

Request For Proposal (RFP)

For

Supply of Micro ATM Devices

Pre-bid meeting : 08.02.2024

Last Date for Submission : 22.02.2024

Date of opening : 23.02.2024

General Manager
The HP State Cooperative Bank Ltd
Head Office, The Mall, Shimla
Pin 171001

Introduction

The Himachal Pradesh State Cooperative Bank Limited (HPSCB) is an Apex Cooperative Bank of HP State of India. The HPSCB is one of the fast growing banks in India having 217 branches and 23 extension counters spread in six districts of the State of HP. The HPSCB offer full range of financial products and services in Himachal Pradesh including deposit taking, electronic banking, term loans and commercial bill acceptances.

The Bank mainly caters to the needs of the farmers directly by advancing loans under various schemes or through the Cooperative Societies viz. Primary Agricultural Cooperative Societies, District Federations, Tehsil Unions and Apex Cooperative Societies. Apart from this, the Bank also caters to the needs of individuals and Government employees/Companies.

The Bank intends to purchase Micro ATM devices 64-bit Operating system Android 7.1 or higher.

General Instructions

Contacting the Bank

Any effort by a bidder to influence the Bank in evaluation of the bid, bid comparison or contract award decision may result in the rejection of the bidders bid. Bank's decision will be final and without prejudice and will be binding on all parties.

Bank's right to accept or reject any bid or all bids

The Bank reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for the bank's action.

The Bank is not bound to accept lowest or any bid received.

The Bank reserves the right to accept or reject any technology proposed by the vendor.

The Bank reserves the right to select one or more than one vendor keeping in view its large requirements.

Scope of Work

A brief overview of the requirement is outlined below and it is mandatory for the bidder to submit its response/undertaking of the compliances as below:

The bidder shall supply 24 Micro ATM devices (The quantity is tentative and can decrease or increase) with 64-bit Operating system Android 7.1 or higher of the descriptions/specifications given below along with necessary drivers, software and associated peripheral items for connecting to smart phone USB port, if any, are to be delivered at the District Offices/Head Offices and Branches of the Bank across the 6 districts of Himachal Pradesh addressed of which shall be shared with the selected bidders while placing the purchase order. The selected bidder shall install these machines in the desired destinations and impart operation training to the staff posted there.

The bidder shall install terminal application on the Micro-ATM. The successful bidder shall integrate the application with their hardware by coordinating with Switch vendor. However, the Bank will act as facilitator between successful bidder and switch vendor for implementing the project. The successful bidder shall do the pilot testing on 5 locations and after successful implementation of project, it will be replicated on rest of the devices.

Specifications Micro ATM

S. No	Particular	Compliance (Yes/No)	Higher configuration, if any	Remarks
1	Display: Large display IPS/TFT capacitive touch screen, Minimum 5.5" HD+			
2	Micro ATM should be NCMC contactless certified device, It should be capable of Card based Transaction, Aadhar Based Transaction			
3	Should have Tamper detection capability.			
4	Communication: Wifi and 4G or better with downward compatibility to 3G and			

	Bluetooth 4.0 communication			
5	Camera: Inbuilt Integrated camera of at least 5 Mega pixel resolution or Higher with AF			
6	Battery and Power Backup with at least 4 hrs			
7	64-bit Operating system Android 7.1 or higher			
8	High-Speed Thermal Printer , speed 70mm/s			
9	Should support GPS ,AGPS			
10	Should Support USB-Type C, OTG			
11	Security Features like But not limited to ANSI X9.8/ISO9564, ANSI X9.9/ISO08731, Master Key/Session Key, support 3DES,RSA,SHA-25			

1. The micro ATMs to be deployed by the Banks, are on ownership model and should comply to IBA, IDRBT, NPCI and UIDAI formulated micro ATM r.5.r standard or its latest revised version, if any.
2. The micro ATM deployed should also have EMV Chip and PIN and Aadhar (biometric validation) acceptance capability.

Period of Validity of bids

Bids shall remain valid for a period of one year from the date of bid opening prescribed by the purchaser. A bid valid for short period shall be rejected by the purchaser as non-responsive.

Bid currency

The prices in the bid document shall be expressed in Indian Rupees only.

Bidding Process (Two Stages)

For the purpose of the present job, a two stage bidding process will be followed. The response to the present tender will be submitted in two parts:

Technical Bid (Part-I)

Commercial Bid (Part-II)

The bidder will have to submit the technical bid and commercial proposal of the bids separately in Red Laakh-Sealed envelopes (Wax Seal) or Company Seal,

duly super scribing "For Supply and Installation of Micro ATM on purchase basis" and "Technical Bid" or "Commercial Bid" as the case may be.

Technical Bid

Technical bid will contain the bidder's information in the format given in bid document. Technical bid will not contain any pricing or commercial information at all.

The bid shall be typed or written in indelible ink and shall be signed by the bidder or a person duly authorized to bind the bidder to the contract. The authorization shall be indicated by a written power of attorney accompanying the bid.

All pages of the bid except un-amended printed literature shall be initialed by the person (s) signing the bid.

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case corrections shall be initialed by the person (s) signing the bid.

Commercial Bid

The bidder should quote the price as per prescribed format.

Submission of Bids

The bidder shall duly seal each envelope with Red Laakh-Seal (Wax Seal)/Company Seal and should be addressed to the following address:

The General Manager
The HP State Cooperative Bank Limited
Head Office, The Mall Shimla
Pin-171001

The bidder shall submit bids in two separate envelopes clearly mentioning the title of the bid i.e commercial and technical bids. These bids should be accompanied with required EMD.

Bid Earnest Money Deposit (EMD)

Bidder has to submit the bid Earnest Money of Rs. 20,000.00 (Twenty Thousand only) in the form of Pay order/Demand Draft favoring General Manager, HP State Cooperative Bank Limited, payable at Shimla. The technical proposals without EMD will be rejected straight way. No interest will be paid on the EMD. The name and address of the company should be mentioned on the back side of DD/EMD.

The EMD deposited by the vendor may be forfeited if the selected vendor fails to complete the project within the time period agreed mutually by the bank and vendor.

Deadline for submission of bids

Bids must be received by the purchaser at the address specified in the bid document not later than the specified date and time mentioned in the bid document. If the specified date of submission of bids being declared holiday for the purchaser, the bid will be received upto the specified time in the next working day.

The purchaser may at its description extend the deadline for submission of bids by amending the bid documents in which case all rights and obligations of the purchaser and the bidders, previously subject to the dead line, will thereafter be subject to the dead line extended.

Late Bids

Any bid received by the purchaser after the deadline for submission of bids will be rejected or returned unopened to the bidders, if so desired.

Modifications and/or withdrawal of bids

Bids once received will be treated as final and no modification will be permitted. No correspondence in this regard will be entertained.

No bidder shall be allowed to withdraw the bid after the deadline for submission of bids.

In case of the successful bidder, he will not be allowed to withdraw/back out from the bid commitments. The bid earnest money in such eventuality shall be forfeited and all interest/claims of such bidder shall be deemed as foreclosed.

Documents to be submitted

The bidder shall submit the following documents in sealed cover:

Technical bid (The same sequence/order should be maintained for easy evaluation)

- Bidder's letter addressing to bank bid with earnest money in the form of Pay order/Demand Draft.
- Supporting documents in respect of minimum qualification criteria as per terms in eligibility Criteria.
- Bidders company profile along with copy of balance sheet, installation certificates, service centre etc.
- Acceptance of the terms and conditions mentioned in the tender document.
- Technical proposal.

Commercial bid (The same sequence/order should be maintained for easy evaluation)

- Commercial offer as per commercial BID format.

Bid opening and evaluation

The purchaser will open the bids in the presence of all bidders/their representatives who choose to attend, at the time and date mentioned in the bid document at the address mentioned in Para-"Submission of bids".

The bidder/their representatives, who are present, shall sign the register/attendance evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for purchaser, the bid shall be opened at the specified time and place on next working day.

In the first stage only “Technical Bid” will be opened and evaluated. Those bidders satisfying the technical requirement as determined by the bank and accepting the terms and conditions of this document shall be short listed.

In the second stage, the commercial bid of only those bidders, whose technical bids are shortlisted, will be opened. The purchaser reserves right to accept or reject any technology proposed by the bidder without assigning any reason thereof. Decision of the purchaser in this regard shall be final and binding on the bidders.

The commercial bid shall be opened in the presence of short listed bidders, if they are present. If the shortlisted bidders or their duly authorized representatives are not present, the commercial bids will be opened in their absence. The intimation of time and place of opening of commercial bids will be informed separately to the shortlisted bidders only.

Selection Criteria

The bids which are shortlisted on eligibility criteria shall be evaluated on technical specifications. The bids should comply with the specifications mentioned under “Scope of the work” above. The bids not fulfilling the requirements mentioned under this head shall be out-rightly rejected. The bids which shall not be complying with the specifications requisitioned by the bank, commercial bids of such bidders shall not be entertained/opened.

After technical evaluation the shortlisted bidders who fully comply with technical specifications will become eligible for commercial evaluation. The bidder with lowest rate shall be treated as L1 and subsequent as L2, L3 etc.

Clarifications of Bids

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the bidder of clarification. The response should be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

Preliminary Examination

The purchaser will examine the commercial bids to determine whether they are complete, whether any computational errors have been made, whether required information has been provided as underlined in the bid document, whether the document have been properly signed, and whether bids are generally in order. Arithmetic errors will be rectified on the following basis. If there is discrepancy between unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is discrepancy between words and figures, the amount in the words will prevail. The bid determined as not substantially responsive will be rejected by purchaser.

Signing of Contract

The successful bidder shall be required to enter into a rate contract with HPSCB within seven days of the award of the tender or within such extended period as may be specified by the purchaser on the basis of tender document, the tender of the successful bidder, the letter of acceptance and such other terms and conditions as may be determined by the bank to be necessary for the due performance of the work in accordance with the bid and the acceptance thereof. **The rate contract will be valid for three years from the date of signing of agreement unless terminated by the bank before that date.**

Governing Law and Disputes

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these tender documents or breach thereof shall be settled amicably. If however the parties are not able to solve them amicably, the same shall be settled by arbitration under section 72, 73 of the HP Cooperative Societies Act 1968 (Act No-3 of 1969) to RCS, HP for decision and his decision will be final and binding on the parties. During the arbitrations proceedings the vendor shall continue to work under the contract unless otherwise directed in writing by the bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained.

The venue of the arbitration shall be Shimla, Himachal Pradesh. Successful bidder shall have to become "B" Class nominal member of the Bank.

Supply – Terms and Conditions

Validity of Rates

The rates quoted by the bidder will be valid for a period of three years. After three years, the bank may re-negotiate the rate and if mutually agreed, the vendor shall supply new machines on the re-negotiated rate during the next three years. The vendor will always provide the latest model available in the market fully complying all RBI requirements/norms and satisfy the Bank in this regard by providing some proof.

Use of Contract Document and Information

The vendor shall not, without the Bank's prior written consent, make use of any document or information provided by the Bank in bid document or otherwise except for purpose of performing contract.

Assignment

The vendor shall not assign to anyone, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

Delay/Defect in the Vendor's Performance

The performance of the vendor shall be judged on the time taken for supply and installation of the solution after placement of order. The entire activity is to be completed within 4-6 weeks' time from the date of order or the time period specified, if any, by bank in the order.

Any defect or delay in providing the supply and service as mentioned above shall attract penalty @ ₹2000.00 per day.

Acceptance of Order

Purchaser has a right to cancel the order if the same is not accepted within a period of 5 days from the date of the order.

Rates

The rates should be inclusive of all taxes and Govt. levies. However, taxes should be shown separately.

Delivery Period

The micro ATMs are to be delivered within 4-6 weeks from the date of order. The purchaser reserves the right to cancel the order in case delivery is not affected within the stipulated time.

Acceptance Test

The system is subject to an acceptance test. Vendor has to arrange one Engineer at the site at the date and time mentioned by the purchaser to assist in the acceptance test.

Placing the Order by the Concerned Officers

The vendor/s shall be finalized centrally at the Head Office.

The vendor/s has to coordinate with branch office personally for delivery and installation.

The date on which the complete system is delivered, installed and made functional will be taken as the date of delivery.

Payment Terms:

The payment shall be made on installation of micro ATMs on production of installation certificate and satisfactory working for one year duly signed by the Branch Manager/Officer. 90% payment shall be released on receipt of bill and remaining 10% shall be kept/retained back by the bank till expiry of warranty.

Eligibility Criteria

Companies within India, which is eligible to do business in India under relevant Indian Laws as in force at the time of bidding should fulfill the eligibility conditions subject to the condition that vendor should be OEM.

In case of authorized partner, manufacturer's authorization form must be provided. The production unit/factory of the OEM should be ISO 9001:2008 certified.

The bidder should have minimum turnover of Rs.1.00 crore for the last three years. The bidder should have positive network.

The bidder/OEM must have executed at least three orders in different commercial bank/PSU/Financial Institution/Govt. Deptt. In India with minimum 200 installations each.

The bidder should be in position to provide direct on-site support for at least five years and should have support office in the area of jurisdiction of the bank.

The bidder must not be blacklisted by any Govt. PSU or PSB during last three years.

Other Terms and Conditions

1. If bidder is not OEM, then the bidder shall supply manufacture authentication certificate allowing the bidder to participate on its behalf.
2. Any future up gradation or enhancement suggested by UIDAI or any other regulatory authorities/Bank shall be the responsibility of the OEM and separate undertaking shall be provided by the OEM in this regard.
3. The bidder should separately quote prices for micro-ATM.

Format for submission of Technical Specifications

Micro ATM

S. No	Particular	Compliance (Yes/No)	Higher configuration, if any	Remarks
1	Display: Large display IPS/TFT capacitive touch screen, Minimum 5.5" HD+			
2	Micro ATM should be NCMC contactless certified device, It should be capable of Card based Transaction, Aadhar Based Transaction			
3	Should have Tamper detection capability.			
4	Communication: Wifi and 4G or better with downward compatibility to 3G and Bluetooth 4.0 communication			
5	Camera: Inbuilt Integrated camera of at least 5 Mega pixel resolution or Higher with AF			
6	Battery and Power Backup with at least 4 hrs			
7	64-bit Operating system Android 7.1 or higher			
8	High-Speed Thermal Printer , speed 70mm/s			
9	Should support GPS ,AGPS			
10	Should Support USB-Type C, OTG			
11	Security Features like But not limited to ANSI X9.8/ISO9564, ANSI X9.9/ISO08731, Master Key/Session Key, support 3DES,RSA,SHA-25			

1. The micro ATMs comply to IBA, IDRBT, NPCI and UIDAI formulated micro ATM r.5.r standard or its latest revised version, if any.
2. The micro ATM have EMV Chip and PIN and Aadhar (biometric validation) acceptance capability.

Signature

Seal of the company

Format for submission of commercial bid

Micro-ATM

S. No.	Item	Unit Price (Inclusive of all taxes with 5 years comprehensive warranty)	Qty.	Total Price "A"	Total AMC cost for 1 year i.e for 6 th year "B"	Total Price (A+B)

Note: The quantity is tentative and can decrease or increase.

Other consumable items for micro-ATM (Rates applicable for one year)

S.No.	Item	Basic price per unit	GST	Total Price
1.	Paper roll			
2.	Batteries			
3.	Adaptor			
4.	Antenna			

Note: Rates of consumable items shall not be counted towards finalization of the L-1 bidder.

Signature

Seal of the company

