2020, Saturday
6.	Last Date of Submission of Pre Bid Queries	27/11/2020, Friday, 3.00 PM
7.	Pre Bid clarification / Meeting	02/12/2020, Wednesday 3.00 PM
8.	Last Date of Submission of Bids	14/12/2020, Monday, up to 3.00 PM
9.	Date and time of Opening of Part A- Conformity to Eligibility Criteria.	14/12/2020, Monday, 3.30 PM
10.	Date and time of opening of Technical Bid Part-B / Commercial Bid Part-C	Will be intimated at a later date.
11.	Application Fees (Not Refundable)	Rs. 59,000/- (Rs. 50,000 Application Money + 18 % GST)
12.	Earnest Money Deposit(Refundable)	Rs. 1,30,00,000/- (Rupees One Crore Thirty Lacs Only)

This document can be downloaded from CCSL's website <https://www.ccsl.co.in>. In that event, the bidders should pay the Application Fee for tender document by means of DD drawn on any scheduled Commercial Bank for the above amount in favour of M/s Canbank Computer Services Limited, Bengaluru payable at Bengaluru and submit the same along with the Bid document.

Note: The above dates are tentative and subject to change without any prior notice or intimation (Bidders should check our website <https://www.ccsl.co.in> for any changes / addendums to the above dates and / or any other changes/ update to this RFP). Bidders are requested to keep themselves updated through our said website from time to time.

Note:

1. CCSL means Canbank Computer Services Limited
2. ATMs mean Bank's / CCSL ATMs.
3. CRMs or CRMs means Bank's /CCSLs Cash Recycler Machines
4. 'Vendor' means the respondent to the RFP document.
5. 'RFP' means this Request for Proposal document.
6. 'Recipient' or 'Respondent' or 'Bidder' or 'MSP' means to whom the RFP document is issued by CCSL, either by way of physical delivery or by way of downloading from website.
7. Successful/Selected Bidder/MSP means the bidder selected after further/final process, pursuant to Qualification under this RFP.
8. 'Offer' means response to RFP document submitted by Recipient to CCSL
9. Machines mean Banks/ CCSL's ATMs / CRMs.
10. Total Monthly payment - Means all the payment due to the vendor under various components under the scope of work of this RFP.
11. SB means Successful Bidder.

This document is meant for the specific use by the Bidder / Company / person(s) interested to participate in the current RFP process. This document in its entirety is subject to Copyright Laws. Canbank Computer Services Limited expects the Bidders or any person acting on behalf of the Bidders to strictly adhere to the instructions given in the document and maintain confidentiality of information. The Bidders will be held responsible for any misuse of information contained in the document, and liable to be prosecuted by CCSL In the event that such a circumstance is brought to the notice of CCSL. By downloading the document, the interested party is subject to confidentiality clauses.

Section A: Introduction

Introduction

This Request for Proposal document ('RFP document' or RFP) has been prepared solely for the purpose of enabling Canbank Computer Services Limited ('CCSL') to **shortlist MANAGED SERVICE PROVIDER (MSP) for Cash Management and Allied Services for their ATMs & Cash Recyclers** deployed across Pan India in Onsite / Offsite Locations of Canara Bank or going to be deployed by Bank / CCSL in future, as desired by Bank / CCSL. The tenure of contract shall be initially for a **period of 3 Years** and the tenure of contract can be extendable on same terms and conditions for a **further period of 2 years** at CCSLs discretion.

About CCSL

Canbank Computer Services Limited (CCSL), promoted by PSU Banks, established in 1994 under Companies Act, 1956, and is a Subsidiary of Canara Bank and is engaged in development and maintenance of Software solutions for the Banking Fraternity and Financial Institutions. CCSL has also a division for Share Transfer Registry (R & T). The Registered Office is in Bangalore with representative Service Center locations Pan-India for ATM Managed Services. Since CCSL is a Subsidiary of Canara Bank, all guidelines / policies are adopted in line with that of the parent Bank.

1. Definitions

- 1.1. 'CCSL' means unless excluded by and repugnant context or the meaning thereof, shall mean 'Canbank Computer Services Limited', described in more detail in paragraph 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successor and permitted assigns.
- 1.2. 'RFP' means Request for Proposal for **Cash Management and Allied Services for ATMs & Cash Recyclers**
- 1.3. 'Bidder' means a vendor submitting the proposal in response to RFP.
- 1.4. 'Services' means **Cash Management and Allied Services of ATMs and CASH RECYCLERS** for its parent Bank managed by CCSL across Pan India under CAPEX and OPEX Models.
- 1.5. 'Proposal' means that Technical proposal and financial proposal as per the formats prescribed in the RFP.
- 1.6. 'Contract' means the agreement signed by successful bidder and CCSL at the conclusion of bidding process.
- 1.7. 'Successful Bidder' / 'L1 bidder' means the Bidder who is found to be the lowest bidder after conclusion of the bidding process including the reverse auction (if any), subject to compliance to all the Terms and Conditions of the RFP.

2. About RFP

- 2.1. CCSL wishes to identify and engage **MANAGED SERVICE PROVIDER (MSP) for Cash Management and Allied Services for ATMs and Cash Recyclers across Pan India located at various Offsite and On Site branches of Bank.** In this connection, CCSL invites sealed offers (subject to ‘Conformity to Eligibility Criteria’, ‘Technical Proposal’ and ‘Commercial Bid’) for Cash Management and Allied Services for ATMs and Cash Recyclers across Pan India at various Branch or offsite locations of the Bank, as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.
- 2.2. The RFP document is not a recommendation, offer or invitation to enter into a contract agreement or any other arrangement in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between CCSL and successful bidder as identified by CCSL after completion of the selection process.

3. Objective

- 3.1. CCSL intends to manage ATMs and Cash Recycler Machines installed or going to be deployed / installed across the country in Offsite Locations/ in Bank Branches/ ATM lobby /E-Lounges etc., CCSL proposes to select Managed Service Provider, who can provide Cash Management and Allied Services for ATMs and Cash Recyclers provided to Bank branches across the Country for a period of **Three years** as per the Scope of Work mentioned elsewhere in this document.

4. Eligibility Criteria:

- 4.1. Interested MSP / Bidders, who can provide Cash Management and Allied Services and maintain ATMs & Cash Recyclers for the Offsite Locations / Onsite Locations / Offices/Branches of the Bank and meeting the Eligibility Criteria as per **Annexure-4** may respond.

5. Requirement Details

- 5.1. CCSL invites sealed offers (‘Conformity to Eligibility Criteria’, ‘Technical Proposal’ and ‘Commercial Bid’) for providing Cash Management and Allied Services and maintain ATMs & Cash Recyclers for the Offsite Locations / Onsite Locations / Offices/Branches of Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. The brief requirements is furnished in following tables:

Item Details	Quantity	Locations
Cash Management and Allied Services and maintenance of ATMs & Cash Recyclers for the Offsite Locations / On-Site Locations / Offices /Branches of Canara Bank across Pan India.	1035	As detailed in APPENDIX-C Various Branches/ Offices of ATMs and Cash Recyclers coming under various Circles in India are enclosed.

- 5.2. Location Details of ATMs and Cash Recyclers are furnished in **APPENDIX- C.**
- 5.3. All these ATMs and Cash Recyclers - Tenure of contract shall be for a **period of 3 Years** and the tenure of contract can be extendable on same terms and conditions for **further 2 years** at CCSLs discretion.

5.4. CCSL reserves the right to increase and outsource additional Offsite / Onsite ATMs and Cash Recyclers to the successful Bidders, in addition to the quantity specified in this tender at the same L1 Rate arrived at on the same Terms and Conditions of this Tender.

6. Project Details

Presently, Bank has engaged CCSL as one of the vendor to manage its 270 Off-Site ATMs on CAPEX Model across Pan India, 15 Off-Site ATMs in Bangalore Metro Circle on OPEX Model (Transaction Based) and 750 Cash Recyclers to be deployed at various Onsite Branches of Bank on transaction based (OPEX) model.

Further, CCSL is intending to outsource Managed Services Activity of all their ATMs and CRMs, as mentioned above which are spread across all the Circles of the Bank and either already installed or going to be installed / deployed at various Offsite / Onsite Locations of Circles of the Bank to 2 (TWO) Successful Managed Service providers (MSPs).

CCSL proposes to award the contract to 2 (TWO) Successful Bidders (MSPs), in further process, pursuant to this RFP, in the ratio of 60:40 (L1 & L2) on the basis of commercial bid submitted in the RFP process.

The entire scope of work for providing Managed Services for all the ATMs and CRMs of Bank / CCSL shall be split between TWO i.e. L1 & L2 MSPs / Successful Bidders who are qualified in the bid.

The L2 (Next lowest bidder) would be required to match all the rates quoted by L1 (Lowest bid) Bidder TCO or line item wise for each work or as prescribed in the Commercial Bid, if the L2 bidder desires to accept contract for providing Managed Services for the entire scope of activities for all ATMs and CRMs as per the location list enclosed /defined in this RFP Process.

In the eventuality of L2 Bidder not matching / agreeing to the rates quoted by L1 Bidder, the offer will be extended to the next subsequent bidder (L3, L4) or in that order to the next.

If the rates quoted by two successful bidders found same, then the contract would be split in the proportionate manner (50:50)

If no bidder is able to match the price of L1, CCSL may take suitable decision at its discretion to continue with L1 bidder allotting 100% or to scrap the whole RFP and fresh RFP may be floated.

The bid will be evaluated by a committee of CCSL. If warranted CCSL may engage services of external consultants from Bank or outside for opinion or clarification in the process of evaluation of bid. It is CCSL's discretion to decide at the relevant point of time.

CCSL may, at its sole discretion, decide to seek more information from the respondents in order to normalize the bids. However, respondents will be notified separately, if such normalization exercise as part of the technical evaluation is resorted to.

The allotment for ATMs and CRMs across Pan India for Cash Management and Allied Services and maintenance shall be done at the sole discretion of CCSL in the given ratio 60:40 amongst the 2 Successful Bidders with a right mix of geographical dispersion and also considering comparative geographical strength amongst the bidders, however successful bidder/s should be ready to accept the site at all India basis, at any given location within the country. If the required manpower and infrastructure is not available, the same has to

be arranged by the MSP / Bidder within **ONE Month** from the date of issue of Work Order. **Decision of CCSL in allotment of ATMs and CRMs to the MSPs / Successful Bidders will be final.**

CCSL at its discretion may re-allot, interchange or withdraw the **Cash Management and Allied Services and maintenance of ATMs & Cash Recyclers** work from assigned Circles or geography to the successful bidders during the currency of the contract, in view of the business requirements or if the performance of the bidder is not as per SLAs defined or the concerned bidder's infrastructure is not supportive in any particular geography. CCSL shall not pay any amount for takeover / migration of the sites or any resultant expenses. All costs related to such takeover / migration shall be borne by the bidder in such eventualities.

Further CCSL shall have the full discretion to avail any of the services enlisted in the scope of work. CCSL, at its sole discretion, at any point of time, may avail or discontinue any of the services or increase / decrease the numbers of the sites / Machines during the period of contract by giving 1 month prior intimation to the bidder/s. In another words, CCSL will not be obliged to accept all the works from the bidders for all the sites.

The MSPs / Successful Bidder/s has to undertake **Cash Management and Allied Services and maintenance of any additional ATMs & Cash Recyclers** services of all the installed Machines deployed in the allotted Circles. The successful bidder/s shall also have to perform Managed Services for all the Machines and sites which are identified for deployment of such ATMs and CRM Machines in Circles assigned to them, during the entire Contracted Period.

Section B: BID PROCESS

7. RFP response details

One Set of bid documents (Hard copies); containing Eligibility, Technical & Commercial Bid Proposals (each in separate sealed and super scribed envelopes); one (1) electronic copy (Microsoft Office 2007 / 2019 etc) and one (1) electronic copy (Adobe .pdf non-editable / password protected) must be submitted to CCSL in Master Sealed envelope superscripted with the RFP Details number and date etc.,

It should be noted that in case of any discrepancy in information submitted by the bidder in hard-copy and soft-copy, the hard-copy shall be given precedence and will form the basis of evaluation. However, in case of non-submission of any hard copy document, if the same is found submitted in the soft-copy, CCSL reserves the right to accept or reject the same at its sole and absolute discretion.

The Bidder /s will submit an undertaking specifying that the Bidder /s have obtained all necessary statutory and obligatory permission to carry out project works, if any.

The responses are to be submitted, with appropriate labels, at the below mentioned address on or before the due date & time as specified. The responses / bids submitted anywhere else will be rejected.

CANBANK COMPUTER SERVICES LIMITED,
(Subsidiary of Canara Bank)
NO. 218, J P ROYALE, 1ST FLOOR,
13TH CROSS, MALLESWARAM,
BANGALORE - 560 003
Ph: 080-23469661 / 2
Email id : canatm@ccsl.co.in

In all cases:

1. Copies of the RFP responses must be submitted on or before the aforementioned closing time.
2. Faxed or e-mailed copies of any submission are **not acceptable** and will be rejected by CCSL.
3. All separate copies of RFP submission and attachments must be provided in sealed envelopes or satchels marked confidential.
4. All pages of the Offers needs to contain page number (in 'Page No. 1 of X' format), with the Seal and Sign of the appropriate authority.
5. Only one response shall be accepted from one Bidder. In case Bidder is submitting more than one response, all the responses submitted by the Bidder shall be disqualified.
6. If back end connections regarding cartelization etc are found at any stage during or after the process, all such bids will be cancelled for those bidders and they would be blacklisted from participating in CCSL's any future RFP, Tender etc.

RFP Response Submission Details

RFP Eligibility, Technical & Commercial Proposals shall be submitted in **three separate sealed envelopes** super- scribing

“Eligibility Proposal for RFP for Cash Management and Allied Services”

BIDDER DETAILS on each:

NAME

E-MAIL ADDRESS.....

CONTACT NUMBER

On the top of the envelopes containing the Eligibility, Technical & Commercial Bid Proposals. These separate sealed envelopes should be put together in the sealed master envelope super-scribing **“RFP for Cash Management and Allied Services”**. The master envelope should also have the Bid Security / Earnest Money Deposit in the form of Bank Draft/Banker's Cheque/Bank Guarantee (with a validity of 12 months from the date of closing of the Bid) as per **“RFP for Cash Management and Allied Services - Bid Security / Earnest Money Deposit”**.

The response should be organized in order and all the pages of the proposal including annexure and documentary proofs should be numbered and be signed by the authorized signatory.

Please note that in following cases CCSL may reject the Responses from the Bidder /s:

1. Submission of responses after the Time stipulated in this RFP Document.
2. Misleading / incomplete information.
3. Response submission without bidder's Name.
4. Improper Demand Draft / Banker's Cheque for RFP Document Fee
5. Submission of improper Documentation.
6. Envelopes are not in order as directed in this document
7. Submission of more than one bids by the same bidder, promoters in the same name or different entity.

8. Eligibility Proposal

The eligibility proposal shall be organized and submitted as per the following sequence:

1. Table of Contents (list of documents enclosed)
2. Eligibility proposal as per Checklist given in **Annexure A, B & C** in hard copy.
3. All copies of certificates, documentary proofs etc.

9. Opening of Bids

Opening of Bids shall be strictly as per schedule under this RFP and no request for change in date shall be entertained. However, CCSL reserves the right to change the date and time of the Schedule of RFP under unavoidable circumstances, if any, without assigning any reasons.

The bid shall be cancelled at any stage if CCSL detects that information / facts is contrary / undisclosed to what has been submitted in the bid.

The envelope containing Eligibility proposal will be opened first and will be evaluated as per **Eligibility Evaluation Process**.

Non-compliance of even one condition in the eligibility requirements will render the bid ineligible for opening of the Technical proposal.

Technical Proposal shall be opened only for eligible bidders.

Offer Validity Period

RFP responses must remain valid and open for evaluation, according to the terms, for a period of at least 180 days from the RFP opening date.

10. Registration of RFP Submission

Upon receipt of a submission, CCSL shall register the response. **Incomplete or partial or faulty Submissions shall be rejected forthwith.**

All submissions, including any accompanying documents, shall become the property of CCSL. Hence, submission of response to the RFP shall be deemed as respondents' license, and grant all rights to CCSL to reproduce the whole or any portion of their submission for the purpose of evaluation, notwithstanding any copyright or other intellectual property right that may subsist in the submission or accompanying documents.

11. Late RFP Submission Policy

Within time submission of responses is strongly encouraged and recommended. RFP responses received after the deadline for lodgment of RFPs will not be admitted / accepted for registration.

Requests for Information / Clarification

Respondents are required to direct all communications related to this RFP to: ***canatm@ccsl.co.in***

Bidder should use the following format for their above-said communication -

Name of the Respondent/Bidder:

Date:

Contact Person from Respondent/Bidder in case of need.

Name:

Designation: Mail

ID:

Tel / Mobile No:

12. Pre Bid Query Format

Sr. No.	Page No. of RFP	Clause No	Original RFP Clause	Bidder's Query
1				
2				
3				

All queries/clarifications requested must be in writing and should be forwarded by the nominated point of contact of bidder in the above format in MS-EXCEL or MS-WORD. The queries to be e-mailed to: canatm@ccsl.co.in with the format above.

CCSL shall not answer any communication initiated by respondents after the last date of query submission. CCSL at its discretion would clarify all such queries during pre-bid meeting, and would not be bound to respond to individual mailers. CCSL may in its absolute discretion seek additional information or document from any respondents after the RFP closes for supplementary information and better evaluation. All such information and document provided must be taken to form part of that Respondent's response.

CCSL is not bound to reply to queries not pertaining to this RFP. Replies shall be at CCSL's discretion. CCSL's replies shall be final and acceptable to all bidders.

Cost of RFP and Performance Bank Guarantee, BID Security / Earnest Money Deposit**13. Cost of RFP**

A complete set of bidding documents may be purchased / submitted by any of eligible Bidders from this office upon payment of a non-refundable fee of Rs. 59,000/- (Rupees Fifty Nine Thousand Only) Taxes in the form of a Demand Draft / Banker's Cheque in favour of Canbank Computer Services Limited payable at Bengaluru.

14. BID Security / Earnest Money Deposit

1. The Bidder shall have to furnish, as part of its bid, a Bid Security / Earnest Money Deposit for an amount of Rs. 1,30,00,000/- (Rupees One Crore Thirty Lacs Only) in the form of a Bank Guarantee issued by a reputed Scheduled Commercial Bank in India and valid for - 12 - months from the last date of submission of the Commercial bid.
2. The successful Bidders' bid security will be discharged upon the Bidders signing the contract & furnishing the Performance Bank Guarantee (PBG). Unsuccessful Bidder's bid security will be returned as promptly as possible, after the declaration of the successful Bidders.
3. The bid security may be forfeited / Bank Guarantee shall be invoked:
 - i. If a Bidder withdraws its bid during the period of bid validity; or
 - ii. In case of a successful Bidder, if the Bidder fails:-
 - a) To sign the Contract within the stipulated time: or
 - b) To furnish Performance Bank Guarantee within the stipulated time.
 - iii. At any stage of evaluation if a bidder /s is / are found to have given wrong certification / information in Technical Bid, which does not support / corroborate such claim made in Technical Bid, CCSL may at its discretion forfeit EMD / invoke the Bank Guarantee submitted as EMD and reject the bid.

15. Performance Bank Guarantee (PBG)

Successful Bidder /s will also have to furnish a **Performance Bank Guarantee of 10%** of the total contract value issued by any reputed Scheduled Commercial Bank in India (**other than Canara Bank**) in favor of **M/s Canbank Computer Services Limited, Bangalore.**

Performance Bank Guarantee has to remain during the Constricted Period and also valid up to 12 months after the expiry of the contract period. In case of extension of contract, the successful Bidder /s will have to extend the Performance Bank Guarantee for the extended period (exceeding Twelvemonths of the currency of contract) as per stipulation in the SLA.

16. Notification

CCSL will notify the Respondents (authorized representatives) in writing as soon as practicable after the RFP Evaluation is completed, about the outcome of the RFP evaluation process, including whether the Respondent's RFP response has been accepted or rejected. CCSL is not obliged to provide any reasons for any such acceptance or rejection.

17. Disqualification

Any form of canvassing / lobbying / influence regarding short listing, status etc. will be considered as disqualification.

Language of Response

The response prepared by the Bidder /s, as well as all correspondence and documents relating to the Response exchanged by the Bidder /s and CCSL and supporting documents and printed literature shall be in English language only.

Formats for Responses

The Bidder /s should strictly use the formats prescribed by CCSL in the RFP for submitting the Eligibility, Technical and bid responses.

Erasures or Alterations

All details must be completely filled up. All the corrections or alterations, if any, should be authenticated by duly signing. In the case of the corrections / alteration are not properly authenticated, the offer may be rejected.

There should be no hand-written material, except Corrections or alterations in the offer where it is legible and duly authenticated. Filling up of the forms to be done with relevant details and mere using terms such as "OK", "Accepted", "Noted", As given in Brochure / Manual or words to the effect are not acceptable to CCSL. Offers not adhering to these guidelines may not be accepted by CCSL.

18. General Terms and Conditions

Adherence to Terms and Conditions

The Bidders who wish to submit responses to this RFP should note that they should abide by all the terms and conditions contained in the RFP. If the responses contain any extraneous conditions put in by the respondents, such responses may be disqualified and may not be considered for the further process.

19. Execution of SLA Agreement

The successful Bidder will execute Service Level Agreement (SLA), which would include all the services and terms and conditions of the services to be extended as detailed herein in the Scope of Work and as may be prescribed by CCSL;

The successful Bidder /s will execute the SLA within one month from the date of acceptance of Letter of Appointment / Purchase Order. The contract shall be executed by the authorized signatory of the Bidder /s. A Board Resolution to that effect shall be submitted by the successful bidder /s.

Agreement between CCSL & the successful bidders has to be signed within one month from the date of acceptance of Letter of Appointment / Purchase Order for ensuring smooth MS operations.

The applicable Stamp duty for execution of the contract is to be paid by the successful bidder / vendor only.

Other Terms and Conditions:

CCSL reserves the right to:

1. Reject any and all responses received in response to the RFP;
2. Waive or Change any formalities, irregularities, or inconsistencies in proposal format delivery;
3. Extend the time for submission of all proposals;
4. Select the most responsive Bidder /s (in case no Bidder /s satisfies the Eligibility-cum- Technical criteria in totality);
5. Select the next most responsive Bidder /s if negotiations with the Bidder /s of choice fail to result in an agreement within a specified time frame;
6. Share the information / clarifications provided in response to RFP by any Bidder /s, with any other Bidder(s) / others, in any form;
7. Cancel the RFP at any stage, without assigning any reason whatsoever;
8. Change the time schedule of the RFP for inviting the bids or evaluation thereof;

Substitution of Project Team Members

During the assignment, the substitution of key staff identified for the assignment will not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the Bidder /s can do so only with the concurrence of CCSL by providing other staff of same level of qualifications and expertise. If CCSL is not satisfied with the substitution, CCSL reserves the right to terminate the contract and recover whatever payments made by CCSL to the Bidder /s during the course of this assignment besides claiming an amount, equal to the contract value as liquidated damages. However, CCSL reserves the right to insist the Bidder to replace any team member with another (with the qualifications and expertise as required by CCSL) during the course of assignment.

Professionalism

The Bidder /s should provide professional, objective and impartial advice at all times and hold CCSL's interests paramount and should observe the highest standard of ethics while executing the assignment.

Adherence to Standards

The Bidder /s should adhere to laws of the land and rules, regulations and guidelines prescribed by various Regulatory, Statutory and Government authorities.

Audit

CCSL or other Regulatory authorities reserves the right to conduct an audit / ongoing audit of the services provided by the Bidder /s.

CCSL reserves the right to ascertain information from other CCSLs and other institutions to which the Bidders have rendered their services for execution of similar projects.

Expenses

CCSL will not pay any amount / expenses / charges / fees / travelling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses etc. related to this RFP.

20. Single Point of Contact & Direct Support

CCSL intends that the vendor shall have **Single Point of Contact (SPOC)** for fulfilling all obligations and providing all deliverables and services required for successful implementation and smooth running of this project. The vendor may appoint / procure services of third party suppliers, to perform part of the obligations contained under this RFP, wherever the bidder does not have its own resources/expertise. However, list of every such third party vendor/ service provider appointed/hired by the bidder, including any mid-course change/ replacement / substitution should be submitted to CCSL along-with all the relevant papers. CCSL may, at its discretion for convenience, enter into arrangements, including tripartite agreements, with such third party if required.

Limitation on promotion

The Successful Bidder /s shall agree to make no reference of CCSL for the procurement of products and services hereunder or the agreement in any literature, promotional material, brochures, sales presentation or the like without the express prior written consent of CCSL.

Publicity

Successful Bidder /s shall not use the name and / or trademark / logo of CCSL, its group companies or associates in any sales or marketing publication or advertisement, or in any other manner without prior written consent of CCSL.

21. Resource Planning

The bid should contain the resource planning proposed to be deployed for the project implementation and continuation which includes, inter-alia, the number of personnel, skill profile of each personnel, duration etc. along with stage wise migration plan.

Assignment

Neither the contract nor any rights granted under the contract, obtained pursuant to this prequalification may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the Bidder /s, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of CCSL.

22. Penalty and Liquidated Damages

If the selected Bidder /s fails to complete the due performance of the contract in accordance to the specifications and conditions agreed during the final contract negotiation, CCSL reserves the right either to cancel the contract or to accept performance already made by the Bidder /s. CCSL reserves the right to recover an amount equal to 5% of the Contract value as Liquidated Damages for non-performance.

23. Force Majeure

The Successful bidder /s in further process, pursuant to this prequalification, shall not be liable for penalty / liquidated damages or termination for default if and to the extents that delay on its part in performance or other failure to perform its obligations under the Contract, is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the either party to the contract and not involving anyone's fault or negligence and not foreseeable. Such events may include, but are not restricted to, such as War, Strike, Riot, Crime, or an Act of God/ Nature (such as Hurricane, Flooding, Earthquake, Volcanic Eruption, etc.), which prevents one or both parties from fulfilling their obligations under the contract.

If a Force Majeure situation arises, the Successful Bidder /s shall promptly notify CCSL in writing of such condition and the cause thereof. Unless otherwise directed by CCSL in writing, the Successful

Bidder /s shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event. (Non functioning/non-cooperation/nonperformance by any third party, appointed by the successful bidder towards fulfillment of their obligation would not construe as force majeure)

If under this clause the Bidder /s is / are excused performance of any obligation for a continuous period of ninety (90) days, then CCSL may at any time hereafter while such performance continues to be excused, terminate this agreement without liability, by notice in writing to the other.

24. Indemnity

- 1 The successful bidder shall indemnify CCSL, and shall always keep indemnified and hold CCSL, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against CCSL as a result of:
 - a) CCSL's authorized / bona fide use of the Deliverables and /or the Services provided by successful bidder under this Agreement; and/or
 - b) An act or omission of the successful bidder /s and/or its employees, agents, sub -contractors in performance of the obligations under this RFP and subsequent agreement ; and/or
 - c) Claims made by employees or subcontractors or subcontractors' employees, who are deployed by the successful bidder , against CCSL; and/or
 - d) Claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the successful bidder to its employees, its agents, contractors and sub- contractors.
 - e) Breach of any of the term of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the successful bidder under this RFP ; and/or
 - f) Any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or
 - g) Breach of confidentiality obligations of the Successful Bidder contained in this Agreement; and/or
 - h) Negligence or gross misconduct attributable to the successful bidder or its employees or sub-contractors.
 - i) The successful bidder shall at its own cost and expenses defend or settle at all point of time any claim against CCSL that the Deliverables and Services delivered or provided under this Agreement infringe a patent, utility model, industrial design, copyright, trade secret, mask work or trade mark in the country where the Deliverables and Services are used, sold or received, provided CCSL:
 - j) notifies the Successful Bidder in writing as soon as practicable when CCSL becomes aware of the claim; and
 - k) Cooperates with the successful bidder in the defence and settlement of the claims.
- 2 However, (i) the successful bidder has sole control of the defence and all related settlement negotiations (ii) CCSL provides the successful bidder with the assistance, information and authority reasonably necessary to perform the above and (iii) CCSL does not make any statements or comments or representations about the claim without the prior written consent of the Successful Bidder, except where CCSL is required by any authority/regulator to make a comment/statement/representation.

3 If use of deliverables is prevented by injunction or court order because of any such claim or deliverables is likely to become subject of any such claim then the successful bidder, after due inspection and testing and at no additional cost to CCSL, shall forthwith either 1) replace or modify the software / equipment with software / equipment which is functionally equivalent and without affecting the functionality in any manner so as to avoid the infringement; or 2) obtain a license for CCSL to continue the use of the software / equipment, as required by CCSL as per the terms and conditions of this Agreement and to meet the service levels; or 3) refund to CCSL the amount paid for the infringing software / equipment and bear the incremental costs of procuring a functionally equivalent software / equipment from a third party, provided the option under the sub clause (3) shall be exercised by CCSL in the event of the failure of the Successful Bidder to provide effective remedy under options (1) to (2) within a reasonable period which would not affect the normal functioning of CCSL.

4 Indemnity shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by CCSL arising out of claims made by customer and / or regulatory authorities for reasons attributable to breach of obligations under this RFP by the successful bidder.

In the event of the selected Bidder /s not fulfilling its obligations under this clause within the period specified in the notice issued by CCSL, CCSL has the right to recover the amounts due to it under this provision from any amount payable to the Bidder /s under this project obtained pursuant to this prequalification.

The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this RFP.

25. Authorized Signatory

The selected Bidder /s shall indicate the authorized signatories who can discuss and correspond with CCSL, with regard to the obligations under the contract.

The selected Bidder /s shall submit at the time of signing the contract, a certified copy of the extract of the resolution of their Board, authenticated by Company Secretary, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements / contracts with CCSL. The Bidder /s shall furnish proof of signature identification for above purposes as required by CCSL.

Applicable Laws and Jurisdiction of court

The Contract with the selected Bidder /s shall be governed in accordance with the Laws of India for the time being in force and will be subject to the exclusive jurisdiction of **Courts at Bengaluru.**

26. Arbitration

In the event of a dispute or difference of any nature whatsoever between CCSL and the Bidder /s during the course of the assignment arising as a result of this proposal, the same will be settled through the process of arbitration conducted by a sole Arbitrator appointed by CCSL and the award of the sole arbitrator shall be final and binding on the parties.

Arbitration will be carried out at CCSL's office that placed the order. The provisions of Arbitration and Conciliation Act 1996 shall apply to the Arbitration proceeding. The language of arbitration shall be English.

27. Cancellation of Contract and Compensation

CCSL reserves the right to cancel the contract of the selected Bidder /s and recover expenditure incurred by CCSL on the following circumstances:

1. The selected Bidder /s commit a breach of any of the terms and conditions of the bid / contract.
2. The selected Bidder /s go into liquidation voluntarily or otherwise.
3. An attachment is levied or continues to be levied for a period of 7 days upon effects of the bid.
4. The progress regarding execution of the contract, made by the selected Bidder /s is found to be unsatisfactory.
5. If deductions on account of Penalty exceeds more than 30% of the total contract price.
6. CCSL reserves its right to cancel the order in the event of delay in / on call maintenance/ incident occurrence related maintenance of equipment and related service and charge penalty for the delay.

After the award of the contract, if the selected Bidder /s do not perform satisfactorily or delays execution of the contract, or delays in installation / commissioning/ replacement/ preventive maintenance/ on call maintenance/ incident occurrence related maintenance of equipment and related services, CCSL reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected Bidder /s is bound to make good the additional expenditure, which CCSL may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, even if for any reason, the contract is cancelled.

CCSL reserves the right to recover any dues payable by the selected Bidder /s from any amount outstanding to the credit of the selected Bidder /s, including the pending bills and / or invoking Bank Guarantee, if any, under this contract or any other contract / order.

In case successful bidder fails to perform satisfactorily in such case CCSL reserves the right to cancel its order and can assign to another bidder

Non Payment of bidder Charges / Fees

If any of the items / activities as mentioned in the Commercial bid, which will be submitted pursuant to this RFP process is not taken up by CCSL during the course of this assignment, CCSL will not pay the bidder fees / charges quoted by the Bidder /s in the Commercial Bid against such item / activity.

28. Subcontracting

The Bidder /s shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the Bidder /s under the contract without the prior written consent of CCSL.

29. Confidentiality

This document contains information confidential and proprietary to CCSL. Additionally, the Successful Bidder /s shall be exposed by virtue of the contracted activities to the internal business information of CCSL. Disclosures of receipt of this RFP or any part of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the Bidder /s, premature termination of the contract, and / or legal action against the Bidder /s for breach of trust. Selected Bidder /s shall have to sign a legal non-disclosure agreement with CCSL before starting the project.

The Bidder /s (and its employees) shall not, unless CCSL gives permission in writing, disclose any part or whole of this RFP document, of the proposal and / or contract, or any specification, plan, drawing, pattern, sample or information furnished by CCSL (including the users), in connection therewith to any person other than a person employed by the bidder /s in the performance of the proposal and / or contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance. The employees or the third party engaged by the bidder shall maintain strict confidentiality.

The Successful Bidder /s, its employees and agents shall not, without prior written consent from CCSL, make use of any document or information given by CCSL or its Authorized personnel, except for purposes of performing the contract awarded. In case of breach, CCSL shall take such legal action as it may be advised. The Bidder /s have to maintain confidentiality even after completion / termination of the contract.

30. Normalization of Bids

CCSL will go through a process of evaluation and normalization of the bids to the extent possible and feasible to ensure that vendors are more or less on the same ground of evaluation. After the normalization process, if CCSL feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; CCSL may at its discretion ask all the empanelled vendors to resubmit the commercial bids once again for scrutiny. CCSL can repeat this normalization process at every stage of bid submission or till CCSL is satisfied. The vendors agree that they have no reservation or objection to the normalization process and all the vendors will, by responding to this tender, agree to participate in the normalization process and extend their co-operation to CCSL during this process. The vendors, by submitting the response to this tender, agree to the process and conditions of the normalization process.

31. Limitation of Liability

The Successful bidder /s aggregate liability in connection with obligations undertaken as a part of this Project whether arising under this project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual.

Bidder /s liability in case of claims against CCSL resulting from Willful Misconduct or Gross Negligence of the Successful bidder /s, its employees and Sub-contractors or from infringement of Patents, Trademarks, Copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

CCSL shall not be held liable for and is absolved of any responsibility or claim / litigation arising out of the use of any third party software or modules supplied by the Successful bidder /s as part of this Agreement.

Under no circumstances CCSL shall be liable to the successful bidder for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this RFP , even if CCSL has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.

Set-Off

Without prejudice to other rights and remedies available to CCSL, CCSL shall be entitled to set-off or adjust any amounts due to CCSL from bidder /s against payments due and payable by CCSL to bidder /s for the services rendered.

Vicarious Liability

Successful Bidder /s shall be the principal employer of the employees, agents, contractors, subcontractors, etc., if any, engaged by Successful Bidder /s and shall be vicariously liable for all the acts, deeds, matters or things, whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in CCSL shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc., by Successful Bidder /s for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees, agents, contractors, subcontractors etc., of Successful Bidder /s shall be paid by Successful Bidder /s alone and CCSL shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of Successful Bidder /s employees, agents, contractors, subcontractors etc. Successful Bidder /s agrees to hold CCSL, its successors, assigns administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to CCSL through the action of Successful Bidder /s employees, agents, contractors, subcontractors, etc.

32. Corrupt and Fraudulent Practices

As per Central Vigilance Commission (CVC) directives, it is required that Bidders / Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

“**Corrupt Practice**” means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution.

AND

“**Fraudulent Practice**” means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of CCSL and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non- competitive levels and to deprive CCSL of the benefits of free and open competition.

Bidders responding to this RFP need to sign the **Pre Contract Integrity Pact (IP)** as per attached **APPENDIX-E**.

Right to Reject Bids

CCSL reserves the absolute and unconditional right to reject the response to this RFP if it is not in accordance with its requirements and no correspondence will be entertained by CCSL in the matter. The bid is liable to be rejected if -

- It is not in conformity with the instructions mentioned in the RFP document.
- It is not accompanied by the requisite Application Money.
- It is not properly or duly signed by the authorized signatory.
- It is received after expiry of the due date and time.
- It is incomplete including non-furnishing the required documents.
- It is evasive or contains incorrect information.
- There is canvassing of any kind or any influence is brought upon.
- It is submitted anywhere other than the place mentioned in the RFP.
- Or for any other unseen reason/s which may not be in conformity and CCSL deem fit and desirable for rejection.

Related Parties

Further in the following circumstances, CCSL will have right to reject the entire bid -

1. Bid submitted by holding company and its subsidiary
2. Bids submitted by one or more companies having common director/s
3. Bids submitted by one or more partnership firms / LLPs having common partners
4. Bids submitted by one or more companies in the same group of promoters / management
5. Any other bid, at the sole discretion of CCSL, is in the nature of multiple bids.

Section C: Bidder’s Selection / Evaluation Process

The evaluation / prequalification short listing process will be done with **Technical competence after short listing the eligible bidders** as detailed here below.

Stage 1

Eligibility Evaluation - Step 1 shall be to ascertain the eligibility of the Bidder /s for the project. Eligibility criterion for the Bidder to qualify this stage is clearly mentioned in **Annexure 4 - Eligibility Criterion Compliance** to this document. The bidder would need to provide supporting documents as part of the eligibility proof. During evaluation of the Responses, CCSL, at its discretion, may ask the bidder for clarification in respect of its response.

The request for clarification and the response shall be in writing, and no change in the substance of the response shall be sought, offered, or permitted. CCSL reserves the right to accept or reject any response in whole or in parts without assigning any reason thereof. The decision of CCSL shall be final

and binding on all the bidders to this document and CCSL will not entertain any correspondence in this regard. Only those bidders who fulfill the minimum eligibility criteria shall proceed to the next step.

Technical Evaluation: The evaluation of Technical capabilities of the Bidder /s of this RFP will be completed in this stage. The technical proposals only will be subjected for evaluation at this stage. **The Bidder /s scoring less than 80% marks (cut-off score) in the technical evaluation shall not be considered for further selection process.**

Those Respondents who meet a minimum score of 80% under “Aggregate Technical Score” will be considered as “Qualified for RFP”.

33. Technical Evaluation Criteria

S no	Parameter	Maximum Marks
1	Experience (ATMs) - Annexure 15	10
2	Experience (Cash Recyclers) - Annexure 16	10
3	Technical Expertise - Annexure 18	10
4	Infrastructure Available - Annexure 19	10
5	Managed Center Infrastructure - Annexure 19	10
6	Incident Management - Annexure 19	10
7	Helpdesk Management - Annexure 19	5
8	Cash Management & Cash Forecasting - Annexure 19	10
9	Consumable Procurement, Replenishment And Management - Annexure 19	5
10	MIS Reports - Annexure 19	5
11	Management / Project Management Capabilities - Annexure 20	5
12	Two way integration for feeds/tickets with Switch - Provide details	5
13	Site Visit by CCSL Officials	5

The technical bids shall be evaluated on the basis of

1. Submissions made by Bidders in their response to this RFP as per the response template given.
2. Demonstration of tools, services - Actual demonstration of tools and its effectiveness would be evaluated and not just PPT presentations/ declaration or literature.
3. Site visits to Bidder’s locations where solution is already functional / implemented, including DC / DR, Call Centre, Operations / Managed Centre etc.
4. Visit to the client site and their feedback.
5. Oral / PPT presentations and clarifications given to CCSL’s evaluation team.
6. CCSL’s decision is Final in Selection of the Bidders in the above Technical Evaluation process.

The “Aggregate Technical Score” secured by the Respondents will be used for short listing/qualification of the bidder for RFP Process.

34. Background, Existing infrastructure

Rules for responding to this RFP

All responses received after the due date / time as mentioned in this RFP would be considered late and would be liable to be rejected. All responses should be in English language. All responses by the bidder /s to this response document shall be binding on such bidder /s for a period of 180 days after opening of the responses. It is mandatory to submit duly filled in details in the formats provided along with this document.

Others

Responses to this RFP should not be construed as an obligation on the part of CCSL to award a purchase contract for any services or combination of services. Failure of CCSL to select bidder /s shall not result in any claim whatsoever against CCSL. CCSL reserves the right to reject any or all applications in part or in full, without assigning any reason whatsoever. CCSL would not assume any expenses incurred by the bidder in preparation of the response to this RFP and also would not return the response documents to the Bidder /s. CCSL will not bear any costs incurred by the bidder /s for any discussion, presentation, demonstrations etc. on proposals or proposed contract or for any work performed in connection therewith.

Other RFP Requirements

CCSL reserves the right to extend the dates for submission of responses to this document. Bidders shall have the opportunity to clarify doubts pertaining to the response document, in order to clarify any issues they may have, prior to finalizing their responses. All queries / questions are to be submitted as per **format** to the address as mentioned in “ **RFP for Cash management and allied services**”, and should be received by the nominated point of contact in writing or through e-mail before the scheduled date as indicated in the schedule of timeframe. Responses to inquiries and any other corrections and amendments will be published on CCSL’s website in the form of addendum to response document or through electronic mail; the preference for distribution would be with CCSL. The bidder, who posed the query / question, will remain anonymous.

Preliminary Scrutiny - CCSL will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule.

Clarification of Offers - To assist in the scrutiny, evaluation and comparison of offers, CCSL may, at its discretion, ask some or all bidders for clarification of their offer. CCSL has the right to disqualify the bidder whose clarification is found not suitable to the proposed project.

35. Payment Terms

Payment Terms

Item	Payment Term	Payment Authority
All the Managed Service activities as mentioned in the Scope of this RFP on Monthly Basis per ATM and Per CRM + Taxes	45 Days from the date of Invoice.	CCSL Head Office, Bangalore

36. Machine downtime Calculation

CCSL is committed to provide the best services for customers in its **Machine** network with high 24x7x365 availability to customers. The MS vendor is, therefore, expected to keep the downtime to a minimum level.

Downtime shall mean the aggregate of downtime of the particular **Machine** during a month expressed as a percentage of total available time in a month i.e. number of days x 24 hours. The percentage downtime shall be calculated as follow:

$$\frac{\text{Total Downtime (in hours) for the specified period*}}{\text{Number of days in a month x 24 hours *}} \times 100$$

* Wherever any machine has been planned for working for lesser number of hours, suitable calculations will be done for the number of hours for which the machine is operational.

For example, if the aggregate downtime of a **Machine** works out to 25 hours during a 30 day month, then the percentage downtime shall be calculated as follow:
 $(25 / (30 \times 24)) \times 100 = 3.47\%$

CCSL will refer to Banks Switch Data / Reports which will be used for calculation of various operational aspects/ parameters including down Time of the **Machine**.

37. Penalty Details

Penalty charges will be applicable as defined under Clause No. 40. (Other Penalties). The same shall be assessed and charged on monthly basis and shall be monitored for each **Machine**.

For computation of uptime /end user uptime / availability shall be taken in to consideration (except for Cash Loading / EOD / PM Activity and any other planned downtime)

38. Penalty for Cash Out

CCSL has defined **Cash Out** as non-availability of cash in **ATM / CRM** for dispensation. To align this with ADMIN balance, cases of ADMIN balance less than Rs.25,000/- out of above will also be considered as '**Cash Out**' for the purpose of penalty. If switch receives 'Currency Out' message in respect of all configured / present cassettes in the **Machine**, irrespective of Switch / Admin balance, it will be treated as **Cash Out** situation. And even if Switch / Admin balance is available in any of the **Machine** but physically cash is not available in the **Machine**, it will also be treated as **Cash Out** situation and will attract penalty.

39. Penalty for Cash Efficiency Ratio (CER)

The bidder /s have to ensure Average Cash Efficiency Ratio of minimum 70% per month and in case of failure to maintain the same, a penalty of 0.2% per month of cash surplus will be applicable and will be deducted from monthly payment. Penalty will be applicable after three months from the date of completion of installation of **ATM / CRM**. The bidder /s have to provide monthly cash utilization report for each **ATM / CRM** while submitting the monthly invoices for payment. Monthly calculation of Cash Efficiency Ratio will be based on minimum 25 loading during the month in the **ATM / CRM** and will be calculated as per the under mentioned formula

$$\text{CER} = \frac{\text{Total cash dispensed or consumption in ATM during the month}}{\text{Total cash Replenishment in the ATM during the month}}$$

40. Other Penalties

1	Consumables	Availability	100%	Rs.1000 will be charged for each incident of consumable not available within 3 hours for a Metro / Urban site and within 6 hours for a Semi-urban / Rural site (If a complaint received from a customer or Bank / CCSL official)
2	Delay in FLM Calls beyond TAT	TAT	As specified in the Scope	<ol style="list-style-type: none"> 1. Metro and Urban - Beyond 2 Hours of delay in attending FLM Calls which included Dispenser Calls, Card Reader issue, Machine Resetting / Restarting, Cash Jam, Consumables replenishment, etc. Rs. 300/- per FLM per hour will be levied. 2. Semi Urban & Rural - Beyond 4 Hours of delay in attending FLM Calls which included Dispenser Calls, Card Reader issue, Machine Resetting / Restarting, Cash Jam, Consumables replenishment, etc. Rs. 300/- per FLM per hour will be levied.
3	Images	Availability	100%	Flat Rs.10,000/- shall be charged if the vendor fails to provide any DVR Video / Image asked for by CCSL within 6 months of the transaction / incident.
4	Cash Loading /EOD of ATMs / Cash vaulting without CCSL permission	Frequency	100%	Rs.1000 per day per ATM /CRM for the 1 st day (Cash loading / EOD day), after failing from 2 nd day onwards, Rs.2,000/- per day per ATM / CRM.
5	EJ / JP (ATM / CRM)	Availability	100%	<ol style="list-style-type: none"> a) Rs.200/- per instance per day shall be charged if the vendor fails to provide EJ or JP within T+1 days from the date of Transaction and / or uploaded file not having 100% transactions. b) Flat Rs.10,000/- shall also be charged if the Vendor fails to provide EJ or JP of any ATM / CRM within 3 working days from the date of Transaction. c) In addition to the penalties as mentioned in point (a)above penalty imposed by RBI / Ombudsman / chargeback by other CCSL / Any other Government Authority / Office on Customer complaints due to non availability of EJ or delay in submission of EJ will also be charged from the vendor including the transaction amount involved.

6	C3R	Availability	100%	<p>a) If vendor fails to provide C3R/CBR in T+1 day, per day penalty @ 0.01 % of un-reconciled amount will be imposed</p> <p>b) Vendor shall be charged flat Rs. 2,000/- per C3R/CBR per day over and above per day penalty @ 0.01 % of unreconciled amount for submission of in-complete/ in-correct C3R/CBR. Any C3R/CBR submitted without machine counters will also be treated as in-complete.</p>
7	Non Performance of Admin activity	Performance	100%	If the MSP / CRA fails to perform admin activity or perform incorrect admin activity like incomplete admin activity/non-updation of Switch/Machine counters etc. at the time of offloading/loading the cash from/in ATMs / CRMs, penalty @ Rs. 5,000/- per incident will be imposed.
8	Short Cash	Response	100%	Vendor shall be charged flat Rs. 5,000/- per incident per day per ATM / CRM, for not depositing of shortage of cash in addition to the amount of shortage and applicable interest.
9	Excess Cash	Response	100%	Vendor shall be charged flat Rs. 5,000/- per incident per day per day per ATM / CRM for not reporting, depositing of any excess cash found in the ATM / CRM.
10	Vault Combination Lock failure	Response	100%	In case of Vault combination (S&G Lock password) is not available, Lock not opening, Dependency on Master Key, Red key beyond 24 hours from Bidders Head quarters, Rs. 5,000/- penalty per ATM/ CRM per day will be levied. (Except OEM / Hard ware issues)
11	Cash out in ATMs / CRMs	Performance	100%	For each Cash Out Incidence for whatsoever reason, penalty at the rate of Rs.5,000 per Machine per incidence per day will be charged. CCSL has defined Cash Out as non-availability of cash in ATM / CRM for dispensation. To align this with ADMIN balance, cases of ADMIN balance less than Rs.25,000/- out of above will also be considered as 'Cash Out' for the purpose of penalty.

Note : Above item-wise Penalty would be levied in addition to the Penalty incurred for downtime, cash out or any non-action / negligence paralyzing the operation of the **Machines**.

Exclusions

The following Exclusions shall be permitted while computing the downtime for the reasons not attributable to the Vendor.

1. Accessibility of site / equipments.
2. Inadequate Cash / Cash not given by the Nodal branch for replenishment. Vendor is required to give prior intimation to CCSL for the requirement / replenishment (Cash Order / Indent should be based on the proper Cash Forecasting vis-à-vis Cash Dispense report).
3. Network issues where Bank is arranging / maintaining the network and equipments
4. Force Majeure situations like Floods, Earthquake, Fire, Theft, Power outages etc.
5. For other reasons attributed to CCSL, like approvals etc.

6. Standard FLM TAT of 2 hours per call and 4 hours SLM TAT per call

For the above exclusions the vendor has to provide necessary justifications to CCSL with evidences.

41. Takeover of identified sites

Selected bidder /s will have to commence takeover of the existing **ATMs** from existing MS vendor / CRA within **TWO weeks** of issuance of Purchase / Appointment Order and shall complete the take- over of the entire fleet of ordered **New CRMs** as desired by CCSL within a maximum period of **4 (Four) weeks** from the date of issuance of Purchase / Appointment Order.

The Penalty of Rs.1000/- per day per **Machine** shall be levied for delay in operationalization of full- fledged MS for **Machines** identified for takeover beyond 4 (Four) weeks after the date of intimation from CCSL.

42. Limitation of Penalty

Overall penalty calculated above, shall be restricted to 20 % amount of total monthly payment due to the Bidder under the umbrella of Managed Services. However, any penalty imposed by RBI / Ombudsman / Other CCSL / Any other Government Authority / Office on Customer complaints due to ATM operation will be recovered from the Bidder over and above the penalty imposed by CCSL Rewards

- **VICE PRESIDENT – PROJECTS**
Canbank Computer Services Ltd

PART A - ANNEXURE - 1:

SCOPE OF MANAGED SERVICES WORK COMPRISES OF THE FOLLOWING ACTIVITIES.

The selected MSPs will be responsible for providing following Managed Services for existing machines and any future deployment at the discretion of CCSL:

1. Cash Management Services of ATMs and CRMs
2. First Line Maintenance (FLM)
3. Second Level Maintenance - Call logging and Co-Ordination with OEMs and Resolution.
4. DVR / Image Monitoring Archival and retrieval
5. EJ pulling and archival
6. Consumable and Content distribution Management
7. Incident Management with Online/ Remote monitoring Management
8. Help Desk Support
9. MIS Repots.

The selected bidder will be responsible for smooth and flawless migration of the above mentioned activities from the existing MSP/CRAs.

It will also be responsibility of the selected bidder to extend unconditional and timely support for migration at the end of the contract period to the then identified MSP, as and when the contract entered into pursuant to this RFP would end.

1. Cash Management Services of ATMs & Cash Recycler Machines (CRMs)

The MS Vendor/s will provide following Cash Services for CCSL's ATMs as mentioned below.

The Cash Loading / EOD activity will be carried out on daily basis in all the ATMs outsourced to the Managed Service Provider / Bidder (25 Cash Loadings / EOD per month for all ATMs)

Cash Withdrawal Point: Cash for the identified ATMs and CRMs as per the Indent raised by the MSPs will be directly handed over to the Authorized Representative of the MS Vendor (Successful Bidders)/ CRAs engaged by MSPs, either from the identified ATM Nodal Cells / Currency Chest / Base Branches, as the case may be at the sole discretion of the Bank / CCSL.

1. Loading and un-loading of cash in the ATMs / CRMs either by cassette swap method or add cash method, whichever CCSL/ Bank decides. The vendor /s shall put in place the mechanism to get the traps for Cash balance in the ATM/CRMs for timely Loading of cash. Proper Admin transaction (as per Banks guidelines) should be done at each site at the time of EOD activity. **Currently No Cassette swap method is in vogue. It is kept open only for possible regulatory guidelines in future, if any.**
2. Transportation of cash from Nodal Offices / Branches of the Bank to ATM sites and CRM Sites and vice versa (Cash Loading / Cash Evacuation)
3. Monitoring of cash in ATM / CRM and CRA's Vault and optimization of idle cash holding so that at no time cash in ATM / CRMs and CRA's Vault exceeds two times the average / peak cash dispensed per day for most of the ATM / CRMs (more than 90% of ATM / CRM) based on previous three months' cash dispensing except for festival seasons, strikes or extended holidays when it can go up to three times to meet the situational requirements. The optimization has also to be done in a manner as to ensure that no ATM / CRM is allowed to go cash out at any point of time.
4. Scheduling of Cash Delivery, Cash Indenting, Cash Management and forecasting etc. through proper cash management and forecasting tools, which will be shared with CCSL on daily basis or as decided by CCSL. Ultimate responsibility of the Cash forecasting, replenishment and optimization will remain with the successful Bidder / MSP.
5. The Bidder /s should have processes and tools matching international standards to measure Cash Efficiency Ratio (CER). CER is Ratio of amount of Cash dispensed to the amount of cash loaded in the ATMs / CRMs.
6. Developing a Proper Cash Forecasting tool in consultation with CCSL and scheduling of Cash

- Delivery, Cash Management and forecasting as per CCSL's requirements etc. and Reviewing of Cash Forecasting tool periodically as per CCSL's requirement.
7. Cash loading / EOD in ATMs - Cash loading to be carried out on Daily basis in all the ATMs and the C3R, CBR, EJ and VCB and all other MIS Reports to be submitted to CCSL / Bank by way of e-mail / hard copy etc. as per the prescribed format required by CCSL / Bank.
 8. The Bidder /s has to perform ADMIN activities mandatorily at all Machine on every loading/unloading /EOD Activity. Non- performance of ADMIN activity as mentioned will attract penalty as detailed in section F of the document.
 9. Take-over of the ATMs from the existing MSP / CRAs, at the discretion of CCSL, irrespective of geographical diversity.
 10. Cash verification and Vault Inspection by CCSL / Bank officials as per CCSL's requirements - periodically and surprise, involving CCSL / Bank officials or otherwise. All the related facilitations through CRA or otherwise, has to be ensured.
 11. Real-time Alerts on low-cash (balance less than Rs. 1.00 lac) / cash-out position (Balance Less than Rs. 50,000/-) to CCSL in case of ATMs and CRMs.
 12. Providing under mentioned reports to all concerned offices:
 - i. Daily settlement report - C3R (T+1 basis) to Nodal branch along with Machine and Switch counter slips and RECON team in CCSLs approved format.
 - ii. Daily/Weekly/Monthly Cash Forecast Report vis-à-vis Cash Dispense Pattern Report
 - iii. Daily/Weekly/Monthly Discrepancy Reports.
 - iv. Daily/Weekly/Monthly Total Cash Report (vault-wise).
 - v. Daily/Weekly/Monthly Cash Order / Indent report vis-à-vis Cash withdrawal vis-à-vis Loading (ATM wise).
 - vi. Daily/Weekly/Monthly Shortage and Overage Report (ATM wise)
 - vii. Any other report desired by Bank / CCSL.
 - viii. All related and relevant RECON support.
 13. Reconciliation and settlement report for replenished and idle cash should be provided on a daily basis.
 14. Centralized Web portal to be provided for our Recon team without any extra cost to CCSL for downloading of C3R Reports in Bank /CCSL approved format and lodging a call for non-availability of C3R. Bidder has to send all the required Reports to Bank/ CCSL on daily basis through e-mail.
 15. Centralized Portal / Help Desk for generating One Time Password for the S&G Locks through dedicated Team on 24*7 Basis for the Cash loading Team / Authorized Custodians. These OTP Passwords to be generated for Cash loading, FLM, SLM and any such activity as per the Cash Indent, FLM / SLM Call logged in MSP portal. Also, in case of any kind of S&G Lock combination failure the Master Key/Red Key to be arranged for Resetting the Vault combination Lock / Passwords at MSPs own cost within 24 Hours. Failing which Penalty will be levied as defined in the Penalty Clause.
 16. Vendor to ensure that preparation of C3R is automated and stored at MSPs centralized server
 17. The vaults should be equipped with cash sorting machines. The Vendor /s have to ensure that the loaded notes in ATMs / CRMs are ATM fit currency.
 18. The Vendor /s have to submit soft copies of daily settlement file on T+1 basis.
 19. Proper Admin transaction (as per CCSL's guidelines) should be done at each site at the time of Cash loading / unloading/ EOD activity.
 20. Vendor /s have to make good the losses arising due to wrong denomination loading e.g. losses due to loading of Rs.2000 currency notes in cassette meant for Rs.100 currency notes. These losses have to be made good immediately by the MSP.
 21. Vendor/s will be responsible for the effective and full insurance which includes fidelity insurance, Cash in Vault balance and Cash-in-Transit Insurance. Copy of this policy has to be provided to Bank / CCSL, at the beginning as well as at every renewal.
 22. Vendor to provide a solution to capture the machine counters automatically and the same will be shared with a centralized server. More details regarding the solution and requirement will be discussed with successful bidder/s.
 23. Vendor has to bear the cost of replacement of S&G lock, if any damage/malfunction happening during the tenure of the contract.
 24. Vendor /s have to make good the losses arising due to cash shortage (if any). These losses have

to be made good immediately.

25. Use of latest technology like mobile application (compatible with all type of mobile platform) should be used by the CRAs/CIT vendors for updating the cash balances as per EOD activity from the site. MSP should provide a web based access to CCSL to view the live reporting of the same.

Any such solution (used by MSP / CRA) should have the following features:

1. Should be able to upload Indent on the web based console.
2. Creation of ATM groups as per the routes.
3. GPS based Live tracking of the locations of CRA teams.
4. Upload of counters (Either through image or through any other method) before and after Cash Loading / EOD / Cash Evacuation.
5. Capture the physical, switch and ATM counters and auto calculate any overages/shortages.
6. Capture the signature(s) of the custodians.
7. Upload the entire data and images to the server from the ATM site.
8. Auto generation of all cash balancing reports at the central console.
9. Customized reports and dashboards as per the requirement of CCSL with any subsequent modifications as may be required due to changing necessity without any recourse of any cost revision.

Note:

All statutory guidelines with regarding to cash replenishment (loading / unloading) should be followed by the vendor /s. In case of Forged Currency Note or shortage of cash, the Bidder /s have to indemnify CCSL unconditionally and to make good for any such loss immediately.

Vaulting arrangement for cash would mean cash to be kept in a secured environment in case the day's issuance from CCSL could not be completely loaded due to any ground related situation and also for stocking up the cash in order to meet Sunday and intervening holiday requirements any other requirement at the discretion of the Bank /CCSL.

2.Cash Services - Cash Recycler Machine (CRM)

The Vendor /s will provide following cash services for CCSL's CRMs as under.

The cash unloading / loading / EOD activity will be carried out on daily basis in all CRMs Outsourced to the Bidder.

Cash Withdrawal Point: Cash for the identified ATMs and CRMs as per the Indent raised by the MSPs will be directly handed over to the Authorized Representative of the MS Vendor (Successful Bidders)/ CRAs engaged by MSPs, either from the identified ATM Nodal Cells / Currency Chest / Base Branches, as the case may be at the sole discretion of the Bank / CCSL.

In case of high deposit CRM, vendor /s have to unload the cash even more than once or so. The vendor /s shall put in place the mechanism to get the traps for cash balance in the CRM for timely unloading / loading of cash. Proper Admin transaction (as per CCSL's guidelines) should be done at each site at the time of EOD activity.

1. Transportation of cash to Nodal branches/Branches / offices of CCSL from CR sites and vice versa.
2. Scheduling of Cash unloading / loading as per threshold limits decided by CCSL.
3. Monitoring of cash in CRMs and optimization of idle cash holding so that at no time cash in CRs exceeds two times the average / peak cash deposited per day for most of the CRs (more than 90% of CRs) based on previous three months' cash deposit record / dispensing except for festival seasons or strike or extended holidays when it can go up to three times. The optimization has also to be such as to ensure that no CR is allowed to be cash full/ go cash out at any time.
4. Scheduling of Cash Unloading /Delivery, Cash Management and forecasting etc

5. The vendor /s will unload currency from CR and count it physically through note counting machine at the site only to check if physical cash tallies with the ADMIN balance. In the process, vendor will segregate notes into different denominations and make it ready for preparing packets of 100 notes each and deposit the unloaded cash to Bank. Offloaded cash from CRM has to be deposited with respective nodal branch / Base Branch on the same day in Non vaulting location. For vaulting location, offloaded cash from CRM has to be deposited on the same day or T+1 Working day. Interest at the rate of 15% (per annum) on the amount not deposited with nodal branch for delayed time period will be recovered from the Bidder.
6. The cash so unloaded by vendor /s will be kept in the locked box with two locks and secured chained in the Cash Vehicle. The cash unloaded from different CRs should be kept separately, well wrapped and tagged, inside the box and should not be mixed.
7. Total amount unloaded including unfit ATM currency and Fake / Suspicious Notes from CRs will have to be segregated and deposited in CCSL (Nodal branches / offices) on the same day but not later than next working day (Only in case of late unloading) by the vendor/s with the relevant slips (like machine counter slips from No. 1 to 8 currently) and CBR/C3R report.
8. The vendor/s will ensure that CCSL officials have counted the cash physically before receiving the same and receive the acknowledgement of CCSL officials towards this on the cash delivery slip.
9. In case any counterfeit note is found during verification /counting by Bank /CCSL officials, details will be noted in the cash delivery slip and the number of the note will be tallied with details in EJ on T+1 day or when submitted. In case it is found not tallying with the details, vendor will be responsible to make good the amount equivalent to the value of the note immediately.
10. The cash unloading / loading activity will be conducted by the joint custodians at the CRM.
11. The vendor /s will perform ADMIN activities at Cash Recycler on every unloading/loading. Non-performance of admin activity as mentioned will attract penalty as detailed in section F of the document.
12. Take-over of the CRMs, at the discretion of CCSL, irrespective of geographical diversity.
13. Cash verification and Vault Inspection by CCSL as per CCSL's requirements - periodically and surprise, involving CCSL officials or otherwise. All the related facilitations through CRA or otherwise, has to be ensured.
14. Real-time Alerts on low-cash / cash-out/cash full/ Current Cash positions to CCSL.
15. Providing reports like -
 - i) Daily/ Weekly/ Monthly settlement report - C3R (T+1 basis) to Nodal branch along with Machine and Switch counter slips in CCSL approved format
 - ii) C3R for our Recon team in CCSL approved format
 - iii) Daily/ Weekly/ Monthly Cash inflow Forecast reports
 - iv) Daily/ Weekly/ Monthly Discrepancy Reports
 - v) Daily/ Weekly/ Monthly Total Cash Report (vault-wise)
 - vi) Daily/ Weekly/ Monthly Cash Deposit report (CR wise)
 - vii) Daily/ Weekly/ Monthly Shortage and Overage Report (CR wise)
 - viii) Daily/ Weekly/ Monthly report of Impounded currency notes (Fake / Counterfeit / Suspicious etc.)
 - ix) Any other report as desired by CCSL.
16. Centralized Web portal to be provided for our Recon team without any extra cost to CCSL for downloading of C3R Reports in Bank /CCSL approved format and lodging a call for non-availability of C3R. Bidder has to send all the required Reports to Bank/ CCSL on daily basis through e-mail.
17. Centralized Web Portal / Help Desk for generating One Time Password for the S&G Locks through dedicated Team on 24*7 Basis for the Cash loading Team / Authorized Custodians. These OTP Passwords to be generated for Cash loading, FLM, SLM and any such activity as per the Cash Indent, FLM / SLM Call logged in MSP portal. Also, in case of any kind of S&G Lock combination failure the Master Key/Red Key to be arranged for Resetting the Vault combination Lock / Passwords at MSPs own cost within 24 Hours. Failing which Penalty will be levied as

- defined in the Penalty Clause.
18. Vendor to ensure that preparation of C3R is automated and stored at a centralized server, followed and supported by hard and duly signed copy.
 19. Reconciliation and settlement report for Unloaded / replenished and idle cash should be provided on a T+1 basis.
 20. The vaults should be equipped with cash sorting machines. The Bidder /s have to ensure that in case of loading activity, the loaded notes in CRs are ATM fit currency.
 21. Any other activity required to ensure smooth deposit /Unloading/ dispensation of cash.
 22. Vendor /s have to make good the losses arising due to wrong denomination loading, in case of loading operation e.g. losses due to loading of Rs.2000 currency notes in cassette meant for Rs.100 currency notes. These losses have to be made good immediately.
 23. Vendor/s will be responsible for the effective and full insurance (including fidelity insurance) of Vault balance and Cash-in-Transit. Copy of this policy has to be provided to CCSL, at the beginning as well as at every renewal.
 24. Vendor to provide a solution to capture the machine counters automatically and the same will be shared with a centralized server. More details regarding the solution and requirement will be discussed with successful bidder/s.
 25. Vendor has to bear the cost of replacement of S&G lock and any other machine part including cassette, if any damage/malfunction happening during the tenure of the contract by way of any mishandling / mistake.
 26. Vendor /s have to make good the losses arising due to cash shortage (if any). These losses have to be made good immediately.
 27. Cash offloading should start early at 8.00 am every day including Saturday/Sunday and CCSL holidays, where ever vaulting facility is available or CCSL is in position to accept the cash in the identified branch.
 28. Cash deposit in the nodal/identified branch has to be made in CCSL in the same denomination as offloaded from the CR.
 29. Vendor has to start the cash offloading of cash recyclers early morning, so that cash can be deposited in the branch on same day before EOD at all the Non vaulting location.

Cash unloading / loading is a critical activity in CRM and the machines are highly sophisticated, it is required that the successful bidder /s empanel / deploy a dedicated team of well trained CRAs (exclusive for Cash Recycler operations) to perform the CR related activity. Operational handling of the Machines will be done by the CRAs solely at their or Bidders' risk and responsibilities and as per the defined operating procedure of the OEM / CR Vendor. Any cash loss by the CRAs engaged by the MSPs has to be made good by the successful bidder (MSP).

Use of latest technology like mobile application (compatible with all type of mobile platform) should be used by the CRAs/CIT vendors for updating the cash balances as per EOD activity from the site. MSP should provide a web based access to CCSL to view the live reporting of the same.

Any such solution (used by CRA) should have the following features:

1. Should be able to upload list of CRMs for unloading/Loading on the web based console.
2. Creation of CRM groups as per the routes.
3. GPS based Live tracking of the locations of CRA teams.
4. Upload of counters (Either through image or through any other method) before and after Cash Loading / EOD / Cash Evacuation.
5. Capture the physical, switch and CR counters and auto calculate any overages/shortages.
6. Capture the signature(s) of the custodians.
7. Upload the entire data and images through any other method to the server from the CRM site.
8. Auto generation of all cash balancing reports at the central console.
9. Customized reports and dashboards as per the requirement of CCSL with any subsequent modifications as may be required due to changing necessity without any recourse of any cost revision.

The detailed modalities of cash activity in CRMs will also be discussed with the successful bidder /s.

Note:

All statutory guidelines with regarding to cash replenishment (loading / unloading / Sorting / Processing) should be followed by the vendor /s. In case of Forged Currency Note or shortage of cash, the Bidder /s have to indemnify CCSL unconditionally and immediately.

Please note that Cash Services for ATMs and Cash Recyclers will be required to be provided by two separate set of functionaries (Custodians) and would also be having a separate reporting stream.

3. First Line Maintenance (FLM) of Machines

1. Receipt of service requests / complaints on 24 x 7 basis from CCSL / Bank
2. Providing call lodging facility to users through web portal as well as through call centre
3. Clearing of Receipt and Journal Paper jams
4. Clearing of currency jams
5. Clearing of purge bin jams
6. Clearing of Cards from Card Reader
7. Remote management of all ATMs and CRMs
8. Changing of safe combination codes (Safe Passwords) of ATMs and CRMs
9. Replacement of Batteries installed in ATMs / CRMs Safe (Cash Safe)
10. Basic remedial maintenance
11. Basic Preventive Maintenance once a month for ATMs and CRMs
12. Rectification of site related problems (e.g. electrical problems, environmental conditions etc.)
13. Checking and clearing of media-transports
14. Replenishment of consumables.
15. Reporting faults/problems at site / Machines.
16. Any other activities as specified by the OEM of Machines /CCSL
17. Co-ordination for Preventive Maintenance by respective Hardware vendor (In case of ATM, /CRM vendor/OEM i.e. NCR, Diebold, CMS UPS Vendors, VSAT, AC Vendor etc.,) once in a quarter.

Note:-

The successful bidder /shave to undertake full responsibility of ATMs and CRMs. These machines are highly sophisticated; necessary training and handling of these activities have to be imparted to the persons performing these activities. **The successful bidder/s shall make good all the damages and loss occurred due to improper handling of these machines.**

Second Line Maintenance (SLM) for ATM / CRMs - Call Logging, coordination & Resolution

1. Co-ordination for completion of Preventive Maintenance (PM) of ATMs / CRMs once in every three months with the OEM. PM report should be counter signed by the custodians /functionary attending from the side of the MS vendor /CRA and also to be signed by Branch Manager / Officials of the base branch (In case of Onsite) with date and time stamp. The record of these reports should be available with the vendor /s for verification by CCSL officials, as and when required.
2. Implementation of Hardware level Configurationally Changes, wherever required/necessitated including recalibration of cassettes on account of change in currency size in co-ordination with the OEM.
3. Installation of original (OEM make only) spare parts, wherever required, in co-ordination with the OEM Vendor, to take care of breakdowns and natural wear and tear or aging of ATM / CRM. If required, CCSL shall provide the Age, Model & Make of ATM / CRM.
4. Remote diagnostics of ATM / CRM.
5. Vendor/s to provide 24 X 7 specialized Technical staff with all necessary tools / systems/knowledge base to help for quick resolution.

6. Vendor /s have to maintain the dynamic Admin Password for all the ATMs / CRMs for necessary security.
7. Successful bidders will have to keep updating the security protocols and take all the necessary measures for developing suitable Security and related action in order to ensure that the Machines operations are run flawlessly and without any threat - Physical or Logical and also taking into consideration the directives received from the regulators from time to time.
8. Any new development required to tackle with any security risk arising due to changing security environment.

Note:

1. The successful Bidder/s is / are expected to take responsibility of the ATM/ CRM of all makes of ATMs / CRMs deployed in Banks' network as per the Scope of work defined under this RFP. At present we have Diebold, NCR and Hyosung make machines. However, the successful bidder /s have to undertake responsibility of Managed Services of any other make of ATMs / CRMs deployed in Banks network. CCSL shall pay the charges for fixing / replacing any spare parts which are not covered under warranty.
2. Any machine related Agents, Updates, Patches (or any other software component) etc. which is required by CCSL for its operations shall be provided by CCSL through OEM for Machines, which will have to be loaded /installed/ updated on machine by the Vendor in coordination with the OEM Vendor.
3. CCSL reserve the right to migrate ATMs to any other Network Domain.

4. Monitoring, Archival and Retrieval of Video / Images

1. Vendor/s has to ensure that all Cameras installed in CCSL's ATM / CRM are working perfectly And has to take necessary preventive maintenance, on a quarterly basis in this regard in co-ordination with the OEM (In case of CRM, it has to be in co-ordination with the CRM vendor).
2. Vendor /s will have to provide 2 time stamped Images (One of the morning and One of the night) from each site on daily / weekly/ fortnightly basis, as CCSL desires, to ensure functionality of the cameras along with ensuring the quality of the image, as required by CCSL.
3. Vendor /swill make efforts to retrieve images captured on Digital Video Recorder through online pulling mechanism and will submit to CCSL whenever requested. If in case the online pulling is not possible, the vendor engineer to visit the site and retrieve as per retrieval request given by CCSL and submit the same to CCSL on CRM for without any extra cost. If it is not possible for vendor to pull the DVR / Images from CRM, vendor /s have to log a SLM call for OEM / vendor of CR to pull the DVR / Images.
4. Vendor /s to provide online image retrieval software and image viewing software without any extra cost to CCSL.
5. Vendor /shave to ensure that DVR images are stored in ATM / CRM on first-in-first-out basis at least for (180 days) six months.
6. Vendor /s have to deliver the requested Video /Image(s) within 24 hours in case of ATMs / CRMs and CRs, whenever CCSL Demands.
7. At the start of the contract, Vendor will ensure that each ATM's site is visited within three months and their DVRs are checked for its functioning, image adjustment, clarity and other site related issues concerning the Cameras and DVRs and a report thereof, along with time stamped sample image of each ATM is prepared and submitted to CCSL. Thereafter, preventive maintenance of these Cameras and DVRs are to be carried out at least once in each quarter and a report along with the date time stamped sample image be submitted to CCSL as a regular practice.
8. In case of any camera/ DVR becomes non functional, that will have to be attended to and snag rectified within 24 hours.
9. DVR images of Disputed / Sub-Judice cases have to be kept till the settlement of the case. Similarly, DVR images of Disputed / Sub-Judice cases will have to be obtained from existing MS vendor and be kept on record till settlement of the case.
10. Further, in a similar way, bidder appointed pursuant to this RFP will have to hand over such DVR images of Disputed / Sub-Judice cases to new incoming vendor, if any, at the end of their

contract or extension thereof.

5. Pulling of Electronic Journals (EJs) and Archival

1. Bidder will be responsible for online EJ pulling and providing the same to our RECON team. Bidder will ensure that EJ pulling services are not disrupted. If EJ is not provided online, a penalty per day per incident / machine will be charged.
2. All machine-wise / Transaction-wise EJs pulled must be stamped with the 'Event Time'. All EJs must also contain information regarding Counterfeit / Suspicious Notes detected and impounded
3. Any liability to CCSL arising out of disputes in case of non-availability of EJ shall be recovered from the vendor /s, along with penalty.
4. Though EJ Pulling is the sole responsibility of the successful bidder /s, in order to facilitate the operation, CCSL may eventually procure its own software for EJ Pulling and it will be obligatory on the bidder /s to use this software for EJ Pulling.
5. Customer transaction shall take precedence over the EJ pulling process and if a transaction occurs while EJ is being pulled, the EJ process shall be stopped to complete the transaction. The remaining part of the EJ shall be pulled after the transaction is completed.
6. Machine-wise EJs shall be stored in the EJ Server of the bidder /s, at a centralized location for a minimum period of 12 months and subsequently may be transferred to CCSL. Machine-wise EJs pulled are to be spooled separately and pushed to the designated server on daily basis. The EJ data may be purged by the bidder /s, after seeking confirmation of CCSL.
7. EJ Pulling will be integral to the Managed Services. Charges for installing EJ agent software, wherever required, will be borne by the successful bidder /s.
8. CCSL may demand for EJs to be stored in encrypted format, with a sole private key to CCSL.
9. Centralized portal to be provided for our Recon team through dedicated Lease line primary and secondary link of minimum 2Mbps link (procure and manage between Vendor's and RECON team) for downloading of real time EJ and lodging a call for non-availability of EJ at CCSL/ CCSL subsidiary present as well as future locations during the currency of the agreement without any extra cost.
10. Successful bidder has to procure and manage primary and secondary link of minimum 2Mbps link between CCSL's DC and DR and their DC and DR for Feeds, EJ pulling and other services at CCSL/ CCSL subsidiary present as well as future locations during the currency of the agreement without any extra cost.

Note: Successful bidder /s have to ensure that the success rate of EJ pulling is at least 98% on daily basis and 100% on T+1 basis.

6. Consumable Management & Content distribution, Replenishment & Maintenance of Banks's promotional literature/help guides etc.

1. The MSP has to procure and distribute / Supply and replenish the necessary Consumables required for the day to day functioning of the ATMs and CRMs. MSP has to arrange to replenish all such delivered Consumables in the ATMs and CRMs as and when required. Region wise detailed Report of the Consumables replenished in all the ATMs / CRMs to be furnished to CCSL periodically.
2. The MSP shall stock sufficient consumables at all the locations of the CRA / CIT Agencies and arrange to replenish the same in all the ATMs / CRMs viz., Paper rolls for Journal Printer, Receipt Printer, Printer Ribbons / Ink Cartridges etc., If the same is not replenished in time, appropriate penalty will be levied.
3. Sample and specification of all such consumables will be given to the Successful Bidder /s (MSPs)
4. The successful bidder / MSPs shall have Centralized Consumable Distribution and monitoring system to monitor all such consumables delivered / replenished in the ATMs / CRMs Region wise.
5. The successful bidder /s shall have Centralized content distribution to all Machines within - 24-Hours after CCSL provides creative, screens, posters, banners etc.
6. Bidder /s shall provide details of Successful and unsuccessful upload of creative, screens in

Machines. CCSL may request for such distribution on 'Group of Machines' basis. Successful bidder /s may take the help of the OEM / vendor of CRs (for existing CRs) to perform this activity.

7. Replenishment of Leaflets, forms, customer notices or educative or posters, advertisement flyers etc.
8. Remove damaged, distorted Leaflets, forms, customer notices or educative or posters, advertisement flyers etc. from the Machines and E-lobbies and Express / Mini Lobbies sites / display Racks.
9. Ensuring advertisement materials are uniformly distributed and available to all the Machines and E-lobbies and Express / Mini Lobbies sites as per CCSL requirement in Geographical / Festival / Seasonal usability basis.
10. Placing demand in case the advertisement material is exhausted.
11. Remove outdated advertisement material as demanded by the Bank / CCSL.

7. Incident Management with Online / Remote monitoring by CCSL

The successful bidder will facilitate Incident Management/ Help Desk facility on 24 x 7 basis with multiple lines (minimum 6-8 lines) as single point of contact for Machines issues. The telephonic conversation shall be recorded for purpose of quality of services provided and number of call attended. The same will be shared with CCSL on demand.

Further, bidder will be responsible for:

1. Browser-based solution to enable CCSL to log incidents and track resolutions.
2. Proactive problem resolutions
3. Deliver system to provide automated fault detection and resolution.
4. Deliver system to do automatic dispatching to avoid delays. Automated Text messages to identified CCSL officials.
5. Deliver system to do automatic escalation in case of unresolved problems.
6. Ensure end user **Uptime of 99.5%** (except Planned Down time for Cash loading/offloading) of Machines during the month.
7. To provide all related reports of Machines down time as desired by CCSL.
8. Proactive and/or remote management of Machines and other devices.
9. Carry out remote resolution before actual dispatch.
10. Analyze machine performance and suggest improvement on Daily/Weekly/Fortnightly/Monthly basis.
11. The Bidder/s has to ensure that all software patches and agents have been installed for activities like EJ pulling, hardware monitoring etc.
12. The successful bidder /s have to actively co-ordinate with the OEM / vendor of ATMs /CRMs for timely and promptly dispatch for SLM calls. Any delay in dispatching calls shall entail penalty.
13. The successful bidder /s shall coordinate with the CR vendor / OEM for understanding and configuring relevant error codes in the monitoring tool so as to ensure that the correct ticket is generated and monitoring is done timely.
14. Provide real time remote monitoring tool through which CCSL can monitor the overall status and health of Machines. The real-time monitoring tool provided needs to be interactive and should be capable of displaying details of Machines, Ticket status, capturing comments from CCSL officials, dependency status etc.
15. Single point of contact for end-to-end resolution for Machines, sites and equipments.
16. Automated on-line real-time fault detection & trouble ticketing.
17. Automated triggering of escalation alarm.
18. Follow up till resolution of problems with SLM vendor.
19. Proactive and reactive review of hardware performance and service providers' performance in relation to SLAs.
20. The successful bidder /s should provide the Remote Monitoring and Management of the Machines. This RMM Agent will help CCSL and the successful bidder /s for proactive Real Time Monitoring, Switch Independent Monitoring and XFS Monitoring. This RMM should provide the

health of the Machines including but not limited to:

- Cash Dispenser and its related parts
- EPP / PIN Keypad
- Receipt Printer
- Card Reader
- Sensors and Indicators

21. The successful bidder /s should provide the Remote Management of the Machines. Bidder will be responsible for deployment/ management of all the patches, which may be required to be updated/downloaded in the machine from time to time.
22. The successful bidder to ensure that real time monitoring of cash exposure with CRA at various locations and the access of the same is to be provided to CCSL team.
23. The bidder/s Incident Management System should have an interface and be compatible with our existing Base24 Switch.

End-to-End Monitoring of Uptime: -

1. A web based tool for a centralized remote monitoring system shall be made available to CCSL to witness the entire network comprising of the ATMs and CRMs and the respective Host status for effective monitoring of downtime. The same shall be made available RO/CO wise. Link and Access shall be provided to the CCSL. The Vendor shall specify the software used for monitoring the ATMs / CRMs in the Network.

2. Switch of the Bank shall feed details for monitoring to the service provider's server where the monitoring tool is hosted.

3. An integrated view of the network status shall be available for immediate notification to Switch Center/Data Centre (Network Team), Network Aggregation Point - NAP locations of Circle Offices for rectification. The monitoring system shall send Auto alerts to the Switch for online rectification of minor errors.

4. In the event of the Bank's primary Site going down, the Management center shall be able to monitor the ATMs /CRMs from the DR site of the Bank, within 1 hour of occurrence of the event and also ensure roll back to the primary site upon restoration of the services.

5. The monitoring system shall be capable of remotely capturing and initiating instant appropriate action based on the messages (both solicited and unsolicited) sent by ATMs /CRMs in the Network. Vendor shall indicate any software requirement and also provide the same at no additional cost to CCSL.

6. The AMS center shall ensure a 24x7 automated fault diagnosis, differentiating between FLM and SLM in order to dispatch requisite workforce or escalate to appropriate authorities.

7. The software tool used shall be capable of remote detection of events exceeding threshold and resolution/escalation of the same.

8. The Vendor shall present a monthly report on the performance on all the calls logged, calls forwarded to all the third party service providers as well as escalations to the CCSL /Bank.

9. Unresolved issues shall also be reported on a daily basis to the offices specified by CCSL.

10. The Management center shall utilize the services of skilled personnel for all monitoring activities.

Note:

1. CCSL shall not bear any cost of customization at any stage during the currency of contract, including extension period;
2. CCSL shall arrange to provide Traps, daily cash status report etc through Bank Switch. on existing format only. Any further customization has to be done by the successful Bidder u/s at their own cost.

8. MIS Reports

Although SLA and monitoring will be linked to reports generated from monitoring solution, MS vendor /s will also provide MIS reports, from its management center. The vendor/s will provide various MIS and third party SLA management reports detailing performance of the **Machine** network, including segregation of faults based on pre-agreed criteria to determine how the **Machine** network as well as the various service providers are performing. Credibility and integrity of the reports is absolutely vital for performance measurements, and CCSL reserves the right to make surprise checks and demand system-generated back up records in support of the reports.

Additional / Various MIS Report Format as per Banks requirement will be provided as and when required to the Successful Bidders.

9. Help Desk Support

Help Desk with multiple lines as single point of contact for **Machines** issues

1. Browser-based solution to enable CCSL/ branches to log incidents and track resolutions
2. Proactive problem resolutions
3. Round-the-clock remote support to Branch / CCSL Official / Field operators and customers who want to contact for any **Machines** related problems.

10. Centralized Call Login Facility

The selected bidder has to log all FLM / SLM Calls on 24 * 7 * 365 basis and in addition they should also provide the link of their centralized web-based call login facility to CCSL and through Portal / E-mail / Telephone with 24x7 access for CCSL /branches /offices/caretakers/Customers. Failing which, appropriate Penalty will be levied as per Penalty clause.

11. Audit and Inspection

7. The selected bidder shall allow CCSL / Bank, its authorized personnel, its auditors (internal and external), authorized personnel from RBI / NPCI, other regulatory & statutory authorities to conduct the audit of the operations, applications, servers at DC/ DRC, Cash Vaults and Cash in transit and grant unrestricted right to inspect and audit the operations and records directly related to the services.
1. All Bidder records with respect to any matters covered by this tender shall be made available to CCSL or its designees at any time during normal business hours, as often as CCSL deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. CCSL would execute confidentiality agreement with the Service Provider, provided that the auditors would be permitted to submit their findings to CCSL, which would be used by CCSL. The cost of the audit will be borne by the Bidder/s. The scope of such audit would be limited to Service Levels being covered under this RFP and subsequent contract, which will be subject to the requirements of statutory and regulatory authorities. The Service Provider's records and sites managed for CCSL shall also be subject to Regulator/CCSL's inspection.
2. Compliance with security best practices may be monitored by periodic computer security audits performed by or on behalf of CCSL. The periodicity of these audits will be decided at the

discretion of CCSL. These audits may include, but are not limited to, a review of: access and authorization procedures, physical security controls, backup and recovery procedures, security controls and program change controls. To the extent that CCSL deems it necessary to carry out a program of inspection and audit to safeguard against threats and hazards to the confidentiality, integrity, and availability of data, the Bidder shall afford CCSL's representatives access to the Service Provider's facilities, installations, technical resources, operations, documentation, records, databases and personnel.

CLEAN NOTE POLICY Bank has adopted clean note policy as per RBI directives i.e. the note packets are not stapled or stitched and instead sorted and banded horizontally. As such while receiving the cash the Successful BIDDER would count the currency notes and ensure that there is no fake currency note in the packet in the Bank's premises itself. Bank will not provide any infrastructure in the Banks Premises to check fake currency. BIDDER should ensure correctness, genuineness of the cash and shall take the ATM / CRM fit currency notes to its possession. Once the note packets are taken out of Bank's premises the BIDDER would be responsible for shortage and fake currency if any, noticed subsequently. In case counterfeit currency is dispensed from CRM, the responsibility will be of the vendor and penalty of Rs 10,000/- per instance would be levied.

CUSTOMISATION

- i. The development of the interface between Bank's Switch and monitoring tool of the services provider (both at Switch and monitoring tool end).
- ii. Customizations of the CRM switch software and CRM software to handle biometric transactions on CRM.
- iii. If any processes at BIDDER's end needs to be changed, upgraded, re-designed, the same has to be done at no additional cost to the Bank/CCSL.
- iv. If any new customization at Bank's switch, BIDDER has to bear the cost of any such customization like any new procedures, formats, Reports etc.,

Any cost for the development of the interface or its customization at the BIDDER's end or at Bank's Switch end has to be borne by the BIDDER. Wherever required CCSL will coordinate between BIDDER and Switch vendor for integration.

ON SITE SUPPORT

Successful Bidder shall deploy ONE experienced Facility Management Resource (FMR) (Onsite support personnel) for coordinating with OEM for remote monitoring, trouble shooting of ATM / CRM at CCSLs or Bank's DIT / Switch / TM Section Department, without any extra charge to CCSL. MIS generation and submission of daily, monthly, quarterly and cumulative reports will be the sole responsibility of the FM resource of successful BIDDER. The Uptime of machines and machines down time should be under the preview of onsite support. Successful Bidder has to provide substitute FM resource in case posted FM resource remains absent or on leave. Holidays of FM resource shall be governed as per Bank's holidays.

In case of no substitute provided for the absent period or report not provided for any working day then a penalty of Rs.500/- per day will be levied. It is the responsibility of the successful BIDDER to monitor the actions/performances of the onsite support personnel. The onsite support personnel should be available on all working days of the bank. The dress code will be formal for the onsite support personnel on all days. The onsite support personnel will also coordinate & ensure 100% availability of the machines to our customers which includes coordinating with EJ, Image Pulling & screen Distribution, Vendor & OEM Vendor and also with branches and BIDDER Team to make the machines operational as specified in this RFP. The FM will be single point of contact for all issues raised by CCSL /Bank/Bank branches. If there is lag or discontinuity in this regard, then the BIDDER will be solely responsible for the lapse in service and penalty will be decided by CCSL accordingly. The onsite support will be a single point of contact for CCSL / Bank to redress complaints. If required, the FM should work beyond mentioned timings without any extra cost to CCSL.

ii. The successful Bidder shall provide additional centralized complaint booking facility to CCSL also and the dash board to be provided to CCSL Executives for Live monitoring of all their ATMs / CRMs and the method of booking complaints shall be either by E-mail, Toll-free no, on line web portal, onsite support personnel etc. The complaint should be accepted basing on ATM ID /CRM ID /Branch DP code, Branch name and location name etc., and it should be possible to lodge bulk complaints from administrative units also.

iii. Escalation matrix should be provided for all kinds of support, technical, resolving of the issues, if branch raises complaints if phone guidance is given by successful 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

PART A- Annexure -2

Checklist

ANNEXURES		Submitted Yes/ No	Page No.
(To be submitted with Part A- Conformity to Eligibility Criteria)			
1.	Scope of Managed Services		
2.	Check List		
3.	Bid Letter Covering Format		
4.	Eligibility Criteria Declaration		
5.	Applicant's Profile		
6.	Details of Service Support Centers for Circle office		
7.	Authorization Letter Format		
8.	Track Record of Past three years in Implementation of ATMs / CASH RECYCLERS		
9.	Non-Disclosure agreement format		
ANNEXURES (To be submitted with Part B- Technical Proposal)			
10.	Technical Bid covering letter format		
11.	Compliance Statement		
12.	Undertaking Letter Format		
13.	Escalation Matrix		
14.	Company Profile		
15.	Experience (ATMs)		
16.	Experience (CRMs)		
17.	Technical Profile		
18.	Technical Expertise		
19.	Infrastructure available (in detail for all the activities individually)		
20.	Management / Project Management capabilities		
21.	Masked Bill of Material		
ANNEXURES(To be submitted with Part-C -Commercial Bid)			
22.	Commercial Bid Covering Letter Format		
23.	Bill of Material		

Checked for accuracy

Date

Signature with seal

Name :

Designation :

Bidders to verify all the checkpoints and ensure accuracy of the same before submission of the bid.

Sl. No.	Other Clauses	Bidder's Response [Yes/No]
1.	Whether the Bid is authenticated by authorized person? Copy of Power of Attorney or Authorization letter from the company authorizing the person to sign the bid document to be submitted in Part Conformity to Eligibility Criteria ?	
2.	Whether all pages are authenticated with signature and seal (Full signature to be affixed and not initials).Erasures / Overwriting / Cutting / Corrections authenticated Certification / Undertaking is authenticated?	
3.	Whether address of Office on which order has to be placed is indicated in Annexure-5	
4.	Whether ensured that, the separately sealed envelopes containing Part A- Conformity to Eligibility Criteria, Part B-Technical Proposal and Part-C Commercial Bid for " RFP for Cash management and allied Services " are placed and sealed in another big envelope super scribed as per RFP instructions. The Name of the Bidder and Due date of the RFP to be specified on the top of the envelope.	
5.	Whether ensured Indexing of all Documents submitted with page numbers?	

Bidder to verify the above checklist and ensure accuracy of the same before submission of the bid.

Checked for accuracy

Date

Signature with seal

Name :

Designation :

PART A - Annexure-3

Bid Covering letter format

Reference No:

Date:

The Vice President - Projects
Canbank Computer Services Limited
No. 218, J P Royale, Sampige Road,
Maleswaram Bengaluru – 560 003,
Karnataka

Dear Sir,

SUB: RFP for Cash management and allied Services.

Ref: CCSL/RFP/03/2020 Dated 21st November 2020

Having examined the tender document including all annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer for subject items are in conformity with the said tender in accordance with the schedule of prices indicated in the commercial offer and made part of this offer.

If our offer is accepted, we undertake to complete the takeover of all the ATMs and CRMs within **2 weeks** from the date of receipt of the Purchase Order and complete all the works specified in the Scope of Work at CCSL branch/office within **2 weeks** for each ordered locations.

If our offer is accepted, we undertake to provide all the activities mentioned in the Scope of this RFP and we enclose a Demand Draft /Bank Guarantee in lieu of EMD for **Rs.1,30,00,000/- (Rupees One Crore Thirty Lacs only)** in favour of CCSL as EMD.

We agree to abide by this offer till **180 days from the date of P.O** and for such further period as mutually agreed between CCSL and successful bidder, and agreed to in writing by the bidder. We also agree to keep the Earnest Money Deposit/Bank Guarantee in lieu of EMD during the entire validity period of the tender. However if we withdraw our offer within the said validity period, you shall have the right to forfeit the EMD/invoke the Bank Guarantee in lieu of EMD, without reference to us. We agree to abide by and fulfil all the terms and conditions of the tender and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in tender together with the return acceptance of the contract.

We accept all the Terms and Conditions and Scope of Work of the subject RFP. We understand that CCSL is not bound to accept the lowest or any offer CCSL may receive without assigning any reason whatsoever.

Date

Signature with seal

Name :

Designation :

PART A - Annexure-4**Eligibility Criteria Declaration****SUB: RFP for Cash management and allied Services****Ref: CCSL/RFP/03/2020 Dated 21st November 2020****We have carefully gone through the contents of the above referred RFP and furnish the following information relating to Eligibility Criteria.****Compliance to Eligibility Criteria**

S No	Eligibility Criteria	Document to Furnish	Compliance (Yes/No)
1	The Bidder must be an Indian Firm / Company/Organization Registered under Indian partnership Act 1942 or Companies Act 2013 or under any other previous companies Act and in existence for 3 Years.	Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company OR Certificate of incorporation in case of Private Limited Company, issued by the Registrar of Companies.	
2	The Bidder should have managed at least 1,000 Machines (ATM/CRM/BNA) in India under end to end Managed Services contract (for entire scope of work for Machines as contained in this RFP) as on the date of RFP for all BANKS put together. (Cleint wise ATMs/CRMs and BNA/CRs details should be submitted separately)	Copy of Purchase Order and Credential Letter from Banks signed by their Executives required to be furnished on Banks letter head with Seal and Signature.	
3	The Bidder should have 24x7 Machine support center in India with help line number and Managed Services infrastructure pan-India in all the 24 Circles as per Annexure-5 including all the State Capitals in India as mentioned in the list to provide 24x7 support. Bidder should be able to provide support to CCSL's Machines at all the locations within India.	Undertaking Letter with Office Address details as a proof to be furnished.	
4	The Bidder should be a registered company in India and should have minimum turnover of Rs.100 Crore for each of the previous 3 years as per the Audited Financial Statements.i.e 2017-2018, 2018-19 & 2019-20	Copy of Financial Statements (Balance Sheet & Profit & Loss statement) for the FY 2017-18, 2018-19 and 2019-20 along with complete Auditor's Certificate.	

5	The Bidder should be a profitable organization (on the basis of Profit before tax) during at least three of the last five financial years, i.e. 2015-16, 2016-17, 2017-18, 2018-19 and 2019-20. Out of which, bidder must be profitable organization (on the basis of Profit before tax)	Copy of Audited Financial Statements (Balance Sheet & Profit & Loss statement) for the 5 Financial Years i.e. 2015-16, 2016-17, 2017-18, 2018-19 and 2019-20 along with complete Auditor's certificate / Qualifications.	
6	Minimum Networth of the Bidder in India should be more than ₹ 100 crores as on 31st March 2020. The net worth of at least ₹ 100 crores should be maintained at all times.	Copy of Audited Financial Statements (Balance Sheet & Profit & Loss statement) for the Financial Year 2019-2020 along with Net Worth Certificate from the Auditor to be submitted.	
7	The Bidder should have its own 24X7 Remote Management Center in India.	Bidder to provide details of the location and to facilitate visit of CCSL officials to the site.	
8	The Bidder /s must have Machine monitoring system which will be provided to CCSL to monitor the functionalities of the Machine from CCSL's Head Office and from its Representative Offices across India.	Machine Monitoring system: User Manual containing screen shots of the solution to be provided.	
9.	The bidder / Support Vendor should not have been blacklisted / terminated by any Government/ Public Sector Organization /PSU CCSL/IBA/RBI/any regulatory authority during the last five years for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices, at any point. If a bidder chooses not to disclose any such issue, and the same comes to CCSL's notice at a later date, CCSL will be free to revoke any contract entered with the vendor and invoke Bank Guarantee at its discretion.	Undertaking Letter	

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.

Date
Name :
Designation :

Signature with seal

PART A - Annexure-5**Applicant's Profile****SUB: RFP for Cash management and allied Services.****Ref: CCSL/RFP/03/2020 Dated 21st November 2020**

Sl. No	Particulars	Details
a)	Name of the Company	
b)	Constitution (private limited/limited)	
c)	Date of Establishment/Incorporation	
d)	Address (Order to be placed on which Office)	
	Registered Office	
	Corporate Office	
g)	Telephone No FAX No E-mail Address Website	
h)	Turnover in Rs.: 2017-2018 2018-2019 2019-2020	
i)	Net Worth in Rs. as on 31/03/2020	
j)	Domestic Customer Base (Number of Clients where ATMs and Cash Recyclers were managed in India)	
k)	Service Net Work (Number of Service Centers in) North India South India East India West India Central India Our PAN number for Income Tax is_____.	

<p>We are registered with the GST authorities and our registration numbers are as follows.</p> <p>GST Registration Number is_____.</p> <p><u>Our Bank Details</u></p> <p>Name, Style and Type of Bank Account</p> <p>Name of the Bank and Branch address</p> <p>Account Number</p> <p>RTGS / NEFT Code</p>	
--	--

Date :
Name :
Designation :

Signature with seal

[Note: These details should be on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company]

PART A - Annexure-6
Details of Service Support Centres / Branches for Circle Office Locations

SUB: RFP for Cash management and allied Services.

Ref: CCSL/RFP/03/2020 Dated 21st November 2020

Circle Office Locations:

Sl. No.	Circle	Availability of Branch / Office of the Bidder (Yes/No)	Postal Address	Mobile No., Landline No, Email-ID	No. of Custodians / Service Staff
1.	Ahmedabad				
2.	Bengaluru				
3.	Bhopal				
4.	Bhubaneswar				
5.	Chandigarh				
6.	Chennai				
7.	Delhi				
8.	Guwahati				
9.	Hyderabad				
10.	Jaipur				
11.	Karnal				
12.	Kolkata				
13.	Lucknow				
14.	Madurai				
15.	Mangalore				
16.	Mumbai				
17.	Patna				
18.	Pune				
19.	Ranchi				
20.	Trivandrum				
21.	Vijayawada				
22.	Hubli				
23.	Manipal				
24.	Agra				

Date:
Name :
Designation :

Signature with seal

PART A - Annexure-7
Authorization Letter Format

(To be presented by the authorized person at the time of opening of Eligibility Criteria Bid/Technical Proposal/ Commercial Bid on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company)

Ref No:

Date:

**The Vice President - Projects
Canbank Computer Services
Limited No. 218, J P Royale
Sampige Road, Maleswaram
Bengaluru – 560 003, Karnataka**

Dear Sir,

SUB: RFP for Cash management and allied Services.

Ref: CCSL/RFP/03/2020 Dated 21st November 2020

This has reference to your above RFP.

Mr./Miss/Mrs. _____ is hereby authorized to attend the bid opening of the above RFP on _____ on behalf of our organization.

The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

Name & Designation of Authorizing Authority

NOTE: This Authorization letter is to be carried in person and shall not be placed inside any of the bid covers.

PART A - Annexure-8**Past Service Track Record of ATMs and Cash Recyclers**

SUB: RFP for Cash management and allied Services.

Ref: CCSL/RFP/03/2020 Dated 21st November 2020

Name of the Bidder_

Sl. No.	Name of the Client/s where ATMs and Cash Recyclers were managed as Managed Service Provider	No of ATMs / CRMs managed	Contact Person's Name	Telep hone No.	Address
1.					
2.					
3.					
4.					

(Enclose necessary documentary proof)

Date

Name :

Designation :

Signature with seal

PART A - Annexure-9

Non-Disclosure Agreement

(To be given on the Company's Letter Head)

SUB: RFP for Cash management and allied Services.

Ref: CCSL/RFP/03/2020 Dated 21st November 2020

WHEREAS, we, _____, having Registered Office at _____, hereinafter referred to as the Bidder, are agreeable to provide IT Infrastructure services to CCSL, having its office at No. 218, J P Royale, Sampige Road, Maleswaram, Bengaluru – 560 003, Karnataka, hereinafter referred to as CCSL and,

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

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

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

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

Date :
Name :
Designation :

Signature with seal

PART B - Annexure-10
Technical Bid Covering letter Format

**The Vice President - Projects
Canbank Computer Services
Limited No. 218, J P Royale
Sampige Road, Maleswaram
Bengaluru – 560 003, Karnataka**

SUB: RFP for Cash management and allied Services.

Ref: CCSL/RFP/03/2020 Dated 21st November 2020

We have carefully gone through the contents of the above referred RFP and furnish the following information relating to Technical Bid/Specification.

SI N o	Particulars	Details to be furnished by the Bidder
1	Name of the Bidder	
2	E-mail address of contact persons	
3	Details of: Description of business and business background Service profile & Client profile	
4	Approach and methodology for the proposed scope of work along with illustrative deliverables.	
5	Details of similar assignments executed by the bidder during the last three years in India (Name of the Bank, time taken for execution of the assignments and documentary proof from the Bank are to be furnished)	
6	Mention Make & Model of the item / equipment is mentioned with corresponding brochures write ups. a. CASH RECYCLER b. ATM	
7	List of applicants major customers in last 3 years and details as below may be taken: i) Name and complete postal Address of the customer.	

	ii) Name, designation, Telephone , Fax, Talex Nos., e-mails and address of the contact person(customer) iii) Nature & Description, Staff consultancy work ordered by the customer during 2 years. iv) Whether reference letter enclosed.	
8	Details of inputs/requirements required by the bidder to execute this assignment.	
9	Conformity regarding back to back arrangements with third party hardware software for providing continuous and un-interrupted support to meet SLA obligations as per RFP Terms.	

Declaration:

- a. **We confirm that we will abide by all the terms and conditions contained in the RFP.**
- b. **We hereby unconditionally accept that CCSL can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in shortlisting of bidders.**
- c. **All the details mentioned by us are true and correct and if CCSL observes any misrepresentation of facts on any matter at any stage, CCSL has the absolute right to reject the proposal and disqualify us from the selection process.**
- d. **We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that CCSL will have the right to disqualify us in case of any such deviations.**

Date _____ Signature with seal _____
 Name : _____
 Designation : _____

PART B - Annexure-11

Compliance Statement

SUB: RFP for Cash management and allied Services.

Ref: CCSL/RFP/03/2020 Dated 21st November 2020

DECLARATION

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by CCSL. We also agree that CCSL reserves its right to reject the bid, if the bid is not submitted in proper format as per subject RFP.

Compliance	Compliance (Yes / No)	Remarks / Deviations
Terms and Conditions		
Technical Specifications		
Scope of Work		

(If left blank it will be construed that there is no deviation from the specifications given above)

Date
Name :
Designation :

Signature with seal

PART B - Annexure-12

Undertaking Letter Format

SUB: RFP for Cash management and allied Services.

Ref: CCSL/RFP/03/2020 Dated 21st November 2020

- a. We understand that CCSL shall be placing Order to the Selected Bidder **exclusive of taxes only**.
- b. We undertake to Takeover, Manage and support all the ATMs and CRMs allotted to us as per the Scope of this RFP for the whole contract period.
- c. We also confirm that we have **quoted the amount without GST**.
- d. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.
- e. We are agreeable to accept all the Penalties mentioned as per "Penalty Clause" of the RFP.
- f. We here by confirm to undertake the ownership of the subject RFP.
- g. We also confirm that we have quoted the amount (as per terms and conditions of the tender), giving the rates/price in Bill of Material (BOM).

Date

Signature with seal

Name :

Designation :

PART B - Annexure-13

Escalation Matrix

SUB: RFP for Cash management and allied Services.

Ref: CCSL/RFP/03/2020 Dated 21st November 2020

Name of the Company:

Delivery Related Issues:

Sl. No.	Name	Designation	Full Office Address	Phone No.	Mobile No.	Fax	Email addresses
a.		First Level Contact					
b.		Second level contact (If response not received in 24 Hours)					
c.		Regional/Zonal Head (If response not recd in 48 Hours)					
d.		Country Head (If response not recd in One week)					
e.		Order to be placed on					

Service Related Issues:

Sl. No.	Name	Designation	Full Office Address	Phone No.	Mobile No.	Fax	Email address
a.		First Level Contact					
b.		Second level contact (If response not received in 4 Hours)					
c.		Regional/Zonal Head (If response not recd in 24 Hours)					
d.		Country Head (If response not recd in 48 Hours)					

Any change in designation, substitution will be informed by us immediately..

Date

Signature with seal

Name :

Designation :

PART B - Annexure - 14
Company Profile

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

S. No	Item	Details	Document Submitted (Please mention section and page number and highlight the key attribute)
1	Name of Company		
2	Postal Address		
3	Physical address of the Main office		
4	Physical address of the Data Centre		
5	Physical address of the Disaster Recovery Centre		
6	Telephone and Fax numbers		
7	Constitution of the Company :		
8	Company Registration Number (Please submit Registration Certificate)		
9	Name and designation of the person authorized to make commitments to the CCSL		
10	Mobile, Telephone, E-mail Address of the person authorized to make commitments		
11	Whether any of the family members of Directors/ Majority share holder/ Authorized signatory working with CCSL	If yes, please provide details.	
12	Year of commencement of Business		
13	Sales Tax Number		
14	Income Tax Number/PAN Number		
15	Brief Description of after sales service facilities available with the Company		
16	Income Tax Clearance Certificate		
17	Copies of Income Tax Returns filed during last 3 years.		
18	Copies of the Audited Balance Sheet and Profit & Loss Statement for FY 2013-14, FY 2014-15 and FY 2015-16		
19	Average turnover of last 3 year's period from ATM and Cash Recycler business. (Please submit Auditor Certificate if not clear from Audited Balance Sheet.		

PART B - Annexure 15**Experience (ATMs)**

S No	Questionnaire	Answer	Supportive Document	Attachment Details
1	Currently Rendering Incidence Management services for how many ATMs ?		Credential Letter from Banks - Required on their Letter Head	
2	Currently Rendering Cash services to how many ATMs ?		-do-	
3	Currently rendering DVR services to how many ATMs ?		-do-	
4	How many make of ATMs / CRMs (in last 5 years) have been managed by the Bidder?		-do-	
5	Currently rendering SLM services to how many ATMs ?		-do-	
6	Currently rendering Site Maintenance Services to how many ATMs ?		-do-	
7	How many ATMs sites have been commissioned by the Bidder?		-do-	
8	Installation and Monitoring of VSAT connectivity to how many ATMs		-do-	
9	Bidder holds AMC for AC and UPS to how many ATMs sites?		-do-	
10	Rendering EJ pulling services to how many ATMs?		-do-	
11	Number of Year in ATMs Managed Services business?		Certificate of Incorporation / Memorandum of Association.	

PART B - Annexure - 16
Experience (Cash Recyclers)

S No	Questionnaire	Answer	Supportive Document	Attachment Details
1	Currently Rendering Incidence Management services for how many Cash Recyclers?		Credential Letter from Banks Required on their Letter Head	
2	Currently Rendering Cash services to how many Cash Recyclers?		-do-	
3	Currently rendering DVR services to how many Cash Recyclers?		-do-	
4	How many make of Cash Recyclers (in last 3 years) have been managed by the Bidder?		-do-	
5	Currently rendering SLM services to how many Cash Recyclers?		-do-	
6	Currently rendering Site Maintenance services to how many Cash Recyclers?		-do-	
7	How many Cash Recycler sites have been commissioned by the Bidder?		-do-	
9	Bidder holds AMC for AC and UPS to how many Cash Recycler sites?		-do-	
10	Rendering EJ pulling services to how many Cash Recyclers?		-do-	
11	Number of Year in Cash Recyclers Managed Services business?		Certificate of incorporation / Memorandum of association.	

Annexure - 17
Technical Profile

Parameters		Remarks of the Bidder	Document Details
1	Date of Incorporation of Bidder company		
2	Date of Commencement of Business of Bidder company		
3	Date of First Machine MS Contract in India of Bidder company		
4	Total Revenue of Bidder company in 2017-18		
5	Total Revenue of Bidder company in 2018-19		
6	Total Revenue of Bidder company in 2019-20		
7	Percentage of Revenue of Bidder company from ATM MS in 2017-18		
8	Percentage of Revenue of Bidder company from ATM MS in 2018-19		
9	Percentage of Revenue of Bidder company from ATM MS in 2019-20		
10	Percentage of Revenue of bidder company from Cash Recycler MS in 2017-18		
11	Percentage of Revenue of bidder company from Cash Recycler MS in 2018-19		
12	Percentage of Revenue of bidder company from Cash Recycler MS in 2019-20		
13	Cash Profit of Bidder company in 2017-18		
14	Cash Profit of Bidder company in 2018-19		
15	Cash Profit of Bidder company in 2019-20		
16	Net Profit / (Loss) of Bidder company 2017-18		
17	Net Profit / (Loss) of Bidder company 2018-19		
18	Net Profit / (Loss) of Bidder company 2019-20		
19	Number of ATMs under MS 2017-18		
20	Number of ATMs under MS 2018-19		
21	Number of ATMs under MS 2019-20		
22	Number of Cash Recyclers under MS 2017-18		
23	Number of Cash Recyclers under MS 2018-18		
24	Number of Cash Recyclers under MS 2019-20		
25	Number of Machines under MS as on date of response		
26	Total Head Count of Bidder company 2017-18		
27	Total Head Count of Bidder company 2018-19		
28	Total Head Count of Bidder company 2019-20		
29	Total Head Count of Bidder company as on date of response		
30	Number of Permanent Employees in India of Bidder company 2017-18		
31	Number of Permanent Employees in India of Bidder company 2018-19		

RFP for Cash management and allied Services

32	Number of Permanent Employees in India of Bidder company 2019-20		
33	Number of Permanent Employees in India of Bidder company as on date of response		
34	SPOC identified for this project who will co-coordinating with CCSL		
34	Head of Operations in India (attach Bio Data)		
35	Accounts Manager proposed for CCSL (attach Bio Data)		
36	Company structure (attach a write-up)		
37	Operations Certifications obtained, if any		

PART B - Annexure - 18
Technical Expertise

S. No	Requirement	Remarks / Comments / Write-ups / Documentation Details
1	Loading of Cash in ATMs by -	
	- Cassette Swap method	
	- Add Cash method	
2	Transportation of cash from Nodal offices of Bank to Machine sites	
3	Monitoring of Cash in Machines:	
	- Whether CRA will do or MSP / Bidder will do	
4	Optimization of Cash in Machine	
	- Maximum Cash holding with no cash out incident (99% of the time)	
5	Cash delivery scheduling - give a write-up	
6	Cash EOD - in all the ATMs / CRMs	
7	Takeover of Machines	
8	Cash verification by CCSL as per their requirements - periodically and surprise	
9	Real-time Alerts on low-cash / cash-out positions	
10	Receipt of services requests / complaints on 24 x 7 basis from CCSL or customers / Machine users through.	
	- Web	
	- Call Centre	
11	Clearing of Receipt, Journal and Statement Paper Jams	
12	Clearing Card, Envelope and Currency Jams	
13	Remote Management of ATMs / CRMs and its parts - give details of tools / software package used	
15	Remote Management of Electrical and Air-conditioning - give details of tools / software package used	
16	Basic remedial maintenance - state periodicity	
17	Reporting of site related problems (e.g.: Electrical problems, environmental conditions etc.)	
18	Checking and clearing of media transports	

RFP for Cash management and allied Services

19	Installation of original spare parts, wherever required, to take care of breakdowns and natural wear and tear or aging of ATMs / CRMs in co-ordination with the OEM Vendor.	
20	Remote Diagnostics of ATMs / CRMs and its parts - give details of tools / software package used	
21	Number of Technically trained manpower available centre-wise	
22	Number of Machines make-wise under MS	
23	Do you have agreements with OEMs (in case of OEM Bidders - other OEMs)	
24	Details of agreements with OEMs	
25	Remote Diagnostics client tested for which makes of ATMs / CRMs	
26	100% Success rate of EJ pulling on (T+1) Basis	
27	Scheduler for EJ (Real time or Batch Job for ATMs / CRMs, if Batch Job what is the frequency in a day)	
28	Archival of EJ	
29	Retrieval of Video / Images	
30	Schedule check for Image quality	
31	Monitoring of the Health of DVR	
32	Video / Image Archival	
33	Monitoring of AC and UPS	
34	Response time for redressal of FLM/SLM/Cash related issues	

PART B - Annexure - 19
Infrastructure Available

Project / Account Manager Details

S. No	Item	Details
1	Name of Project Manager who shall be the single point of contact for CCSL	
2	Office Address, Mobile Number	
3	E-mail Address of the Manager	
4	Telephone and Fax numbers	
5	Association with the Bidder (in years)	
6	Qualification	
7	Industry Experience (in years)	
8	Brief Career Graph of the Project Manager	
8	Reference of other accounts handled by the PM	
9	Bidders Employee Retention policy for the PM	
10	Replacement Policy	

Details of Team dedicated for the Account

S. No	Item	Details
1	Name of Team Leader (TL)	
2	Contact Details of TL	
3	Size of the Team	
2	Average Age of the team	
3	Average duration of association with the Bidder	
4	Average industry Experience	
5	Bidder's Detailed Employee Retention policies	

S. No	Managed Center Infrastructure	Remarks / Comments / Write-ups / Documentation Details
1	What is the Seating Capacity?	
2	How many Machines can be managed?	
3	Does the facility have multiple Input Power Feeders?	
4	Does the facility have High availability UPS systems?	
5	Does the facility have UPS systems working in Parallel Redundant mode?	
6	Do the UPS cater to the full load in AUTO in the event of failure of other UPS systems without any break at the output giving 100% redundancy? If yes, live demonstration required.	
7	Does the facility have Back-up Generators?	

RFP for Cash management and allied Services

8	Are the Back-up Generators tested with full load? If yes, at what interval and provide reports?	
9	Does the facility have Redundant WAN connectivity?	
10	Are you having multiple WAN service providers?	
11	Are different vendors connected via Optical Fiber links to achieve vendor, hardware and network redundancy?	
12	Are the incident Management systems & networking devices housed in a highly available and redundant specialized premise?	
13	Does the facility have Redundant LAN set-up?	
14	Primary & Secondary Telecom vendors are same?	
15	Does the PBX capable of automatic switching over to alternate telephone line upon primary line failure?	
16	Did the facility ever experience fire / fatal accidents?	
17	Was there any affect on operations? If yes how long?	
18	Are separate facilities available for Systems & people?	
19	Is Access Control System available in facility?	
20	Is Employee credentials verified by reputed security agencies prior to recruitment?	
21	Does the facility have Fire Alarm and Suppression? How frequently the mock drills are done?	
22	Does the facility have Public Addressing and Auto Dialer systems?	
23	Does the facility have Rodent Control?	
24	Does the facility have Disaster Recovery arrangements? If yes what is the time frame for switch over?	
25	Does the service provider have a backup server for the production server?	
26	Does the service provider have a dedicated Customer Interface server?	
27	Does the service provider have a backup Customer Interface server?	
28	Does the service provider uses terminal server?	
29	Does the service provider have a backup server for the production terminal server?	
30	Is DR setup available and is working?	
31	Is there any Scheduled replication of production database to DR Servers?	
32	Which mode does the DR Site operates?	
33	Are the systems and tools compatible with Base 24 Switch and other make Machines?	
34	Whether the management centre has managed the Machines connected to the Base 24 switch?	
35	Is the monitoring system connected the Machines Switch through high level of security standards like network connectivity through IPSEC / 3DES etc?	

36	Personnel can access / operate from any facility / Office?	
37	Are all Services offered comply to PCI DSS & PA-DSS	

S. No	Incident Management	Remarks / Comments / Write-ups/ Documentation Details
1	Specify the process and method adopted for monitoring of trouble tickets generated automatically till resolution	
2	Is the system capable of generating tickets with detailed description of the problem on a particular module with the reasons of failure?	
3	Does the centre have the capability for tracking & capturing online incident updates?	
4	Is the system capable of automated dispatch via email and SMS and confirm the delivery of the message through acknowledgement process to the persons required to take action including / and ATM / CRM vendors / OEM?	
5	Is system capable of automated dispatch IVR voice call and get the acknowledgement from the customer?	
6	Is system capable of automated dispatch via or fax for the problem ticket?	
7	Can a ticket be classified based on the usage of the Machine and severity of the problem?	
8	Can repeat / chronic faults be tracked (threshold be set) for preventive maintenance of Machine and core components of the Machine sites?	
9	Is system capable of giving automated commands to the Machine?	
10	Is IVR Enquiry available in the system? (Customer calls the Monitoring system and enters the Machine ID the system then provides the current status of the machine)	
11	Is system capable of sending automated escalation via e-mail to the respective actionable team and update in the trouble ticket comments automatically?	
12	Is system capable of sending automated escalation via SMS to the respective actionable team and update in the trouble ticket comments automatically?	
13	Is system capable of sending SMS updates for any incident even after call closure?	
14	Does system automatically generates cash out tickets?	
15	Can single denomination low cash out can be tracked?	
16	Can SLM Call be logged automatically using the monitoring tool with the field support Centre?	

17	Can a single integrated view of the network be provided by the Service provider as per CCSL's requirement to know the status of the each Machine? (Web view / Dash Board)	
18	Can network fluctuations be easily tracked?	

S.No	Helpdesk Management	Remarks / Comments / Write-ups / Documentation Details
1	Specify the number of calls that can be handled by the centre under the call management system.	
2	What is the average number of calls being handled simultaneously at one point during peak hours?	
3	Specify the number of calls that the call management system is capable of handling simultaneously during any point of time.	
4	Is the system capable of generation of Automatic Call log and ticket generation with automatic alerts for error rectification?	
5	Specify type of records being maintained for the calls being logged and the reports being generated for monitoring	
6	Specify the mechanism for measuring the following activities under call management?	
	(i) Average Speed of Answer	
	(ii) Average Hold Time (Customer kept on hold)	
	(iii) Count of Automatic Call distribution calls	
	(iv) Average Automatic Call distribution time	
	(v) Count & record of abandoned calls kept?	
	(vi) Call drop rate	

S. No	Cash Management & Cash Forecasting	Remarks / Comments / Write-ups / Documentation Details
1	Specify the software tools and mechanisms employed for Cash Forecasting.	
2	Specify the tools and mechanisms to be deployed for intimating non-cash managed Machine vendors / OEM on a daily basis.	
3	Specify the tools and mechanisms to be deployed for intimating CRA on a daily basis.	
4	Provide details of reconciliation tool to be deployed for generation of a daily replenishment report?	
5	Does the Cash management tool map the site route with its careful consideration to maintain optimum cash in the Machine?	
6	Specify mode of generating reports to be submitted as called for by CCSL	

7	Is the cash forecasting tool managing more than 50000 cash points across India	
---	--	--

S. No	Consumable Replenishment And Management	Remarks / Comments / Write-ups / Documentation Details
1	Methodology to procurement of Consumables and vendor details thorough whom the consumables will be procured to be furnished with specifications.	
2	Is the system capable of trapping the consumable low message sent by the Machine?	
3	Is the system capable of dispatching the consumable Replenishment message to the FLM agency to ensure uninterrupted supply?	
4	Specify the centres where the supplies of consumables are stored.	
5	Specify the mode adopted to ensure quality of consumables.	

S. No	MIS Reports	Remarks / Comments / Write-ups / Documentation Details
1	Is the system capable of providing Monthly Performance report?	
2	Is the system capable of providing: cardholder availability report?	
3	Threshold history report?	
4	Current status report?	
5	Ticket history report?	
6	Vendor wise Call dispatch reports?	
7	Chronic Faults report?	
8	Is the system scalable to cater to any other report required by CCSL?	
9	Is the system capable to provide Web access view of its Primary Machine Management tool?	

PART B - Annexure - 20

Management / Project Management Capabilities

Provide detailed strategy / Work-outs / Documentation etc. along with elaborate proposal for each section and sub-section of the following:

1. Cash Management.
 - i. Vault Management
 - ii. Bidder Management
 - iii. Shortages Management
 - iv. Heavy Dispense Management
 - v. Cash Optimization

Track Record

A) Name of the Bidder _____

Name of the Client	Machines supplied / Services Offered		Contract Validity	Contact Person (Name / Designation / Contact details)
	Service	Quantity		

(Please provide reference of at least two customers)

B) Name of the Sub-contractor _____

Name of the Client	Machines supplied / Services Offered		Contract Validity	Contact Person (Name / Designation / Contact details)
	Service	Quantity		

(Please provide details of all sub-contractors who shall be outsourced or planed to be outsourced for carrying out the project)

Signature with Seal:

PART C - Annexure-22

Covering letter format for Commercial Bid

[Note: This Covering letter should be on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company]

Reference No : CCSL/RFP/03/2020 Dated 21st November 2020

Date :

To
The Vice President - Projects
Canbank Computer Services Limited
No. 218, J P Royale
Sampige Road, Maleswaram
Bengaluru – 560 003, Karnataka

Dear Sir,

SUB: RFP for Cash management and allied Services.

Ref:

We thank you for providing us an opportunity to participate in the subject RFP. Please find our commercial offer as per **Annexure-23 Commercial Bid format** of the subject RFP along with this covering letter.

We confirm to the terms & conditions stipulated in the RFP document, subsequent Amendments, if any and replies to the Pre-Bid Queries. We also confirm that we are agreeable to the payment schedule mentioned in the subject RFP.

Date

Signature with seal

Name :

Designation :

PART C – Annexure - 23

Bill of Material (Price Bid)

Notes:

1. These details should be on the letter head of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. There should not be any erasures, alterations or overwriting in the material. Any erasures, alterations or overwriting if found, the offer is liable to be rejected.

A) Cost per ATM per month.

SI No	Description of Service	Amount per ATM per month (Exclusive of Taxes)
1.	Cash loading per ATM per month for 25 Cash Loadings / EOD and all the other activities as per the Scope of the Work described in this RFP. (Details of all the Services Offered by the Bidder to be mentioned in detail)	

Amount in Rupees.....

B) Cost per CRM per month

SI No	Description of Service	Amount per CRM per month (Exclusive of Taxes)
1.	Per Cash Recycler per month for 25 Cash loading, Cash Evacuation, EOD and all the other activities as per the Scope of Work described in this RFP. (Details of all the Services Offered by the Bidder to be mentioned in detail)	

Amount in Rupees.....

TCO = A + B =

TCO (Amount in Rupees)

Please mention Additional Evacuation charges per visit in Rupees..... (Not Part of TCO)

Declaration:-

- a. **The amounts quoted are exclusive of Taxes.**
 - b. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
 - c. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
 - d. We agree that no counter condition/assumption in response to commercial bid will be accepted by CCSL. CCSL has a right to reject such bid.

Date:

Name:

Designation

Signature with Seal:

Appendix–A

Bank Guarantee Format for Earnest Money Deposit

To: The Vice President - Projects
Canbank Computer Services Limited
No. 218, J P Royale
Sampige Road, Maleswaram
Bengaluru – 560003, Karnataka

WHEREAS _____ (Name of Tenderer) (hereinafter called "the Tenderer" has submitted its tender dated _____ (Date) for the execution of (Name of Contract) _____ (hereinafter called "the Tender") in favour of _____ hereinafter called the "Beneficiary";

KNOW ALL MEN by these presents that we, _____ (name of the issuing Bank), a body corporate constituted under the _____ having its Head Office at _____ amongst others a branch/office at _____ (hereinafter called "the Bank" are bound unto the Beneficiary for the sum of Rs _____ (Rupees _____ only) for which payment well and truly to be made to the said Beneficiary, the Bank binds itself, its successors and assigns by these presents;

THE CONDITIONS of this obligation are:

- (a) If the Tenderer withdraws its Tender during the period of Tender validity specified in the Tender; or
- (b) If the Tenderer having been notified of the acceptance of his Tender by the Beneficiary during the period of Tender validity;
 - (i) fails or refuses to execute the Agreement, if required; or
 - (ii) fails or refuses to furnish the performance security, in accordance with clause _____ of conditions of Contract.

We undertake to pay to the Beneficiary up to the above amount upon receipt of his first written demand without the Beneficiary having to substantiate his demand, provided that in his demand the Beneficiary will note that the amount claimed by him is due to him owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

Notwithstanding anything contained herein

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

Dated _____ day of _____ 2020.

SIGNATURE & SEAL OF THE BANK

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

Name of the Client : Canbank Computer Services Limited

Name of the Branch : Kodandarampuram Branch

IFSC Code: CNRB0000787

Appendix-B

Proforma of Bank Guarantee for Contract Performance

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

To: The Vice President - Projects
Canbank Computer Services Limited
No. 218, J P Royale
Sampige Road, Maleswaram
Bengaluru - 560 003,
Karnataka

WHEREAS (Name and address of M/s XXXX Ltd (hereinafter referred to as "the CONTRACTOR") has undertaken to Cash in transit insurance, Cash in Vault , local delivery, storage and installation insurance up to Acceptance by CCSL, and also includes documentation, if contracted, and training or demo of your personnel related to RFP for Cash management and allied Services across the country as per their Contract dated _____ with you (hereinafter referred to as "the CONTRACT")

AND WHEREAS in terms of the Conditions as stipulated in the Contract, the CONTRACTOR is required to furnish, a Bank Guarantee by way of Performance Guarantee, issued by a Scheduled Bank in India, in your favour, as per Clause__ of the CONTRACT, to secure due and satisfactory compliance of the obligations by the CONTRACTOR on their part, in accordance with the CONTRACT, (which guarantee is hereinafter called as "the PERFORMANCE GUARANTEE")

AND WHEREAS the CONTRACTOR has approached us, (Name of the issuing Bank) for providing the PERFORMANCE GUARANTEE,

AND WHEREAS in consideration of the fact that the CONTRACTOR is our valued constituent and the fact that he has entered into the CONTRACT with you, WE (Name of the Bank) having our Registered Office at,_____and local office at_____,India have agreed to issue the PERFORMANCE GUARANTEE,

THEREFORE WE (Name of the issuing Bank) through our local office at_____India furnish you the PERFORMANCE GUARANTEE in manner hereinafter contained and agree with you as follows:

We (Name of the issuing Bank), undertake to indemnify you and keep you indemnified from time to time to the extent of Rs_____(Rupees_____) an amount equivalent to 10% of the Contract Price against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the CONTRACTOR of any of the terms and conditions contained in the Contract and in the event of the CONTRACTOR default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the CONTRACT or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs_____(Rupees_____) may be claimed by you on account of breach on the part of the CONTRACTOR of their obligations in terms of the CONTRACT.

Notwithstanding anything to the contrary we agree that your decision as to whether the CONTRACTOR has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Performance Guarantee but will pay the same forthwith on your demand without any protest or demur.

This Performance Guarantee shall continue and hold good until it is released by you on the application by the CONTRACTOR after expiry of the relative guarantee period of the Contract and after the CONTRACTOR had discharged all his obligations under the Contract and produced a certificate of due completion of the work under the Contract and submitted a "No Demand Certificate" provided always that the guarantee shall in no event remain in force after the day of _____ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of three months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

Should it be necessary to extend Performance Guarantee on account of any reason whatsoever, we undertake to extend the period of Performance Guarantee on your request under intimation to the CONTRACTOR till such time as may be required by you. Your decision in this respect shall be final and binding on us.

You will have the fullest liberty without affecting Performance Guarantee from time to time to vary any of the terms and conditions of the Contract or extend the time of performance of the Contract or to postpone any time or from time to time any of your rights or powers against the CONTRACTOR and either to enforce or forbear to enforce any of the terms and conditions of the Contract and we shall not be released from our liability under Performance Guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the CONTRACTOR or any other forbearance, act, or omission on your part or any indulgence by you to the CONTRACTOR or by any variation or modification of the Contract or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs_(Rupees___) as aforesaid or extend the period of the guarantee beyond the said day of _unless expressly agreed to by us in writing.

The Performance Guarantee shall not in any way be affected by your taking or giving up any securities from the CONTRACTOR or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the CONTRACTOR.

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

Subject to the maximum limit of our liability as aforesaid, Performance Guarantee will cover all your claim or claims against the CONTRACTOR from time to time arising out of or in relation to the Contract and in respect of which your claim in writing is lodged on us before expiry of three months from the date of expiry of Performance Guarantee.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post it shall be deemed to have been given when the same has been posted.

The Performance Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing un-cancelled and that Performance Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

The Performance Guarantee shall not be affected by any change in the constitution of the CONTRACTOR or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will endure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.

The Performance Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.

We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the CONTRACTOR.

Notwithstanding anything contained herein

- i. Our liability under this guarantee shall not exceed Rs. _____ (Rupees _____ only)
- ii. This guarantee shall be valid up to _____ 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).

We have the power to issue Performance Guarantee in your favour by statute and the undersigned has full power to execute Performance Guarantee under the Power of Attorney given to him by the Bank.

Dated this _____ day of _____ 2020

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 Client : Canbank Computer Services Limited

Name of the Branch : Kodandarampuram Branch

IFSC Code: CNRB0000787

Appendix-C Location Details**A. List of Bank's Circle Office Locations:**

Sl. No.	Circle Office Locations	Sl. No.	Circle Office Locations
1.	Ahmedabad	12.	Kolkata
2.	Bengaluru	13.	Lucknow
3.	Bhopal	14.	Madurai
4.	Bhubaneswar	15.	Mangalore
5.	Chandigarh	16.	Mumbai
6.	Chennai	17.	Patna
7.	Delhi	18.	Pune
8.	Guwahati	19.	Ranchi
9.	Hyderabad	20.	Trivandrum
10.	Jaipur	21.	Vijayawada
11.	Karnal	22.	Hubli
		23.	Manipal
		24.	Agra

Note: Address and contact details of the individual Branches/Offices will be provided to selected Bidder/s along with Order.

Appendix-D**Format for Sending Pre-Bid Queries**
(To be submitted in both .xls and .pdf format)

Sl. No.	Page No. of RFP	Clause No	RFP Clause	Bidder's Query
1				
2				
3				
...				
...				

Appendix-E

(This has to be submitted in the non-judicial Stamp Paper)

Pre Contract Integrity Pact

1. GENERAL

1.1. This pre-bid contract Agreement (herein after called the Integrity Pact) is made on day of the month 20____, between, CCSL, a Company established under the Companies Act 1956, (hereinafter referred to as BUYER which expression shall include its successors and assigns) acting through **Shri. Raghuv eer R, Vice President – Projects** representing CCSL of the BUYER, of the FIRST PART

AND

M/s. _____ (Company Name) represented by Shri _____ Chief Executive Officer/Authorized Signatory (hereinafter called the "BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER", which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns), of the SECOND PART

1.2. WHEREAS the BUYER proposes to procure (Name of the Stores/Equipment/Item) /engage the services and the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER is willing to offer/has offered the stores/services and

1.3. WHEREAS the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER is a private company/ public company/Government undertaking/ partnership/ LLP/registered export agency/service provider, duly constituted in accordance with the relevant law governing its formation/incorporation/constitution and the BUYER is a body corporate constituted under Banking Companies (Acquisition and transfer of undertakings), Act 1970.

1.4. WHEREAS the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER has clearly understood that the signing of this agreement is an essential pre-requisite for participation in the bidding process in respect of Stores/Equipment/Items/Services proposed to be procured by the BUYER and also understood that this agreement would be effective from the stage of invitation of bids till the complete execution of the agreement and beyond as provided in clause 13 and the breach of this agreement detected or found at any stage of the procurement process shall result into rejection of the bid and cancellation of contract rendering BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER liable for damages and replacement costs incurred by the BUYER.

2. NOW, THEREFORE, the BUYER and the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER agree to enter into this pre-contract integrity agreement, hereinafter referred to as Integrity Pact, which shall form part and parcel of RFP as also the contract agreement if contracted with BIDDER, in the event that the BIDDER turns out to be successful bidder, and it is intended through this agreement to avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the Contract to be entered into with a view to:-

2.1. Enabling the BUYER to obtain the desired Stores/Equipment/Work/Service/Materials at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

- 2.2. Enabling BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER/SERVICE PROVIDER to refrain from bribing or indulging in any corrupt practices in order to secure the contract, by providing assurance to them that the BUYER shall not be influenced in any way by the bribery or corrupt practices emanating from or resorted to by their competitors and that all procurements shall be free from any blemish or stain of corruption and the BUYER stays committed to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this integrity Pact and agree as follows:

3. COMMITMENTS OF THE BUYER

The BUYER commits itself to the following:-

- 3.1. The BUYER represents that all officials of the BUYER, connected whether directly or indirectly with the procurement process are duty bound by rules and regulations governing their service terms and conditions not to demand, take promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 3.2. The BUYER will, during the pre-contract stage, treat all BIDDERS/SELLERS/CONTRACTORS/SERVICE PROVIDERS alike, and will provide to all BIDDERS/SELLERS/CONTRACTORS/SERVICE PROVIDERS the same information and will not provide any such information to any particular BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER which could afford an advantage to that particular BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER in comparison to the other BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDERS.
- 3.3. The BUYER shall report to the appropriate Government Regulators/Authorities any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach, as and when the same is considered necessary to comply with the law in force in this regard.

In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to the BUYER with the full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case, while an enquiry is being conducted by the BUYER, the proceedings under the contract would not be stalled.

4. COMMITMENTS OF BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDERS

The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

- 4.1. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or

inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

- 4.2. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage, or inducement to any official of the BUYER or otherwise for procuring the Contract or for forbearing to do or for having done any act in relation to the obtaining or execution of the contract or any other contract with the BUYER or for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the BUYER.
- 4.3. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER further confirms and declares to the BUYER that the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER is the original Manufacturer/Integrator/Authorized government sponsored export entity of the stores/Authorized Service Provider having necessary authorizations, intellectual property rights and approvals from the intellectual property right owners of such materials/services and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 4.4. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payment he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 4.5. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 4.6. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities emanating from other competitors or from anyone else.
- 4.7. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall not use improperly, for purpose of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposal and business details, including information contained in any electronic data carrier. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 4.8. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

4.9. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall not instigate or cause to instigate any third person to commit any of the acts mentioned above.

5. PREVIOUS TRANSGRESSION

5.1. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Bank, Public Sector Enterprise/Undertaking in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

5.2. If the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER makes incorrect statement on this subject, BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER can be disqualified from the tender/bid process or the contract, if already awarded, can be terminated for such reason.

6. EARNEST MONEY (SECURITY DEPOSIT)

6.1. Every BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER while submitting commercial bid, shall deposit an amount as specified in RFP/Tender Documents as Earnest Money/Security, Deposit, with the BUYER through any of the instruments as detailed in the tender documents.

6.2. The Earnest Money/Security Deposit shall be *valid for a period till* the complete conclusion of the contractual obligations or for such period as mentioned in RFP/Contract, including warranty period, whichever is later to the complete satisfaction of BUYER.

6.3. In the case of successful BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER, a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.4. No interest shall be payable by the BUYER to the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER on Earnest Money/Security Deposit for the period of its currency.

7. SANCTIONS FOR VIOLATIONS

7.1. Any breach of the provisions herein contained by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall entitle the BUYER to take all or any one of the following actions, wherever required:-

- i. To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER. However, the proceedings with the other BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER(s) would continue.
- ii. To forfeit fully or partially the Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed), as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.

- iii. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER.
 - iv. To recover all sums already paid by the BUYER, and in case of the Indian BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER with interest thereon at 2% higher than the prevailing Prime Bank Lending Rate while in case of a BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER from a country other than India with Interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER/SELLER /CONTRACTOR from the BUYER in connection with any other contract such outstanding payment could also be utilized to recover the aforesaid sum and interest. The BUYER shall also be entitled to recover the replacement costs from BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER .
 - v. To encash the advance CCSL guarantee and performance bond/warranty bond, if furnished by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER, in order to recover the payments, already made by the BUYER, along with interest.
 - vi. To cancel all or any other contracts with the BIDDER /SELLER/CONTRACTOR/SERVICE PROVIDER and the BIDDER/SELLER /CONTRACTOR/SERVICE PROVIDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER.
 - vii. To debar the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER from participating in future bidding processes of the BUYER for a minimum period of five years, which may be further extended at the discretion of the BUYER.
 - viii. To recover all sums paid in violation of this Pact by BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER(s) to any middlemen or agent or broker with a view to securing the contract.
 - ix. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER, the same shall not be opened.
 - x. Forfeiture of The Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
 - xi. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER, and if he does so, the BUYER shall be entitled forthwith to rescind the contract and all other contracts with the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER. The BIDDER/SELLER/ CONTRACTOR shall be liable to pay compensation for any loss or damage to the BUYER resulting from such rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER.
- 7.2.** The BUYER will be entitled to take all or any of the actions mentioned at para 7.1 (i) to (xi) of this Pact, also in the event of commission by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined In Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 7.3.** The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER/SELLER/ CONTRACTOR shall be final and conclusive on the BIDDER/SELLER /CONTRACTOR. However, the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER can approach the Independent External Monitor(s) appointed for the purposes of this Pact.

8. FALL CLAUSE

8.1. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems/services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/services was supplied by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to the BUYER, if the contract has already been concluded.

9. INDEPENDENT EXTERNAL MONITORS

- 9.1. The BUYER may appoint two Independent External Monitors (hereinafter referred to as Monitors) for this Pact in accordance with the recommendations and guidelines issued by Central Vigilance Commission.
- 9.2. The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 9.3. The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.
- 9.4. Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings. The Monitors shall on receipt of any complaint arising out of tendering process jointly examine such complaint, look into the records while conducting the investigation and submit their joint recommendations and views to the Management and Chief Executive of the BUYER. The MONITORS may also send their report directly to the CVO and the commission, in case of suspicion of serious irregularities.
- 9.5. As soon as any event or incident of violation of this Pact is noticed by Monitors, or Monitors have reason to believe, a violation of this Pact, they will so inform the Management of the BUYER.
- 9.6. The BIDDER(s) accepts that the Monitors have the right to access without restriction to all Project /Procurement documentation of the BUYER including that provided by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER will also grant the Monitors, upon their request and demonstration of a valid interest, unrestricted and unconditional access to his documentation pertaining to the project for which the RFP/Tender is being /has been submitted by BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER. The same is applicable to Subcontractors. The Monitors shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractors() with confidentiality.
- 9.7. The BUYER will provide to the Monitors sufficient information about all meetings among the parties related to the Project provided such meetings could have an Impact on the contractual relations between the parties. The parties may offer to the Monitors the option to participate in such meetings.

9.8. The Monitors will submit a written report to the BUYER at the earliest from the date of reference or intimation to him by the BUYER/BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER and submit proposals for correcting problematic situations.

10. FACILITATION OF INVESTIGATION

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER and the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall provide necessary information of the relevant documents and shall extend all possible help for the purpose of such examination,

11. LAW AND PLACE OF JURISDICTION

This Pact is subject to Indian Law and the place of jurisdiction is Bengaluru.

12. OTHER LEGAL ACTIONS

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the any other law in force relating to any civil or criminal proceedings.

13. VALIDITY

13.1. The validity of this Integrity Pact shall be from the date of its signing and extend up to 5 years or such longer period as mentioned in RFP/Contract or the complete execution of the contract to the satisfaction of the BUYER whichever is later. In case BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

13.2. If one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In such case, the parties will strive to come to an agreement to their original intentions.

14. The parties hereby sign this Integrity Pact at on

BUYER

BIDDER

Authorized Signatory

CHIEF EXECUTIVE OFFICER /AUTHORISED SIGNATORY

Designation

Witness

Witness

1)

1)

2)

2)