

**WEST BENGAL STATE COOPERATIVE BANK
ON BEHALF OF COOPCBS2010**



**REQUEST FOR PROPOSAL (RFP) FOR
Selection of Vendor**

For

**Supply, Installation and Maintenance of ATM Cash Dispensers (CDs)/Cash
Recycler Machines (CRMs) and Managed Service**

For

WBSCB & Its Member Banks

RFP Ref Id.: HO/MD/681

Disclaimer

The information contained in this RFP document, or any information provided subsequently to the bidder(s) whether verbally or in documentary form by or on behalf of The West Bengal State Co-operative Bank (WBSCB) and its Member Banks (14 (fourteen) District Co-operative Banks/ Central Co-operative Bank) 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 is neither an agreement nor an offer and is only an invitation by WBSCB and its Member Banks to the interested parties for submission of bids. The bidder will be solely responsible for the execution of this project. The purpose of this RFP is to provide the bidder with information to assist in the formulation of their proposals. While effort has been made to include all information and requirements of WBSCB and its Member Banks with respect to the solution requested, this RFP does not claim to include all the information the bidder may require. The bidder should conduct its own investigation and analysis and should check the accuracy, reliability, and completeness of the information in this RFP and wherever necessary obtain independent advice. WBSCB and its Member Banks make 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. WBSCB on behalf of all Member Banks may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.



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1. Introduction

WBSCB and its 14 (fourteen) Member Banks has formed a common platform under name and style as **COOPCBS2010** to implement the project of ATM Installation and maintenance including managed services in collaboration with the vendor cum service providers. The Member Banks means the (District Central Co-operative Banks / Central Co-operative Banks) in West Bengal as mentioned in Section 4.1 Organization Details of this RFP. The banks are deemed to be registered under the Cooperative Societies Act, 2006 and are Cooperative Credit Structure Entities in terms of Section of 134B of the said Act and are “Cooperative Banks” as defined under clause (ccc) of Banking Regulation Act 1949 (AACS) which are licensed banks under the said Act.

In consideration of the mutual covenants and subsequent agreements made under the common platform **COOPCBS2010** by Member Banks, WBSCB as lead bank in the state of West Bengal has formulated this RFP which is only an invitation by WBSCB and its Member Banks to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder with information to assist in the formulation of their proposals.

2. Abbreviations

Sr. No.	Acronym/ Terms Used	Definition
1.	ATM	Automated Teller Machine
2.	CDs	Cash Dispensers
3.	ACs	Air Conditioners
4.	UPS	Uninterruptible Power Supply
5.	FLM	First Line Maintenance
6.	SLM	Second Line Maintenance
7.	EMV	Europay, Mastercard, and Visa
8.	CAPEX	Capital Expenditure
9.	OPEX	Operating Expenditure
10.	PBG	Performance Bank Guarantee
11.	EMD	Earnest Money Deposit
12.	AMC	Annual Maintenance Contract
13.	RBI	Reserve Bank of India
14.	NABARD	National Bank for Agriculture and Rural Development
15.	NPCI	National Payments Corporation of India
16.	NFS	National Financial Switch
17.	SMPS	Switched-Mode Power Supply
18.	BOM	Bill of Materials
19.	EJ/JP	Electronic Journal/Journal Printer
20.	DVSS	Digital Video Surveillance System

21.	CBS	Core Banking Solution
22.	IBA	Indian Banks' Association
23.	SFTP	Secure File Transfer Protocol
24.	CCTV	Closed-Circuit Television
25.	OEM	Original Equipment Manufacturer
26.	CRS/A	Cash Replenishment Service/Agency
27.	CIT	Cash-in-Transit
28.	BCP	Business Continuity Plan
29.	DRP	Disaster Recovery Plan
30.	RMMT	Remote Monitoring and Management Tool
31.	EOD	End of Day
32.	ISO	International Organization for Standardization
33.	GSTIN	Goods and Services Tax Identification Number
34.	PAN	Permanent Account Number
35.	PCA-DSS	Payment Card Industry Data Security Standard
36.	CRM	Cash Recycler Machine

3. Objective

The West Bengal State Co-operative Bank Ltd. and its 14 Member District Central/Central Cooperative banks want to transform its existing ATM Cash Dispenser and Managed Service to leverage their customer service across the state. As part of this initiative, WBSCB along with fourteen (14) Member district central/central cooperative banks proposes to engage a vendor to provide the necessary support for the selection of bidder for Procurement of ATM Cash Dispensers (CDs) / Cash Recycler Machines (CRMs) under CAPEX model and related Managed Service like Site Maintenance, Cash Replenishment Service at ATM offsites as well as optional procurement and maintenance of ATM infrastructure components. The bidder has to interface/integrate with existing ATM Switch Connectivity or the newly selected ATM switch provider during the project tenure. The bidder is expected to make all efforts and commitments to make this project successful within the specified timeline.

3.1 Tender Highlights

PARTICULARS	DEADLINE
Project Name	Supply, Installation and Maintenance of ATM Cash Dispensers (CDs)/Cash Recycler Machines (CRMs) and Managed Service for WBSCB and Member Banks.
RFP Inviting Bank	The West Bengal state Cooperative Bank Ltd. (WBSCB) and 14 other Central/District Central Cooperative Banks under COOPCBS2010 Platform.
RFP Reference No:	HO/MD/681 Dated: 18/06/2025

Availability of RFP document	19-06-2025 To be downloaded from The West Bengal Government eProcurement System Website 'www.wbtenders.gov.in'
Cost of the Tender document (non-refundable) by Online Transfer to account as per the details given in e-tendering portal:	INR 10,000/- + INR 1,800/- (GST) = INR 11,800/-
Last date of submission of the Prebid Query	DAY-25/06/2025 up to 4:00 PM
Date, Time and Venue for Pre-bid Meeting	DAY – 27/06/2025 at 12:00 Noon Online Virtual Meeting
Last date of submission of the Technical and Commercial bid Soft Copy (Online in portal)	DAY-14/07/2025 on or before 4:00 PM
Mode of Submission of RFP	<u>Technical Proposal</u> : To be Submitted in West Bengal Government eProcurement System Website 'www.wbtenders.gov.in' <u>Commercial Proposal</u> : To be Submitted in West Bengal Government eProcurement System Website
Website for Uploading Proposals (Both Technical and Commercial)	www.wbtenders.gov.in
Date of opening of the Technical Bids	DAY – 14/07/2025 – 04:30 PM
Date of Opening of Commercial Bids	To be communicated to technically qualified bidders
Date of Bidder's Presentation	To be communicated to eligible bidders.
Bank email id for RFP related communication	rfp_coopcbcs2010@wbstcb.com
Communication Address	All communications, of Technical and Commercial Proposal Document Should be Addressed to: The Managing Director, The West Bengal State Cooperative Bank, 24A Waterloo Street, Kolkata - 700069

Note: Bidders are required to strictly submit their bids, both technical and eligibility criteria as well as commercial, in electronic form using the e-procurement system at “**www.wbtenders.gov.in**” Bids received after the closing of the bid submission deadline are summarily rejected without sighting any reason.



For online submission technical supporting documents should be submitted electronically by uploading to the website mentioned above on or before the final date & time of bid submission. The above dates are tentative and subject to change without any prior notice or intimation. Bidders should check the website “www.wbtenders.gov.in” under for any changes/addendums to the above schedule and/or any other changes to this RFP. The bank would not be responsible for any delay/lack of update directly to the bidder. Bidders are to confirm with the Bank the time and venue -1- day before any of the above events. Eligibility cum Technical bids will be opened in the presence of the bidder’s representatives in virtual/physical mode who choose to attend the opening of eligibility cum technical bid. No separate communication shall be sent in this regard. Subsequently, the Bank will evaluate the eligibility cum Technical Bids and the bidders shall be suitably intimated about the outcome, after evaluation.

Commercial bids will be opened in the presence of the bidder’s representatives in virtual/physical mode, who are desirous to attend and are found qualified upon evaluation of the eligibility and technical bid by the Banks’ appointed internal committee. However, if it is found that any given date indicated in the Schedule of Dates is a public holiday, or WBSCB is closed on that day for any account, the activity would be shifted to the next working day of the bank.

Bidders are requested to download the RFP from The West Bengal Government eProcurement System Website www.wbtenders.gov.in. Bidder is required to pay the cost of the tender document of Rs. 11,800.00 (Rupees Eleven thousand Eight Hundred only) inclusive of GST along with the Bid as a cost towards this RFP. The cost of the tender document should be paid by means of Online Transfer as per details mentioned in Section 3.1.

This is a one-time non- returnable amount. The Bid not accompanied by the Cost of the Document shall be termed invalid and shall be summarily rejected.

4. Current Project Overview

4.1 Organization Details

Lead/Parent Bank	The West Bengal State Co-operative Bank Ltd.
Member Banks	District Central Co-operative Banks/ Central Co-operative Banks
Current Core Banking Solution	TCS BaNCS@24 - provided by TCS and the application is being managed by C-EDGE
Present ATM Switch & Solution Details	Postilion Switch managed by AGS Transact Technology Limited for WBSCB and 14 DCCBs/CCBs. WBSCB and its DCCBs/CCBs are in the process of migrating their existing ATM switch to the new switching solution provider – C-Edge Technologies Limited. Operating Model: OPEX Model/ASP Model



Name of Member Banks	1. BANKURA DISTRICT CENTRAL COOPERATIVE BANK LTD 2. DAKSHIN DINAJPUR (BALURGHAT) DISTRICT CENTRAL COOPERATIVE BANK LTD 3. DARJEELING DISTRICT CENTRAL COOPERATIVE BANK LTD 4. HOOGHLY DISTRICT CENTRAL COOPERATIVE BANK LTD 5. HOWRAH DISTRICT CENTRAL COOPERATIVE BANK LTD 6. JALPAIGURI CENTRAL COOPERATIVE BANK LTD 7. MALDA DISTRICT CENTRAL COOPERATIVE BANK LTD 8. MUGBERIA CENTRAL COOPERATIVE BANK LTD 9. MURSHIDABAD DISTRICT CENTRAL COOPERATIVE BANK LTD 10. NADIA DISTRICT CENTRAL COOPERATIVE BANK LTD 11. PURULIA CENTRAL COOPERATIVE BANK LTD 12. RAIGANJ CENTRAL COOPERATIVE BANK LTD 13. TAMLUK - GHATAL CENTRAL COOPERATIVE BANK LTD 14. VIDYASAGAR CENTRAL COOPERATIVE BANK LTD
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4.2 Total requirement of WBSCB and its Member Banks as per scope of work

Name of the Bank	CAPEX				
	ATM	Mobile ATM	CRM	AC	UPS & Battery
WEST BENGAL STATE COOPERATIVE BANK	9	2		6	8
BANKURA DISTRICT CENTRAL COOPERATIVE BANK LTD	8	0	2	10	10
DAKSHIN DINAJPUR (BALURGHAT) DISTRICT CENTRAL COOPERATIVE BANK LTD	7	0	0	7	7
DARJEELING DISTRICT CENTRAL COOPERATIVE BANK LTD	11	0	1	0	0
HOOGHLY DISTRICT CENTRAL COOPERATIVE BANK LTD	11	1	0	5	5
HOWRAH DISTRICT CENTRAL COOPERATIVE BANK LTD	2	0	0	2	2
JALPAIGURI CENTRAL COOPERATIVE BANK LTD	2	0	0	2	2
MALDA DISTRICT CENTRAL COOPERATIVE BANK LTD	5	0	0	5	5
MUGBERIA CENTRAL COOPERATIVE BANK LTD	3	2	0	5	5
MURSHIDABAD DISTRICT CENTRAL COOPERATIVE BANK LTD	6	0	0	6	6
NADIA DISTRICT CENTRAL COOPERATIVE BANK LTD	11	0	0	11	11
PURULIA CENTRAL COOPERATIVE BANK LTD	1	0	0	1	1
RAIGANJ CENTRAL COOPERATIVE BANK LTD	19	2	1	0	0
TAMLUK - GHATAL CENTRAL COOPERATIVE BANK LTD	0	0	5	5	5
VIDYASAGAR CENTRAL COOPERATIVE BANK LTD	7	0	4	11	11

Name of the Bank	OPEX			
	CCTV Surveillance	ATM Monitoring Solution	FLM/SLM and Consumables	Cash Replenishment
WEST BENGAL STATE COOPERATIVE BANK	11	11	11	3

BANKURA DISTRICT CENTRAL COOPERATIVE BANK LTD	10	10	10	10
DAKSHIN DINAJPUR (BALURGHAT) DISTRICT CENTRAL COOPERATIVE BANK LTD	7	7	7	0
DARJEELING DISTRICT CENTRAL COOPERATIVE BANK LTD	11	11	11	0
HOOGLY DISTRICT CENTRAL COOPERATIVE BANK LTD	12	12	12	12
HOWRAH DISTRICT CENTRAL COOPERATIVE BANK LTD	2	2	2	2
JALPAIGURI CENTRAL COOPERATIVE BANK LTD	2	2	2	0
MALDA DISTRICT CENTRAL COOPERATIVE BANK LTD	5	5	5	2
MUGBERIA CENTRAL COOPERATIVE BANK LTD	5	5	5	0
MURSHIDABAD DISTRICT CENTRAL COOPERATIVE BANK LTD	6	6	6	6
NADIA DISTRICT CENTRAL COOPERATIVE BANK LTD	11	11	11	11
PURULIA CENTRAL COOPERATIVE BANK LTD	1	1	1	1
RAIGANJ CENTRAL COOPERATIVE BANK LTD	22	22	0	1
TAMLUK - GHATAL CENTRAL COOPERATIVE BANK LTD	5	5	5	0
VIDYASAGAR CENTRAL COOPERATIVE BANK LTD	11	11	11	2

Detail Bank wise ATM Site wise requirement is given in **Annexure XVI**.

5. Scope of Work

In order to achieve the WBSCB & its Member Bank's business objectives in striving to offer innovative products and superior service, WBSCB & its Member Banks intends the bidders to Supply, Install and provide Maintenance of ATM Cash Dispensers (CDs) / Cash Recycler Machines (CRMs) under CAPEX model and related Managed Service like Site Maintenance, Cash Replenishment Service, CCTV Monitoring, ATM Monitoring as well as optional procurement and maintenance of ATM infrastructure components (ACs, UPS& Batteries). The bidder has to interface/integrate with the newly implemented ATM switch provider during the project tenure. Below is the detailed scope of work provided for ATM Cash Dispenser / Cash Recycler Machines, Infrastructure Components and related Managed Services.

1. Procurement of ATM Cash Dispenser (CDs)/Cash Recycler Machines(CRMs):

- I. The total list of requirements of ATM CDs/CRMs of WBSCB and its member banks are provided in

Section 4. Current Project Overview. Successful Bidder shall be required to supply and install ATM CDs/CRMs as per technical specifications provided in **Annexure-I**. Cost for obtaining necessary road permits and other related permits will be the responsibility of Successful Bidder.

- II. The Successful Bidder must ensure that all the ATM CDs/CRMs that are commissioned are brand new of latest model and should function efficiently and if not, should be replaced immediately.
- III. The Successful Bidder has to ensure that any equipment supplied as part of this RFP should not reach end of support or end of life for at least five years postdate of acceptance of such equipment by the Bank. In the event if any equipment supplied by the Successful Bidder, reaches either end of support or end of life as stipulated in this clause, within the period of five (5) years, the Successful Bidder has to immediately replace/upgrade the equipment at no additional cost to the Bank.
- IV. The Successful Bidder is responsible for supply and delivery, transportation, **storage and installation and commissioning of ATM CDs/CRMs** at sites including integration, acceptance testing, documentation, and training of Bank's personnel.
- V. The Successful Bidder will have to supply the ATM CDs/CRMs with all the manuals / guides in electronic form and / or printed booklet(s) as provided by the respective Original Equipment Manufacturers. All the manuals/guides should be in English.
- VI. The Bidder should do the commissioning including grouting of the CDs/CRMs as per infrastructure provided by the Bank for smooth functioning. This will include site requirements such as power supply, network ports, environmental conditions, illumination, earthing, etc. which will be done by the Bank in consultation with the successful bidder.
- VII. The Successful Bidder should ensure the proper verification of earthing voltage within acceptable range before CDs/CRMs installation.
- VIII. CDs/CRMs should have cut-off circuit, Isolator to protect the critical CDs/CRMs electrical and electronic parts, viz., SMPS, Mother Board, hard Disk, Sensors, etc., from sudden spikes in voltage/current from UPS/RAW power.
- IX. Only licensed copies of software and hardware shall be supplied and ported in the ATM CDs/CRMs. The Successful Bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version. The Successful Bidder shall indemnify the Bank to this effect. The Successful Bidder is solely responsible for any legal obligation related to licenses during the entire contract period.
- X. The Successful Bidder must ensure before delivery that operating system (OS) is encrypted and hardened to block the services that are not required. Successful Bidder has to provide comprehensive whitelisting solution to prevent the machine from any cyber- attack, intrusion, virus, worm, malware, Trojan or any other malicious software or similar vulnerability known as on date as well as future emergence. The Successful Bidder shall ensure timely updation of antivirus to safeguard the machine and it's OS from any of these vulnerabilities without any extra cost. The Successful Bidder is to ensure implementation of only essential services by the OS and security to the satisfaction of the Bank's IT team. In case of any deviation / vulnerability, Successful Bidder is to revert back to system hardening, post blocking as specified by Bank at no extra cost to Bank within shortest possible time. CDs/CRMs should be pre-installed with latest licensed Antivirus Solution ported with latest patches. Patches are

to be updated during Preventive Maintenance activities/ auto updation on daily basis. If any loss occurs to the Bank due to not following the above, then the Successful Bidder will be bound to pay the amount of loss incurred by the Bank along with penalty if any levied within (seven) 7 days of such incident happening or bill raised by the Bank, whichever is earlier.

- XI. In the event of Original Software Developer ceasing support to the existing operating system within five (5) years (Three years comprehensive warranty and two years of AMC period), the Successful Bidder shall upgrade and install the latest higher version of operating system and all application software supporting the operating software for satisfactory function of CDs/CRMs on all terminals deployed at no extra cost to Bank. In such cases, the Successful Bidder shall also upgrade hardware required to support the higher version of operating system (if required) at no extra cost to the Bank during the warranty and AMC period.
- XII. The Successful Bidder would be responsible for timely applying / loading of all the software patches into all the individual CDs/CRMs and other hardware, if any, during the Warranty and AMC period. This job has to be done as a part of Warranty and AMC support services, without any extra cost. In future, if any configuration changes are required in the CDs/CRMs, it should be done by the Successful Bidder during warranty and AMC period at no extra cost to the Bank. However, the Bank will intimate the Successful Bidder well in advance for carrying out such configuration changes.
- XIII. The Successful Bidder shall ensure the compatibility of the hardware and peripherals which they supply with the hardware and software systems being used in the Bank for Core Banking Solutions and any future upgradation or migration to other CBS platform/switch vendor without any extra cost to the Bank.
- XIV. The Bank may require starting new products / functionalities / features or any other feature in future on these machines. The Successful Bidder is to provide any patch support (if required for such new functionality/feature) free of cost to the Bank during warranty and AMC period for successful implementation.
- XV. CDs/CRMs should be able to dispense notes in denominations in circulation as and when required (and cassette configuration as per Bank's requirement) at no extra cost to Bank during Warranty and AMC Period.
- XVI. Successful Bidder should update the software to support all new variants of currency notes as well as new denominations, discontinuation of any currency note, if any, issued subsequently without any extra cost to the Bank during the period of warranty and AMC.
- XVII. The CDs/CRMs shall be calibrated and configured to dispense correct denomination of Currency / Bank notes. If there is any loss on account of erroneous calibration, it is the responsibility of the Successful Bidder to indemnify the loss to the Bank during the contract period including warranty and AMC period.
- XVIII. The successful bidder should provide centralized OTC lock management solution like Mas Hamilton / KABA / S&G lock / Securam / equiv. system (OTC) without additional cost to the Bank. Centralize management server will be provided by Bidder. OTC Lock management solution has to be provided separate for each bank. All the banks should be able to use the lock management solution and also with CRA (if service taken). Bank should have some



- XIX. During the warranty period, the Successful Bidder is bound to perform all hardware spares replacements in order to maintain the required uptime, without extra cost to Bank covering all parts and labour from the date of acceptance of the systems by the Bank at the respective locations, i.e., onsite comprehensive warranty. Under Annual Maintenance Contract all parts and labour should be covered for onsite support.
- XX. During the warranty and AMC period, CDs/CRMs deployed shall comply with RBI, NABARD, NPCI, NFS, etc., guidelines as on the effective date of the agreement. If any new guidelines are issued in this regard, the Successful Bidder shall arrange for its software, hardware, etc., compliance / upgradation at mutually agreed cost to Bank. Any penalty imposed by the Regulator on the Bank will be the responsibility and liability of the Successful Bidder and the Bank shall be compensated for the same.
- XXI. The Successful Bidder should also ensure that CDs/CRMs should meet all the security solutions as per RBI guidelines, guidelines of other regulatory bodies, etc., issued from time to time during the contract period without any cost to the Bank irrespective whether it being minor or major modifications. Also, compliance of security guidelines in such cases should be implemented within three months or as per timelines specified by RBI/other regulatory bodies, etc., whichever is earlier.
- XXII. The Successful Bidder should arrange for change of password without any additional cost to the Bank on account of malfunctioning of the same during warranty and AMC period.
- XXIII. The Successful Bidder shall customize and deploy the display screens in CDs/CRMs as and when the Bank makes any modifications in CDs/CRMs without any additional cost during comprehensive warranty and AMC period. The CDs/CRMs screen should be Bilingual in English and Bengali. The CDs/CRMs screen display will be specific for each of the banks. Hence screen display should be modified accordingly with consent from each bank.
- XXIV. Maintenance calls shall be attended by Successful Bidder to identify and resolve the following issues, viz., clearing currency jams, clearing purge bin jams, clearing printer jam and any other activity required to ensure dispensation of cash.
- XXV. During the warranty and AMC period, the Successful Bidder should extend onsite Service Support. The scope of warranty and AMC shall include upgradation, supply, installation and implementation of upgraded versions of software (updates/upgrades), technical guidance, technical consultancy, enablement of features and functionality, problem solving and troubleshooting, providing technical solution, enabling features of the software already provided, providing additional user controlled reports, changes in configuration and settings, promotion of screens, device configuration, enabling parameterized features, future product information, migration, rectification of bugs/defects, if any, preventive maintenance and re-installation of firmware/software, whenever required without any additional cost.
- XXVI. Preventive maintenance activity should be completed every quarter and report should be submitted to the branch officials with a copy to Head Office. Preventive Maintenance includes full and thorough check-up of the machine to identify faults, earthing voltage at the site, vital parts and EJ connection as well as DVSS availability and resolving the same, if any. If Bank desires, the Successful Bidder is required to provide training to officials on preventive maintenance without any cost to the Bank.
- XXVII. Downtime report should be collected from the respective locations (including CBS, switch or any other



mode(s) that the Bank decides upon) duly certified by the Bank's officials. In case of any dispute in downtime, it should be resolved amicably/mutually. However, the Successful Bidder shall submit the necessary proof that the failures are not on account of hardware and software of the CDs/CRMs and its related equipment.

- XXVIII. The Successful Bidder will ensure that Electronic Journal (EJ) pulling services are not disrupted. Any liability to the Bank arising out of disputes in case of non-availability of EJ due to disconnection shall be recovered from the Successful Bidder. 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. Charges for installing EJ agent software, wherever required, will be borne by the Successful Bidder. It may be required to store EJs in encrypted format, if required by the Bank. Successful Bidder has to ensure that EJ disconnection cases should be rectified immediately once it is brought to the Successful Bidder's notice. EJ should be as per the guidelines of NPCI/RBI/IBA/any statutory body. The EJ should be customizable as and when required by the Bank without any additional cost to the bank unless if there is some major change.
- XXIX. The successful bidder should have facility to extract the EJ of all the transactions in each of the CDs/CRMs pushed to individual Bank's SFTP Server/ Cloud Solution without any additional cost to bank. CDs/CRMs wise EJs should be pulled and pushed to designated Bank's SFTP Server/ Cloud Solution on daily basis. Bidder to provide SFTP Server/Cloud solution Bank wise and should be bundled with ATM CD/CRM price. Each bank should get a User login (In case of cloud) / Folder access (In case of SFTP) to get to see daily CDs/CRMs wise EJs.
- XXX. The successful bidder should have their own terminal monitoring software agent for retrieval and pulling of EJ files, images and other file-based content residing on ATMs, and remote deployment of ATM screens and software patches, remote detection of events exceeding threshold, CDs/CRMs cash forecasting and Potential cash out warning for CDs/CRMs.
- XXXI. CDs/CRMs should have pilfer-proof camera able to capture the images of the user / customer at the time of dispensing the cash that shall also capture images at the cash slot cameras evidencing dispensation of cash besides images of the user. There should be a minimum of two pilfer-proof cameras inside the CDs/CRMs to capture the customer images hand movements while withdrawing cash from the cash slot. The system should be able to store the images in a digital format for a minimum of six months at an average of three hundred (300) transactions per day on first in first out basis. The time print of the DVR of transaction should exactly tally with transaction time printed in EJ. The Successful Bidder has to supervise that Digital Video Surveillance Systems (DVSS) images which are getting recorded in CDs/CRMs. The back-up should be taken by the Successful Bidder, at quarterly intervals or earlier (as per requirement of the Bank) and supervised by the Bank. The images will be stored on one of the two Hard Disks present in the machine.
- XXXII. CDs/CRMs should be designed such that it is protected from ants, pests, rats, rodents, snakes, etc., infiltrating into the machine. The Successful Bidder has to arrange for replacement of the damaged part / replacement of machine as the case may be during the life of CDs/CRMs in case of any loss due to ants, pests, rats, rodents, snakes, etc.

- XXXIII. The ATM should be capable of working without an air-conditioned environment.
- XXXIV. The Successful Bidder is to ensure that customer data is saved in the machine as per the format/controls specified by regulator/Banks.
- XXXV. The Successful Bidder may have to conduct UAT and Certification of CDs/CRMs with NPCI, VISA, MASTER, etc., and / or any other network with the Bank's existing setup within thirty (30) days from the date of intimation from the Bank.
- XXXVI. During the contract period, the Successful Bidder has to pass on the benefit of discount / reduction in prices/ Government duties, if any, to the Bank voluntarily. In case of failure, the Bank reserves the right to terminate the rate contract with immediate effect.
- XXXVII. The Bank reserves the right to shift the CDs/CRMs to a suitable location depending upon the need. The Successful Bidder will arrange to shift the CDs/CRMs, install, and commission the same. In such cases, the Bank will bear de grouting, re grouting, transportation of CDs/CRMs and transit insurance costs in respect of shifting during the contract period with other costs to be borne by the Successful Bidder. However, service charges, if any, may be paid by the Bank at mutually agreed rates.
- XXXVIII. Items mentioned in **NON TCO List** in Commercial Bill of Material **Annexure-VI** are optional items. The Banks reserves the right to purchase those items from the Successful Bidder as per business requirement after negotiation of cost.
- XXXIX. The bidders are requested to submit the details of parts which are not covered during the AMC period.
- XL. The rate quoted for Non TCO items should be valid for warranty period as well as AMC period. Bidder has to quote rate for each optional item and to add any additional item available. Failure in quoting rate for optional item may cause rejection of the bid.
- XLI. The method of booking complaints shall be email, toll free number, online web portal, through onsite support personnel, etc., or any other mode as the Banks may decide. The complaint should be accepted by Successful Bidder based on branch code/Terminal ID/branch name or location and it should be possible to lodge bulk complaints from administrative units also.

2. ATM Monitoring Solution:

The Bidder should provide GUI/Web based monitoring tools for new CDs/CRMs as well as if new ATMs/CDs are procured later stage. The monitoring tool should have features to trace the transaction, monitoring performance of application and troubleshooting, a distributed view for logical group of CDs/CRMs for conducting all system set-up and maintenance and network monitoring and control activities. The monitoring tool application should be made available with separate instances for WBSCB and its Member Banks. Detailed scope is provided in **Annexure-I** of the RFP.

The solution should provide an online monitoring tool for the complete setup which should provide the following functionalities –

- I. Should be GUI-based with a dashboard facility (configurable to the user's need) at multiple locations.
- II. Provide online status of CDs/CRMs, devices, interchanges, host etc. connected to switch. Should also indicate the reason in case of down/ problem in CDs/CRMs.
- III. Should provide online transactions surveillance giving information/ analysis on TPS, transaction wise, interchange wise, type of transactions wise, successful/ decline ratio, reason for declining of

- transaction, abnormal transaction behavior on particular device etc.
- IV. Hardware performance monitoring like CPU, memory, Disk I/O, other performance parameters etc.
- V. Should provide facility for defining the thresholds for different parameters.
- VI. Should be able to provide intelligent MIS for a desired duration on all above parameters including ATM up/ downtime.
- VII. Cash position monitoring.
- VIII. Should be able to remotely troubleshoot and power off/on of the CDs/CRMs, UPS, AC.
- IX. Any other complete solution related monitoring parameter not mentioned above.

3. Procurement of ATM Infrastructure Components:

The Bidder is required to supply, implement, configure, manage & maintain the new infrastructure components as per the Bill of Material.

The vendor is required to supply new hardware for the proposed CDs/CRMs Sites of WBSCB and member banks and install, configure, manage & maintain the same for the entire contract period.

- **UPS Including Batteries (To be procured as CAPEX):** The Bidder shall provide new UPSs during the tenure of the project as per specification mentioned in **Annexure-I** with **3 years comprehensive warranty including batteries and 2 years AMC support including batteries**. All new UPSs should have comprehensive five years maintenance and support including Batteries and any type of spares replacement (based on requirement). The banks reserve the right to not purchase the UPS with AMC if it finds lower price in the market. The quotation from Bidder is to take a price point and shall remain optional for all the banks.
- **AC Including Stabilizer (To be procured as CAPEX):** The bidder shall provide new ACs during the tenure of the project as per specifications mentioned in **Annexure-I** with **3 years warranty and 2 years AMC support services**. The banks reserve the right to not purchase the AC with AMC if it finds lower price in the market. The quotation from Bidder is to take a price point and shall remain optional for all the banks.
- **CCTV Surveillance System (To be procured as OPEX):** The bidder should provide all the necessary items as per specifications mentioned in **Annexure-I** for centralized monitoring system such as camera, NVR, desktop, monitoring screen, application etc. in a monthly rental model to all the banks. The bidder should provide web-based solution for monitoring the CCTV footage of all CDs/CRMs. The centralised surveillance need to be provided for all the fourteen banks. CCTV Footage to be stored for at least 180 days and should be accessible to individual banks for extraction at any point of time.

4. First Line Maintenance (FLM), Second Line maintenance (SLM) including Consumables:

FLM and House Keeping Service shall include the following:

- I. Clearing of paper, card & envelope jams and clearing journal/receipt paper jams, clearing of currency jams.
- II. CDs/CRMs lobby and the surroundings are cleaned at least twice a day.
- III. CDs/CRMs Lobby is mopped up at least twice a day.
- IV. Glass Doors and the front panels are cleaned daily.
- V. Basket/Bins used for collecting wastepaper are emptied daily.
- VI. Writing desk/platform used by the customer are cleaned daily.
- VII. No unwanted materials, like cleaning Materials etc., are kept/ stored inside the lobby.
- VIII. Ensure that closing mechanism of rolling shutters and main glass door is properly working and suitable action initiated wherever necessary.
- IX. Glow sign / Display board is cleaned at least once in 15 days.
- X. Proper working of lighting arrangements in the CDs/CRMs lobby and Glow sign board is to be monitored and non-functioning if any, to be reported to Bank.
- XI. Ensure proper working of Air conditioners with timer switching, for alternative functioning of A/Cs at preset intervals and suitable action initiated wherever necessary.
- XII. Ensure proper working of UPS systems and suitable action initiated wherever necessary including replacement of batteries, if required.
- XIII. Maintain a log of the activity undertaken with date and time.
- XIV. Any repair/rework of the CDs/CRMs Site interiors, not covered in the scope, are to be brought to the notice of the Bank in writing for rectification.
- XV. Submit the feedback-form duly signed by the Branch head, grading quality of the services in categories like Excellent/Good/Satisfactory/Not Satisfactory.
- XVI. The bidder has to make arrangements to keep the shutter down during the scheduled time as required by Police, local authorities or bank, for which no additional cost shall be payable.
- XVII. Attending faults / Problems at site including site problems such as lighting facility or environmental conditions including checking of air conditioners for its working and thermostat settings.
- XVIII. Clean the Receipt Printer, Journal Printer and the Card reader at regular intervals.
- XIX. Verify satisfactory functioning of Video Surveillance Camera/E-surveillance System by checking the live recording at least once in two days.
- XX. Maintain a log of the activity undertaken with date and time.
- XXI. Manage the shutter Opening and closing as per Banks defined timing, as many CDs/CRMs sites will not be Operational 24*7 without any cost to Bank.
- XXII. Visit for cleaning CDs/CRMs site and shutter Opening/closing are mutually exclusive activity.
- XXIII. Pest control by using rodent material should be done at site once in a month and report for the same should be shared with Bank's Team.



- XXIV. To keep a check on the health of the equipment/sensors/cameras and if required, necessary steps to be taken to ensure that the same is replaced/repared/rectified within a maximum period of 24 hours from the time of fault occurrence.
- XXV. Two stickers elegantly (shall be approved by the Bank) to the effect that the site is under electronic surveillance shall be displayed on the front door of the CDs/CRMs site and inside the lobby (Creative details will be provided by the Bank).
- XXVI. To submit the report as per the mutually agreed formats and procedure of reporting.
- XXVII. Any other related work, which may be included in the agreement after mutual discussion and appreciation of the inherent issues.

SLM shall include the following:

- I. The Bidder or its authorized business partner to provide on 24/7 support with necessary tools / systems / knowledge base to help field staff for quick resolution for 99.5% uptime of the CD monthly basis. The Software and Hardware maintenance and support should be taken from the OEM or its authorized service partner.
- II. The Bidder should provide Maintenance Services during the period of contract for all equipment including CDs/CRMs, UPS, AC, other rental peripherals which are procured from the Bidder as per scope of the RFP at no extra cost to the Bank.
- III. The Bidder or its authorized business partner should have sufficient service centers / locations which are used for storing critical spare parts. Replacement of spare parts whenever required so as to ensure availability.
- IV. Preventive Maintenance should be conducted once in a quarter to ensure that the CDs/CRMs is maintained in good operating condition and the report should be submitted to the individual banks concerned. Preventive Maintenance may be scheduled at a time convenient to the concerned Bank i.e. it should not affect the customer service. Consolidated report of ATM-ID wise preventive maintenance must be provided to all the banks within 2 weeks of end of respective quarter.

Consumable Management and Replenishment shall include the following:

- I. The Bidder shall be responsible for replenishment of consumables. Consumables include receipt paper, Journal Paper, Printer Ribbons. Bidder will replenish consumables essential to ensure uninterrupted CDs/CRMs Operation as necessary.
- II. Consumables (Journal paper) shall be used to print the matter related to transactions only.
- III. Consumables will be supplied without limitation on quantity.
- IV. Stationery, other than specified herein, if required to be procured in future, shall be contracted at mutually agreed terms.
- V. Bidder to ensure that consumables mentioned below are as per the respective CDs/CRMs bidders specifications and are not dried out or consumable level does not go below the Minimum level set for the

Device.

- a. Receipt printer paper (thermal/non-thermal) with the Banks Name/logo printed in the front and prescribed message printed at the Back
- b. Journal printer paper with a retention period of a minimum Seven Years.
- c. Ribbon/ink cartridge for Receipt Printer
- d. Ribbon/Ink cartridge for Journal Printer
- e. Depository Envelopes as per the design provided by the Bank, in case of need.
- f. Maintain a log of the above activity undertaken with date and time.

5. Cash Replenishment at specific ATM CDs/CRMs (Optional Service)

- I. Cash Replenishment Services / Cash Evacuation Services with lockable cassettes swap method (mandatory ab-initio) for all machines, usage of OTC (One time Combination) in vault locks of machines ab-initio. Bidders to arrange and maintain (including replacement of faulty ones) for all set(s) of lockable cassettes + reject / retract / counterfeit bins, as and when required, during the entire contract period and extensions thereof.
- II. The bidder shall replenish cash through Cassette Swap Method in terms of
- III. RBI's letter No. RBI/2017-18/DCM (Plg.) No. 3641/10.25.007/ 2017-18 dated April 12, 2018 on Cassette Swap in ATMs. Bidder should abide by statutory guidelines.
- IV. The bidder shall arrange the cassettes at its own cost for replenishment and evacuation of cash under cassette swap method. Further, bidder shall replenish/evacuate the cassettes at its own premises and at its own risk and responsibility. The bank shall not be liable for any loss arising in this regard.
- V. ATM EOD must be done on daily basis irrespective of the cash loading of the ATM. The bidder should furnish the details of the replenishments made during the month along with the bills for payment.
- VI. C3R Report along with Switch and Machine Counter must be submitted on T+1 basis to Bank Nodal branches and Central Recon Team by 1:00 PM daily.
- VII. Cash Replenishment Services shall be provided whenever required; such Services are known as "Scheduled Replenishment Services." Bidder /CRA shall respond to unscheduled service requests also. (Replenishment on Sundays and Holidays may also be required in emergency or Cash out situations. It is to be done at no extra cost to the Bank). Based on the predict model, cash will be provided on daily basis.
- VIII. Cash Replenishment Services (CRS) can be outsourced to accredited/reputed agencies (CRA). The bidder shall be responsible for Service Level Agreement (SLA) for CRS outsourced. The replenishment process, inter alia, includes receiving cash from a designated center/branch of the Bank, making ADMIN transactions at ATMs, performing End of Day (EOD) and furnishing detailed MIS as required by the Bank.
- IX. The Bidder shall be responsible for reconciliation of cash and resolution of all complaints related to ADMIN transactions at the ATM and Vault end. In this regard, bidder shall adhere to the instructions issued by the Bank from time to time in the interest of the Bank, latest instructions



- issued by RBI vide its letter No. RBI/2018- 19/183 DCM(Plg) No. 2746/10.25.07/2018-19 dated May 14, 2019 and MHA Guidelines for CRAs dated 8th Aug 2018. The bidder shall submit reconciliation certificate twice a month i.e. as on 15th of the month by 18th of the month and after as on 30th /31st by 3rd of the next month.
- X. Vault Loss liability for the bidder shall be the total amount given by the Bank to the bidder or to the CIT agencies engaged by them less the amount actually replenished out of that total amount plus the amount actually evacuated, if any.
- XI. Transit Loss liability for the bidder shall be the total amount given by the Bank to the bidder or to the CIT agencies engaged by them.
- XII. Bank and Bidder have agreed that Bidder shall provide Cash Replenishment / Cash evacuation Services, or through “cash in transit” subcontractors (the “CIT”) as per Bank / RBI / MHA / GoI or any other statutory bodies’ Guidelines, subject to written approval from bank for such subcontracting. The Bidder shall provide Cash replenishment / Cash evacuation services at every off-site ATM allocated to the bidder. Bank expressly acknowledges that:
- a. Bidder shall subcontract the responsibility for the Cash Replenishment / Cash Evacuation Services to the CIT agency, subject to written approval from Bank for such subcontracting and submission of SLA with Subcontracted agency(ies);
 - b. Bidder has identified & verified the CIT agency(ies) as per the extant Guidelines and submitted the necessary documents to the Bank.
- XIII. Bidder shall manage and report all cash placements, store spare currency for Scheduled and Unscheduled Replenishments, in the manner, frequency and amounts mutually agreed with Bank.
- XIV. Bank shall provide the required sorted cash of ATM-fit notes to the CIT. Cash indents shall be submitted at cash link branches adequately in advance. Cash is to be issued by Bank from one or more designated branch in each city identified for this purpose. In case of emergency, Bank may direct CRA to collect cash from any other Branch / any other Private or Public Sector Bank / RBI Offices in the city. Bidder shall submit to Bank’s designated branch a list of CIT’s authorized signatories to sign withdrawal slip; and CIT’s authorized operation staff.
- XV. Bidder shall submit Board approved Business Continuity Plan (BCP) / Disaster Recovery Plan (DRP) initially and as and when required by the Bank, for Cash Replenishment / Evacuation services acceptable to the Bank. vi. Depending upon geography / routes / number of ATMs linked to a particular branch, Bidder shall transport the cash meant for the specific member bank in a dedicated carrier van.
- XVI. Bidder shall ensure that CIT / CRA replenish / evacuate the cash at the ATMs on the “T” day as per vaulting / non-vaulting guidelines mentioned in this tender document.
- XVII. Bidder/CIT shall allow Bank, its authorized representatives, RBI and other regulatory & statutory bodies to conduct vault audits at location where currency vaulting services is provided. Audits shall be conducted by Bank at its own cost during normal business hours. Bank representatives shall carry a letter authorizing them to conduct such audits along with their identity cards, any Bank official without the said authority letter and identity cards shall not be allowed by CIT to conduct audits.



- XVIII. The CRA / CIT of the Bidder shall conduct EOD activity on ATM on daily basis and submit necessary reports. At the time of daily end of day activity, CIT shall retrieve and account for mutilated cash from the divert cassette; replenish receipt tapes, ribbons and print cartridges, if required.
- XIX. At the time of daily end of day activity CIT shall reconcile physical cash in the ATM, ATM cassettes and in the purge bin (reject bin) etc. with the ADMIN balance (end cash shown denomination wise in ADMIN slip) and BGL account respective ATM. The CIT shall not zeroize the counter. Balancing receipts shall be returned to Bank next day. The CRA / CIT shall perform ADMIN activities at ATM as directed by the Bank.
- XX. Cash Replenishment Services through Cassette Swap Method ab-initio: Detailed process of Cassette Swap Method shall be shared with Successful bidder later on.
- XXI. Cassette swap Method is mandatory ab-initio to be followed by the bidder. Bidder to replenish/evacuate cash through Cassette Swap Method in terms of RBI's notification No.RBI/2017-18/162DCM(Plg.), No. 3641/10.25.007/2017-18 dated 12th April 2018, RBI/2021-22/71 DCM (Plg.) No. S39/10.25.007/2021-22 dated 12th July 2021 and RBI/202122/190 DCM (Plg.) No. S 1117/10.25.007/2021-22 dated 31st March 2022., on Cassette in ATMs. In case of noncompliance of specifications of lockable cassettes as per RBI notifications, penalty as stipulated by RBI from time to time and as decided by the Bank will be imposed on the erring bidder.
- XXII. Bidder at its own cost, should arrange for additional set of lockable cassettes and lockable reject / retract / counterfeit bins for implementation of Cassette Swap Method (mandatory ab-initio) including replacement of faulty lockable cassettes, of cash replenishment / evacuation in each ATM during the contract period and extension thereof. Further, bidder shall replenish/evacuate the cassettes at its own premises and at its own risk and responsibility. The bank will not be liable for any loss arising in this regard.
- XXIII. The non-working / worn-out cassettes shall be replaced with new ones by the bidder as and when required, without any cost to the bank.
- XXIV. The penalty instructions vide RBI notification no RBI/2021-22/84 DCM (RMMT) No. S153/11.01.01/2021-22 August 10, 2021 for Cash out ATMs will be implemented for banks/ White Label ATM Operators (WLAOs) to avoid cash out. Any non-compliance in this regard shall attract monetary penalty as stipulated in the "Scheme of Penalty for non-replenishment of ATMs".
- XXV. Bank will undertake periodic verification of the cash held on its behalf by the CRA. The bidder shall ensure that cash verification by Bank's officials, authorized agents is allowed by the concerned CRA.
- XXVI. The CRS agency shall take adequate insurance policy with Bank Clause for the value of entire cash throughout the Cash Replenishment Services Cycle for all sorts of risks including fidelity clause arising from acts of omission / commission / dishonesty of its employees and / or its authorized agents. The loss-payee endorsement of such insurance policies shall be in favor of the Bank and it shall be ensured that the amount of claim, if any, shall be paid by the insurance companies directly to the Bank. Copy of the Insurance policy should be submitted to the Bank. The CRS agency shall pay the premium for obtaining insurance cover. Insurance policy should be in force throughout the contract period including extensions If any.
- XXVII. Any shortage or loss of cash, whatsoever and for whatever reason shall be made good to the Bank



immediately without waiting for admissibility or settlement of the insurance claim. Any amount of such insurance claims received by the Bank shall be remitted to the CRS agency by the Bank after adjustment of outstanding dues if any. The CRS agency should ensure correctness and genuineness of the cash and shall take the ATM fit currency notes to its possession. Once the note packets are taken out of Bank's premises the bidder would be held responsible for shortage and fake currency if any, noticed subsequently.

XXVIII. Insurance (in case of offsite ATMs)

- a. The Bidder should ensure that the entire cash of the Bank handled by it in the vault/in transit/in ATM is adequately insured with the bank as beneficiary.
- b. Insurance value should be as per the actual value of cash being handled at each Vault location and or in Transit or in ATM.
- c. The Bidder should submit a copy of Cash insurance cover to the Bank.
- d. In case of any cash Loss, the Bidder should reimburse the loss amount to the Bank immediately, without waiting for settlement of Insurance claim.

XXIX. In case where the bidder has not taken insurance, the Bank will fix a reasonable amount of bank guarantee to be submitted by the Bidder after taking into account the total amount of cash involved, transit insurance, vaulting arrangements, and other risk-mitigating factors including number of ATMs to be serviced.

XXX. If available, bidder shall provide the portal access for real time update/report of cash management activity like Admin Activity, Cash loading, Cash Offloading and EOD reports without any cost to the Bank.

XXXI. Bank at its discretion may withdraw the cash services defined in the contract from the bidders and go for self-loading during the currency of the contract, in view of the business requirements. All costs related to such takeover / migration shall be borne by the bidder in such eventualities.

XXXII. As mentioned in Procurement of ATM Cash Dispenser(CDs)/Cash Recycler Machines(CRMs) Point No XVIII, the Bidder provided OTC Lock solution will be extended to the CRA. CRA shall use the Bidder provided OTC Solution for (a)activate OTC lock to route mode during Initial Currency Load (b) acquire, implement and operate the one-time combination dispatch software in route mode (c) make its records available as necessary to investigate any operational issue or loss.

XXXIII. The bidder/CRA shall start cash replenishment service only after successful activation of Mas Hamilton / KABA / S&G lock / Securam / equiv. system (OTC) in route mode.

XXXIV. The CRA shall have necessary infrastructure and software required to generate and communicate one-time password to its joint custodians at site. CRA shall mandatorily use OTC system for cash related activity at all sites.

XXXV. If during the Contract period and extensions thereof, an ATM is frequently becoming out of order for technical reasons for more than three times in a month and for two consecutive months, the Bank may ask the bidder to replace the same with another new ATM of same model & make with exactly same technical specifications at no extra cost to the Bank. The selected bidder should update / supply / install necessary changes in ATM, if any, due to regulatory compliance, the same should be available at no additional cost to the Bank irrespective whether it being minor or major

modifications.

6. Delivery And Installation of CDs/CRMs

- I. The Successful Bidder shall deliver the machines within Eight (8) weeks from the date of the Purchase Order or within the period as specified in the Purchase Order and operationalize it within four (4) weeks of delivery failing which the Bank reserves its right to levy penalty and / or liquidated damages. Purchase order will be released by individual banks and hence coordination for procurement and delivery of machines should be facilitated with individual banks.
- II. If however, the delay is caused by any action pending from the Bank end, the corresponding period will not be considered in calculation of delay period.
- III. Pre-shipment Quality Inspection certificates for all equipment are to be submitted along with the invoices to the Bank.
- IV. The Banks reserves the right to request diversion of machines from one site to another which are yet to be dispatched except for diversions from non-entry / road permit state sites to states that require entry / road permit. If any such machines are yet to be shipped, the Successful Bidder shall bear the entire expenditure incidental to such diversion.
- V. Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In case materials are delivered with damage, date of delivery shall be treated as date of replacement of damaged material with new one.
- VI. The installation of machine will be deemed to complete when all the Hardware/Software/products specified in **Annexure-XV** have been supplied, implemented and made operational as per the specifications and satisfactory acceptance given by the Bank. The Successful Bidder has to resolve any hardware, system software and related problems during installation and operationalization of the machine before the final sign-off/verification.
- VII. The CDs/CRMs are considered accepted (Commissioned and Operationalized) after signing the Acceptance Certificate - **Annexure-XV** jointly by the representative from the individual Bank and engineer from the Successful Bidder. The component level checking for individual item may be included during the acceptance test.
- VIII. For each site, the Successful Bidder is expected to provide a minimum of one set of media and documentation for equipment including software license certificate.
- IX. Successful Bidder will also supply the software in CDs/CRMs to support central distribution from remote Centralized location through standard interface. Successful Bidder will provide licenses/rights in favor of the individual Bank to use all the software supplied in this regard.

7. Warranty of ATM CDs/CRMs

- I. The Successful Bidder shall provide comprehensive warranty for all the ATM CDs/CRMs. The period of warranty will be three (3) years from the date of installation and signoff from Bank.



- II. The Successful Bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories, etc., covered by the offer. The Successful Bidder must warrant all equipment, accessories, spare parts, etc., against any manufacturing defects during the warranty period.

8. Annual Maintenance Contract (AMC) of CDs/CRMs:

- I. The Bidders shall quote AMC Charges for CDs/CRMs for a period of two (2) years after the initial comprehensive onsite warranty period of three (3) years. In this regard, the Bank reserves the right to decide whether or not to enter into AMC with the Successful Bidder, for the post warranty period.
- II. During the AMC period, the Bank will pay AMC charges for CDs/CRMs only and payment will be made by Head Office of the individual Bank on quarterly basis subject to satisfactory services rendered by the Successful Bidder. The Bank shall not pay any separate AMC charges on any software supplied and installed to meet the requirements of this tender.
- III. The Successful Bidder will not outsource the maintenance work, assigned by the Bank, to any third party and will arrange attending of all complaints registered by the Bank through its own service / support infrastructure only.
- IV. The Bank reserves the right to terminate the AMC by issuing one month's notice to the Successful Bidder if the services rendered by the Successful Bidder are found unsatisfactory. In such case, the Successful Bidder will refund the proportionate amount of AMC charges for the rest of the period of the AMC, if any.

9. Uptime And Downtime

- I. Successful Bidder has to guarantee minimum uptime of 99.5% on monthly basis during service period. For calculation of uptime, the Bank will consider business hours 24 hrs x 7 day x 365 basis, i.e., 24 hours in a day, 7 days in a week and 365 days (366 days in case of a leap year) in a year. For this purpose, total elapsed time between receiving the breakdown message (over telephone or otherwise) and making the system functional or providing standby machine, will be treated as downtime. The maximum response time for maintenance complaint from the site of installation shall not exceed four (4) hours excluding travelling time by the fastest mode available. However, the admissible travelling time should in no case exceed twenty (20) hours.

Uptime percentage will be calculated as:

$$(\text{Total hours in a month} - \text{Downtime hours in a month}) \times 100 / (\text{Total hours in a month})$$

For example, if the month has 30 days, i.e., 720 hours and downtime in that month is 50 hours, then uptime percentage = 93.05%

Fall in monthly uptime percentage = 6.95%



(Uptime / Downtime will be rounded off to the next two decimal points).

10. Penalty:

- I. **Due to Late Delivery of CDs/CRMs:** The CDs/CRMs is to be delivered within stipulated time as specified in the Purchase Order, otherwise: -

- Penalty at the rate of 1% of invoice amount per week of order amount of undelivered items, with a maximum of 10%, will be charged for late delivery. Penalty will be calculated by each bank separately. Penalty deduction will deducted by each bank separately as per the Purchase Order issued by that bank.

The Bank reserves the right to cancel the order in case complete delivery/services are not made within the stipulated time.

- If the Successful Bidder is not able to provide 90% of machines ordered within the stipulated period as specified in the Purchase Order, then Bank at its discretion may transfer the orders to other Bidder (either L2 or L3) or may cancel the remaining order applicable to the Successful Bidder under contract period and invoke the Performance Bank Guarantee.
- The penalty will be recovered on demand by the Bank or from any payment due to the Successful Bidder under this contract with the Bank or AMC payment due whenever AMC commences.
- Delivery to be completed within 8 weeks from the receipt of the P.O. Penalty shall be imposed to an extent of 1% of invoice amount per week of order amount of undelivered items Subject to max 10%. However the delivery period shall no way exceed 90days failing which Bank may terminate the contract.

- II. **Due to delay in installation of CDs/CRMs:** Successful Bidder shall be responsible for installation at the specified Bank's site as given in Purchase Order within the period specified therein from the date of delivery. Penalty will be charged @1% of invoice amount per week of delay in installation, subject to maximum 10%, which may be in addition to the late delivery penalty. The penalty will be recovered on demand by the Bank or from any payment due to the Successful Bidder under this contract with the Bank or AMC payment due whenever AMC commences.

- III. **Penalty for downtime:** It will be calculated on Monthly basis. The Bank will charge penalty in case of not meeting the uptime requirements as under:
- During the warranty period, for every fall of 0.50% uptime, charges will be deducted @0.50% of the procurement value of the machine subject to maximum 10% for a month. Such deduction shall be applicable on AMC amount of machine, whenever starts. If the Bidder is not able to maintain the required uptime for three consecutive months for all the machines supplied under this RFP, the Bank may, at its discretion, transfer the orders to other Bidders (either L2 or L3) or may cancel the remaining orders applicable to the Bidder under contract period and invoke the Performance Bank Guarantee.
 - In case of AMC, charges will be deducted @ 1% of the AMC amount subject to a maximum of 10% of AMC amount of the CDs/CRMs for the Half Year.

- IV. **Penalty for non-generation/faulty generation of JP/EJ:** If any penalty, fine, etc., is charged on the Bank due to non-generation/faulty generation of JP Roll/EJ, the amount is to be recovered from the Successful Bidder on demand or from any payment due to the Successful Bidder. If the EJ agent is found to be disabled / disconnected, the Successful Bidder shall restore it at no extra cost to Bank. If the Successful Bidder is not able to rectify/resolve the disabled or disconnected sites for EJ pulling, a daily penalty of Rs.500/- per incident per machine will be charged if the fault is pending beyond three days with Successful Bidder. Any loss/penalties suffered by the Bank due to disconnection of EJ will be recovered from the Successful Bidder.
- V. **Spare Parts/Service-Related Replacement/Issues:** For spare parts / accessories/service impacting the operation of CDs/CRMs or the ATM infrastructure components procured from Bidder, the response and resolution time will be twenty-four (24) hours and for all other items which do not impact the operations of the sites, two working days. Penalties will be levied @ Rs.1000/- per incident per day, subject to a maximum of 15% of procurement amount per infrastructure component/CDs/CRMs during warranty and maximum 10% of the AMC amount, of the particular component/machine during AMC period. The penalties will be recovered on demand by the Bank or from any payment due to the Successful Bidder under this contract with the Bank or AMC payment due whenever AMC commences.
- VI. **Not Acceptance/ Non-Execution of Order:** In case the Bidder refuses to accept / execute the order, the Bank at its discretion may procure the same from the respective OEM as per terms and conditions and rate accepted by OEM. The Successful Bidder has to bear the difference in cost of the items/products and the Bank will have the right to recover the difference/ penalty amount from the Performance Bank Guarantee as well as any amount payable to the Successful Bidder.
- VII. **Penalty for not maintaining proper FLM/SLM service:** The non-maintenance of cleanliness at ATM room (CDs/CRMs sites) and Site upkeep related issues system, will be taken up with the Bidder by the Bank by e- mail or any other. Despite bringing it to the notice of the Bidder if the general maintenance of the site remains poor and there is no improvement after two such occasions despite bringing it to the notice of the vendor in writing, per day penalty of Rs. 500/- per ATM room (CDs/CRMs) for non-maintenance of the site will be charged.
- VIII. **Penalty for not maintaining operational CCTV Surveillance:** Centralized Surveillance system should be operational 24*7. A monthly report related to the connectivity/functioning/Sensors of Centralized Surveillance system has to be provided to the Banks. Any uptime of Centralized Surveillance uptime less than 98% for each ATM site (CDs/CRMs) monthly as reported or observed by Bank will attract penalty of Rs.500/-. Bidder shall be charged penalty @ Rs.500/ per day (from 3rd day) for not providing CCTV footage within 2 days (from the date of request by the bank for providing specific ATM sites (CDs/CRMs) CCTV camera footages) or actual compensation paid to the customer/s/regulators, whichever is higher. Apart from penalty, Bidder will have to reimburse the bank for loss incurred due to non-availability of surveillance.
- IX. **Penalty for Non-Satisfactory Consumables delivery and service:** Consumables are required to be replenished well before it gets over. Penalty: Rs.1000/- per incident shall be levied if consumable are not made available within four hour from the time information available in Online Monitoring Solution or complaint lodged by Bank official in this regard. If the incidents are recurring then penalty shall be

charged at increase rate of Rs.2000/- per incident, for all consumables shall be recovered from the Bidder.

- X. **Penalty for cash outs:** The Bidder shall be charged penalty for Cash outs for the ATMs for which Cash replenishment Service has been taken due to the fault of the CRA agency after reporting to the concerned spoc of the CRA agency via email/phone as below.

Cash Out Penalty	Hours
Rs. 5000	4 hours to less than 8 hours
Rs. 8000	8 Hours to less than 24 Hours
Rs. 15000	24 Hours and above

6. Instruction to the Bidder

6.1 Eligibility Criteria

Sr. No.	Eligibility Criteria	Supporting Documents
1.	The Bidder must be a Government Organization / PSU / PSE or a Public / Private Limited incorporated in India.	Certificate of Incorporation and other Documentary evidence to be attached.
2.	The manufacturing unit of the OEM for ATM cash dispenser and Cash Recycler should be ISO 9001: 2015 (or higher) & ISO 27001: 2013 (or higher) certified	OEM of ATM Cash dispenser and Cash Recycler should provide the certificate.
3.	The Bidder must have experience in supply, installation and maintenance of 500 numbers of ATM Cash Dispensers in Scheduled Banks / Commercial Banks / Regional Rural Banks / Cooperative Banks in India during the last 3 years	Credentials from clients in form of Purchase Orders / Contract Agreement / Credential Letters etc. evidencing the supply, installation and maintenance of 500 numbers of ATM Cash Dispenser in India during the last 3 years. No future supply order to be submitted. Multiple credentials accepted.
4.	The bidder should have an average annual turnover of at least INR 150 Cr of the last three financial years (2021-2022, 2022-2023, 2023-2024) exclusively from their Indian operations.	Audited Balance Sheet and Profit & Loss Account Statement along with Certificate issued by the Statutory Auditor / Chartered Accountant as per Annexure-X
5.	The bidder should be a Profit-making company (after tax) for each of last three financial years (2021-2022, 2022-2023, 2023-2024) from the Indian operations.	Audited Profit and Loss Account Statement along with Certificate issued by the Statutory Auditor /Chartered Accountant as per Annexure-X.
6.	The bidder should have positive net worth in last three financial years (2021-2022, 2022-2023, 2023-2024).	Audited Balance Sheet and Profit and Loss Account Statement along with Certificate issued by Statutory Auditor/Chartered Accountant as per Annexure-X.
7.	The bidder should have authorized maintenance and support service Centre for the proposed ATM	Bidder to provide address of the service center in West Bengal.

Sr. No.	Eligibility Criteria	Supporting Documents
	Cash Dispenser as well as Cash Recycler Machines in West Bengal.	Bidder to provide declaration that authorized maintenance of the cash dispenser and cash recycler will be provided by itself or through its authorized partner in all the districts of West Bengal.
8.	The Bidder should be either Original Equipment Manufacturer (OEM) of ATM Cash Dispenser/Cash Recycler, ATM Monitoring Solution or their authorized partner in India.	In case of authorized dealer/representative/partner, Bidder has to submit a Manufacturer Authorization Form from OEM as per Annexure-XI .
9.	<p>The Bidder should have prior experience in providing the below service in 200 ATMs of Scheduled Banks / Commercial Banks / Regional Rural Banks / Cooperative Banks in India for FLM/SLM and Consumables supplying service.</p> <ol style="list-style-type: none"> 1. Cash Replenishment Service. 2. Authorized dealer and AMC provider of ATM infrastructure components like ACs, UPS & Batteries, ATM CCTV Surveillance. <p>Bidder can subcontract for the said services.</p>	<p>Letter from the Bank/s on letter head signed by an official of concerned department in the rank of AGM or above for providing the services for 200 ATMs as on the date of RFP in India.</p> <p>Multiple Client letter accepted.</p> <p>Sample Client letter provided in Annexure-XIV.</p> <p>Bidder can also provide Credentials from clients in form of Purchase Orders / Contract Agreement / Credential Letters etc. evidencing the same.</p>
10.	<p>Bidder should have centralized complaint monitoring system in place with toll free number, email for call logging in India for the services:</p> <ol style="list-style-type: none"> 1. ATM Cash Dispenser/EJ Pulling issues. 2. ATM Cash Recycler/EJ Pulling issues. 3. ATM Monitoring Solution issues 4. FLM/SLM and Consumables supplying service. 5. Cash Replenishment Service. 6. AMC or warranty or services relates issues of ATM infrastructure components like ACs, UPS & Batteries, ATM CCTV Surveillance. 	Details of Bidder registered office in India for centralized complaint monitoring system with helpline number.

Sr. No.	Eligibility Criteria	Supporting Documents
11.	Bidder shall not have been blacklisted during the last five (5) years as on the date of submission of bid by State/Central Government, Government organizations, Government undertakings, Public Sector enterprises, Scheduled Banks / Commercial Banks / Regional Rural Banks / Cooperative Banks, etc.	The Bidder must submit a notarized affidavit on non-judicial stamp paper of Rs.100/- (Rupees Hundred) declaring the same.
12.	Bidder should indicate GSTIN No. and PAN No.	Self-attested copy of GST registration and PAN to be enclosed.
13.	EMV compliant of the ATM Cash Dispensers and Cash Recycler	The Bidder must offer only those ATM Cash Dispenser machines and Cash Recycler Machines which are already EMV compliant. Copies of L1, L2 certificates and other documents, if any, as proof of EMV compliance must be submitted.
NOTE: Documentary evidence in support of the above-mentioned eligibility criteria is to be submitted with the bid failing which the offer shall be liable for rejection. The Bank reserves the right to seek additional documents in future from the Bidder in connection with this RFP. Consortium is not allowed.		

6.2 Objective of Evaluation Process

- I. The objective of the evaluation process is to evaluate the bids to select an effective and right fit solution at a competitive price. The evaluation by the Bank will be undertaken by an Internal Committee formed by WBSCB and its Member Banks. The Bank may consider recommendations made by External Experts/Consultants on the evaluation. The decision of the committee shall be final.
- II. Each recipient acknowledges and accepts that the internal committee may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of solution, not limited to those selection criteria set out in this RFP document.
- III. Through this RFP, Bank aims to select a Bidder who would undertake supply, installation and maintenance of ATM Cash Dispenser/Cash Recycler Machines and Infrastructure components along with managed service. The bidder shall be entrusted with end-to-end responsibility for the execution of the project under the scope of this RFP.

6.3 Normalization of Bids

The internal committee will go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that bidders are more or less on the same technical ground. After the normalization process, if the internal committee feels that such normalization has



a bearing on the commercial bid; the committee may at its discretion ask all the technically shortlisted bidders to resubmit the updated technical and commercial bids for scrutiny. The committee can repeat this normalization process at every stage of technical evaluation till the committee is reasonably satisfied. The Bidders agree that they have no reservation or objection to the normalization process and all the technically short-listed bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the committee during this process. The Bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process. Any non-compliance to the normalization process may result in disqualification of the concerned Bidder.

The committee may drop any solution or hardware during normalization period prior to finalization of order or delay its procurement at internal committee sole discretion.

The internal committee may call for any clarifications/ additional particulars required, if any, on the technical/ commercial bids submitted. The Bidder has to submit the clarifications/ additional particulars in writing within the specified date and time. The Bidder's offer may be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time. Bank reserves the right to call for presentation(s), product walkthroughs, on the features of the solution offered etc., from the bidders based on the technical bids submitted by them. Based upon the final technical scoring, short listing would be made of the eligible bidders for final commercial bidding.

6.4 Technical Evaluation

- Initially only the 'Technical Bids' will be opened and evaluated. All technical bids will be evaluated, and a technical score would be arrived at.
- In second stage, only those bidders, who have qualified in the technical evaluation, shall be invited for commercial evaluation.

6.4.1. Preliminary Examination Of Offers

- The internal committee will scrutinize the offers to determine their completeness (including signatures from the relevant personnel), errors, omissions in the technical & commercial offers of respective bidders. The committee plans to, at its sole discretion, waive any minor non-conformity or any minor deficiency in an offer. The committee reserves the right for such waivers and the committee's decision in the matter will be final.

6.4.2. General Eligibility Criteria

- The internal committee shall scrutinize the Eligibility bid submitted by the bidder. A thorough examination of supporting documents to meet each eligibility criteria (section 6.1) shall be conducted to determine the Eligible bidders. Bidders not complying with the eligibility criteria are liable to be rejected and shall not be considered for Technical Evaluation.



6.4.3. Technical Bid Evaluation Criteria

- The Technical Proposals of only those bidders shall be evaluated who have satisfied the eligibility criteria bid. The internal committee may seek clarifications from any or each bidder as a part of technical evaluation. All clarifications received within the stipulated time shall be considered for evaluation. In case a clarification is not received within the stipulated time, the respective technical parameter would be treated as non-compliant and decision to qualify the bidder shall be accordingly taken by the bidder.

The proposal submitted by the bidders shall, therefore, be evaluated on the following criteria:

Parameter	Maximum Score
Technical Specifications Evaluation	20
Bidder's capability & experience	40
Technical Presentation	40
Total	100

Bidders scoring a minimum score of 70% i.e., an overall score of 70 marks or more will be declared technically qualified and eligible for Commercial bid opening. Bank may reduce to minimum score of 60% i.e., an overall score of 60 marks subject to qualifying results of all the participated bidder.

Detailed Technical Evaluation Parameters:

S. No.	Technical Evaluation	Evaluation Approach
1	Compliance to Annexure I – Technical Specifications	The Bidder is required to submit the compliance to Annexure I - Technical specifications and terms & conditions of the RFP. (Maximum Marks 20) Note: Deviations and non-conformance to requirements in the RFP shall be penalized.

		<p>Unreasonable scope limitations which defeat the purpose of this RFP shall lead to reduction in scores or even possibility of disqualification of the bidder. This will be at the sole discretion of the Bank</p> <p>The proposed solution should fully comply with technical specifications mentioned in Annexure-I</p> <p>The total marks of the annexure will be scaled down on a scale of 20 marks.</p>
2.A	Bidder's capability and experience for Supply, installation and maintenance of ATM.	<p>The Bidder must have experience in supply, installation and maintenance of ATM Cash Dispenser in Scheduled Banks / Commercial Banks / Regional Rural Banks / Cooperative Banks of the Eastern states of India like West Bengal, Bihar, Jharkhand, Odisha. No future supply order to be submitted. (Maximum marks 20)</p> <p>500 CDs in Eastern India during the last three (3) years. (10 marks)</p> <p>More than 500, less than 750 CDs in Eastern India during the last three (3) years. (15 marks)</p> <p>More than 750 CDs in Eastern India during the last three (3) years. (20 marks)</p>
2.B	Bidder's capability and experience for Managed Service.	<p>(Maximum marks 10)</p> <p>The Bidder should have prior experience in providing the below service in Scheduled Banks / Commercial Banks / Regional Rural Banks / Cooperative Banks of the Eastern states of India like West Bengal, Bihar, Jharkhand, Odisha.</p> <ol style="list-style-type: none"> I. FLM/SLM and Consumables supplying service. II. Cash Replenishment Service. III. Authorized dealer and AMC provider of ATM infrastructure components like ACs, UPS & Batteries, ATM CCTV Surveillance.

		<p>At least 200 CDs in Eastern India during the last three (3) years. (7 marks)</p> <p>More than 200 CDs in Eastern India during the last three (3) years. (10 marks)</p>
2.C	Bidder's capability and experience for Turnover Criteria	<p>(Maximum marks 10)</p> <p>The bidder should have average annual turnover of INR (150Cr- 250Cr) of the last three financial years (2021-2022, 2022-2023, 2023-2024) exclusively from their Indian operations. (7 marks)</p> <p>The bidder should have average annual turnover of INR more than 250Cr of the last three financial years (2021-2022, 2022-2023, 2023-2024) exclusively from their Indian operations. (10 marks)</p>
3	Technical Presentation	<p>All eligible bidders will be required to make presentations to supplement their bids, showcase overall solution proposed. The Bank will schedule presentations and the time and location will be communicated to the bidders. Failure of a bidder to complete a scheduled presentation to the Bank may result in rejection of the proposal.</p> <p>Bidder is expected to demonstrate the implementation methodology, Project timelines with detailed execution plan, support mechanism as per the RFP requirements. Bidder is also expected to do a detailed presentation on the proposed remote monitoring tool. Bank will schedule the technical presentation, and the time and location shall be communicated to the bidders.</p> <p>(Maximum Marks 40)</p>

6.5 Commercial Evaluation

It may be noted that commercial bids will be subjected to following evaluation process -

- Only those bidders meeting the eligibility criteria will be considered for further stages of evaluation. Only those bidders scoring 70% (70 marks out of 100) or above in the technical evaluation will be short-listed for commercial evaluation. Bank may reduce to minimum score of 60% i.e., an overall score of 60 marks subject to qualifying results of all the participated bidder.
- The Commercial offers of only those Bidders, who are short-listed after technical evaluation, would be opened through online e-tendering. The format for quoting commercial bid is set out in **Annexure-VI**. The commercial offer should consist of comprehensive Cost for required solution. Bidder must provide detailed cost breakdown, for each and every category mentioned in the commercial bid. The internal committee will determine whether the Commercial Bids are complete, unqualified, and unconditional. The technically qualified bidders will be required to participate in the commercial bid opening. Omissions, if any, in costing any item shall not entitle the Bidder to be compensated and the liability to fulfil its obligations as per the Scope of the RFP within the total quoted price shall be that of the Bidder.

Commercial bid valuation shall be considered as below in case of any kind of discrepancy:

- If there is a discrepancy between words and figures, the amount in words shall prevail.
- If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail.
- Where there is a discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of committee, there is an obvious error such as a misplacement of a decimal point, in which case the line-item total will prevail.
- Where there is a discrepancy between the amount mentioned in the bid and the line-item total present in the schedule of prices, the amount obtained on totalling the line items in the Bill of Materials will prevail.
- The amount stated in the correction form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall price to rise, in which case the bid price shall prevail.
- If there is a discrepancy in the total, the correct total shall be arrived at by committee.
- In case the Bidder does not accept the correction of the errors as stated above, the bid shall be rejected.
- At the sole discretion and determination of the committee, the committee may add any other relevant criteria for evaluating the proposals received in response to this RFP.



- During the process of technical/commercial evaluation, if committee decides to withdraw any collateral item offered in the proposal, the commercial value of that item will be reduced from the commercial offer of all the bidders and TCO will be recalculated accordingly.
- Internal committee 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.
- All liability related to non-compliance of this minimum wages requirement and any other law will be responsibility of the bidder.
- The internal committee shall not incur any liability to the affected bidder on account of such rejection.
- The commercials will be calculated till two decimal points only. If the third decimal point is greater than .005 the same shall be scaled up else, it shall be scaled down to arrive at two decimal points. Bank will make similar treatment for 4th or subsequent decimal point to finally arrive at two decimal points only.

6.6 Evaluation Mechanism

- The bidders fulfilling the eligibility criteria will be considered for technical evaluation. Technical Bids will be opened and evaluated. Only those bidders scoring 70% (70 marks out of 100) or above in the technical evaluation will be short-listed for commercial evaluation. Bank may reduce to minimum score of 60% i.e., an overall score of 60 marks subject to qualifying results of all the participated bidder. The bidder with the lowest commercial bid shall be declared L-1.
- In case of tie-up in Techno-Commercial evaluation score, the bidder scoring highest technical score will be declared L-1 bidder.
- Bidder who is declared L1 may be called for negotiation before awarding the contract. It may be noted that Bank will not entertain any price negotiations with any other bidder.
- WBSCB and its member Banks reserves the right to float the RFP again. The Banks shall not incur any liability to the bidder(s) on account of reissue of RFP. Banks shall not be obliged to inform the bidder(s) of the grounds for the Bank's rejection. The Banks reserves the right to modify any items of the scope of the RFP. The RFP may be reissued on account of following:
 - If none of the bidders qualify in the technical bid evaluation.
 - If only one bidder qualifies in the technical bid evaluation.
 - If selected bidder fails to execute the Agreement within the time limit stipulated. Any decision in this regard by Banks shall be final, conclusive, and binding on the bidders.

- Banks may call upon the ultimate short-listed bidder to make a detailed presentation to the Internal Committee of the Bank.
- The L-1 vendor shall be decided on the basis of the Techno-Commercial evaluation as mentioned in the RFP document.
- The bidder should quote costs for all the lines items as per commercial bid. The cost quoted also includes the cost of deliverables for all the phases of the Project.
- If any vendor fails to quote against any of the services sought by the Banks, it will be presumed by the Banks that the cost of such items is included in the overall cost and will not accept any plea or excuse from the vendors later and such services have to be provided to the Banks without any extra cost along with all other services.

6.7 Bid System

This RFP is a Two Bid system. The Bid shall consist of two parts namely Technical Bid and Commercial Bid in submitted in online tendering portal. The Technical Bid should be submitted as per details provided in the RFP document.

6.8 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid and WBSCB and its Member Banks will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

The Bidder is expected to examine all instructions, annexures, scope of the consultancy services, terms and conditions etc. in the bidding documents. Failure to furnish all information required by the RFP or submission of a bid not substantially responsive to the RFP in any aspect will be at the Bidder's risk and may result in the rejection of its bid.

6.9 Clarification of RFP

A prospective bidder requiring any clarification of the RFP may notify the Bank in writing, by e - mail at the Bank's mailing address indicated in the Request for Proposal (RFP). The Bank will respond in writing to any request for clarification of the RFP which it receives prior to the date of Pre-Bid Meeting.

6.10 Pre-Bid Meeting

The purpose of the meeting is to clarify issues and to answer questions on any matter that may be raised up to that stage. The issues/questions to be raised must be in writing. WBSCB and its Member Banks will have liberty to invite any outside agency, wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the bidders in the meeting.

Any modification of the RFP, which may become necessary as a result of the Pre -bid meeting, shall be made by WBSCB and its Member Banks exclusively through the issue of an addendum and will be

published on the website of the bank, allowing at least 04 (four) days prior to the last date for receipt of bids.

Non-attendance at the Pre -bid Meeting will not be a cause for disqualification of a bidder.

6.11 Amendment in RFP

At any time prior to the deadline for submission of bids, WBSCB and its Member Banks, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the RFP by amendment.

All prospective bidders who have purchased the RFP will be notified of the amendment in writing or by fax or e -mail or through addendum published on bank's website and will be binding on them.

In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bid, WBSCB and its Member Banks, at its discretion, may extend the deadline for the submission of bid.

6.12 Bid Validity

Bid shall remain valid for 180 days from the date of opening of Technical Bid.

6.13 Late Bid

Any bid received after the deadline for submission of bids prescribed by the WBSCB and its Member Banks, in Request for Proposal, will be rejected and returned unopened to the Bidder.

6.14 Replacement & Withdrawal of Bid

The Bidder may replace or withdraw its bid after the bid's submission, provided that written notice of the substitution or withdrawal of the bids is received by the WBSCB and its Member Banks prior to the deadline prescribed for submission of bids.

The Bidder's substitution or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions of Section 6.17 (Submission of Technical Bid). A withdrawal notice may also be sent by e-mail but followed by a signed confirmation copy, postmarked no later than the deadline for submission of bids.

No bid can be modified after the deadline for submission of Bids.

No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form.

6.15 Bid Opening

- a) WBSCB and its Member Banks will open only the Technical Bids as per the schedule mentioned in RFP. The Commercial bids for technically qualified bidders only will be opened on a later date subsequent to the technical evaluation. WBSCB and its Member Banks will notify the place, date and time of opening of the Commercial bids to the technically qualified bidders.

- b) Attendance of all the authorized representatives of the bidders who are present at Bid Opening will be taken in a register against name, name of the company and with full signature.
- c) Bids and modifications if any that are not opened and read out at Bid opening shall not be considered further for evaluation, irrespective of the circumstances. Such Bids will be returned unopened to the Bidders.

6.16 Preliminary Examination

- a) WBSCB and its Member Banks will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order.
- b) Arithmetical errors if any will be rectified on the following basis :
 - a. If there is discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
 - b. If there is a discrepancy between words and figures, the amount in words will prevail.
- c) WBSCB and its Member Banks, at its discretion, may waive any minor informality, nonconformity or irregularity in a Bid, which does not prejudice or affect the relative ranking of any Bidder. This shall be binding on all bidders and WBSCB and its Member Banks reserves the rights for such waivers.
- d) Prior to the detailed evaluation, WBSCB and its Member Banks will determine the substantial responsiveness of each bid to the RFP. For purposes of these clauses, a substantially responsive bid is one, which conforms to all the terms & conditions of the RFP without material deviations. Deviations from or objections or reservations to critical provisions such as those concerning Bid Security, Performance Security, Force Majeure, Applicable Laws and Taxes & Duties will be deemed to be material deviation. WBSCB and its Member Bank's determination of a Bid's responsiveness is to be based on the contents of the Bid itself without recourse to extrinsic evidence.
- e) If a bid is not substantially responsive, it will be rejected by the WBSCB and its Member Banks and may not subsequently be made responsive by the bidder by correction of the non-conformity.

6.17 Submission of Technical Bid

1. The Bidders shall submit the Technical Bid in the online tendering platform. Technical bid shall be marked as **"Technical Bid for Supply, Installation and Maintenance of ATM Cash Dispenser (CDs) /Cash Recycler Machines (CRMs) and Managed Service for WBSCB and Member Banks."**
2. Bidder shall not allow/permit changes in the technical specifications once it is submitted.
3. The offer may not be evaluated in case of non-adherence to the format or partial submission of technical details as per the format given in the RFP.



4. Non-submission or partial submission of the information along with the offer may result in disqualification of the bid of the concerned bidder.
5. The Technical Bid must not contain any price information.
6. The bidder should submit the required documents with proper index and page number on each page.
7. The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. All pages of the Bid except for un-amended printed literature shall be numbered serially and initialled and stamped by the person or persons signing the bid.
8. The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initialled by the person or persons signing the bid.
9. Soft copy of complete technical bid shall also be submitted in the website The West Bengal Government eProcurement System Website 'www.wbtenders.gov.in'.
10. Checklist for Bid Submission is provided in **Annexure-III**.

6.18 Submission of Commercial Bid

1. The Bidders shall submit the Commercial Bid in the online tendering platform. Commercial bid shall be marked as: **"Commercial Bid for Supply, Installation and Maintenance of ATM Cash Dispenser (CDs)/Cash Recycler Machines (CRMs) and Managed Service for WBSCB and Member Banks."**
2. Soft copy of complete Commercial bid shall also be submitted in the website The West Bengal Government eProcurement System Website 'www.wbtenders.gov.in'.
3. Bidder are requested to submit the man days cost for customization effort as per Commercial Bill of Material which will be considered for overall TCO calculation. However, the same cost will be applicable as and when required basis during the tenure of the contract.

6.19 Non-Transferable Tender

This tender document is not transferable. Only the bidder who has submitted the necessary RFP price will be eligible for participation in the evaluation process.

All the terms and conditions mentioned in the RFP will be binding on all the bidders and will also form a part of the contract, to be signed with the successful bidder on the outcome of this tender process.

6.20 Erasures or Alterations

The offers containing unauthenticated erasures or alterations will not be considered. Therefore, there should be no unauthenticated handwritten material, corrections, or alterations in the offer. If such

unauthenticated erasures or alterations are present these should be initialled by the person or persons authorized for signing the bid. Any deviation may lead to the rejection of the bid.

6.21 Non-Payment of Cost for Item/service

If any of the items/service as mentioned in the price bid and as mentioned in **Annexure VI - “Commercial Bill of Material”** are not taken up by WBSCB or its Member Banks during this assignment, WBSCB or its Member Banks will not pay the price quoted by the vendor in the Price Bid against such service/item.

6.22 Assignment

Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the vendor, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of WBSCB and its Member Banks.

6.23 Limitation of Liability

The aggregate liability of the Bidder in connection with this Agreement, the services provided by the bidder for the specific scope of work document, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise) and including all liability shall be the actual limited to the extent of the total contract value. In case there is penalty from regulatory compliance for which Bidder is responsible then Bidder has to bear those liabilities.

6.24 Indemnity

The Bidder shall, at its own cost and expenses, defend and indemnify WBSCB and its Member Banks against all third-party claims including those of the infringement of intellectual property rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from the performance of the contract.

The Bidder shall expeditiously meet any such claims and shall have full rights to defend itself therefrom. If WBSCB and its Member Banks are required to pay compensation to a third party resulting from such infringement etc., The Bidder will bear all expenses including legal fees.

WBSCB and its Member Banks will give notice to the Bidder of any such claim and shall provide reasonable assistance to the Bidder in disposing of the claim.

The Bidder shall also be liable to indemnify WBSCB and its Member Banks, at its own cost and expenses, against all losses/damages, which WBSCB and its Member Banks may suffer on account of violation by the Bidder of any or all applicable national/ international trade laws. This liability shall not ensue if such

losses/damages are caused due to gross negligence or wilful misconduct by WBSCB and its Member Banks or its employees.

6.25 Intellectual Property Rights

The Bidder claims and represents that it has obtained appropriate rights to provide the Deliverables and Services upon the terms and conditions contained in this RFP.

The Bidder shall be responsible at its own cost for obtaining all necessary authorizations and consents from third party licensors of Software used by the Bidder in performing its obligations under this Project.

If a third party's claim endangers or disrupts WBSCB and its Member Bank's use of the deliverables, the Bidder shall at no further expense, charge, fee or cost to WBSCB and its Member Banks individually, (i) obtain a license so that WBSCB and its Member Banks may continue use of the Deliverables in accordance with the terms of this RFP.

The Bidder shall indemnify and keep fully and effectively indemnified WBSCB and its Member Banks from all legal actions, claims, or damages from third parties arising out of use of software, designs or processes used by the Bidder or in respect of any other services rendered under this RFP.

6.26 Patent Rights

The Bidder shall indemnify WBSCB and its Member Banks against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, Software package or any part thereof in India and abroad.

In the event of any claim asserted by the third party of infringement of copyright, patent, trademark, or industrial design rights arising from the use of the Goods or any part thereof in India, the Bidder shall act expeditiously to extinguish such claims. If the Bidder fails to comply and WBSCB and its Member Banks are required to pay compensation to a third party resulting from such infringement, the Bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees. WBSCB and its Member Banks will give notice to the Bidder of such claims, if it is made, without delay.

WBSCB and its Member Banks will give notice to the Bidder of any such claim without delay, provide reasonable assistance to the Bidder in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

6.28 Performance Bank Guarantee

The Bidder should furnish a Performance Bank Guarantee valid for the entire project tenure which is Five(5) years with additional claim period of 180 days, to the extent of 10% of the value of the entire contract for each of the individual banks. The contract value will be different as per the number of items/services

taken by each of the banks. Hence PBG shall be submitted to individual banks. If the Performance Bank guarantee is not submitted, then Member Banks reserves the right to cancel the contract. **The Performance Bank guarantee to be submitted within 5 days from the receipt of Purchase order from Individual Banks.**

1. The PBG shall be denominated in Indian Rupees and shall be issued by a Scheduled Commercial Bank only as per given format **Annexure V**. All charges whatsoever such as premium; commission etc. with respect to the PBG shall be borne by the bidder.
2. Each page of the PBG must bear the signature and seal of the BG issuing Bank and PBG number.
3. In the event of the Bidder being unable to provide services as per the RFP for whatever reason, then WBSCB or Member Banks may invoke the PBG. The dissatisfied Member Bank(s) shall give in writing to WBSCB to invoke PBG, and as custodian WBSCB will invoke 10% of the PBG of the contract value of only the dissatisfied bank.
4. In the event of delays by the Bidder in the implementation of project beyond the schedules given in the SOW, then WBSCB or Member Banks may invoke the PBG.
5. Notwithstanding and without prejudice to any rights whatsoever of WBSCB or its Member Banks under the contract in the matter, the proceeds of the PBG shall be payable to the Banks as compensation by the Bidder for its failure to complete its obligations under the contract. The banks shall notify the bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the bidder in default.
6. The Banks shall also be entitled to make recoveries from the bidder's bills, Performance Bank Guarantee, or any other amount due to him, the equivalent value of any payment made to him by the Licensee due to inadvertence, error, collusion, misconstruction, or misstatement.
7. The PBG may be discharged / returned by all the banks after contract end and claim period from the date of issuing the PBG upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the PBG.

6.29 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, as the case may be, can do so only with the prior written concurrence of WBSCB & its Member Banks and by providing the replacement staff of the same level of qualifications and competence. If WBSCB & its Member Banks are not satisfied with the substitution, the WBSCB & its Member Banks reserves the right insist the Bidder to replace the resource. Further, WBSCB & its Member Banks reserves the unconditional right to insist the bidder to replace any team member with another (with the qualifications and competence as required by the Bank) during the course of assignment pursuant to this RFP. Banks may allow any such substitution of key staff only with its written consent with similar experience and expertise.



The bidder is required to carry out due background verification for the all the resources deployed on the Project. WBSCB & its Member Banks may at its discretion interview the resources.

6.30 Professionalism

The bidder should provide professional, objective and impartial advice at all times and hold WBSCB & its Member Banks interest paramount and should observe the highest standard of ethics, values, and code of conduct, honesty and integrity while executing the assignment.

6.31 Single Point of Contact

The bidder has to provide details of single point of contact along with the service wise escalation matrix viz. name, designation, address, e-mail address, telephone/mobile no., fax no. etc.

6.32 Expenses

It may be noted that WBSCB & its Member Banks will not pay any additional amount/expenses / charges / fees / traveling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses etc. other than the amount mentioned in the award of the contract.

6.33 Adherence to Terms and Conditions

The Bidder who wish to submit responses to this RFP should note that they should abide (in true intent and spirit) 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 selection process.

6.34 Execution of Agreements/NDA

The selected bidder shall execute Non-Disclosure Agreement (NDA) on the draft suggested by the WBSCB & its Member Banks. As the selected Bidder will have access to the data/information of the WBSCB & its Member Banks while implementing the project as per defined scope under RFP, the banks will require the Bidder to sign a non- disclosure agreement along with the contract in the NDA format **Annexure-IV** provided by the Bank, undertaking not to disclose or part with any information relating to the WBSCB & its Member Banks and its data to any person or persons, as may come into possession of the Bidder during course of the implementation and security integration. All expenses and costs for execution of the Contract/Agreement and NDA shall be borne by the bidder. The conditions stipulated in the NDA shall be strictly adhered to and any breach/violation thereof will entail termination of the Contract without prejudice to the other rights of the WBSCB & its Member Banks including recovery of liquidated damages as specified in this RFP or NDA.

6.35 No Employer – Employee Relationship

The Bidder or any of its holding/subsidiary/joint-venture/ sub-contractor/ affiliate / group / client companies or any of their employees / officers / staff / personnel / representatives/agents shall not, under any circumstances, be deemed to have any employer-employee relationship with the Bank or any of its employees/officers/ staff/representatives/ personnel/agents.



6.36 Sub-Contracting

Bidder may subcontract or permit anyone other than its personnel or related firms / entities to perform work, service only for FLM/SLM service, Consumables replenishment, Cash Replenishment ATM infrastructure component maintenance as laid out in scope of work under the contract with the prior written consent of the WBSCB & its Member Banks. Such subcontracting details should be mentioned in the proposal of the Bidder. The Bidder may change the sub-contractor during the contract if its performance is not met and the banks remain unsatisfied. Change of sub-contractor during contract tenure shall be intimated to the concerned banks. However, all penalties related to upkeep, service, maintenance as laid down in the RFP scope if found disrupted has to be borne by the Bidder.

6.37 Bidder's Liability

Bidders' aggregate liability shall be limited to the total contract value during the Contract Period as well as in case there is penalty from regulatory compliance for which Bidder is responsible then Bidder has to bear those liabilities.

WBSCB & its Member Banks 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 Bidder as part of this agreement or infringement of any patent, trademarks, copyrights, intellectual property rights etc. or such other statutory infringements or any other law in respect of the services provided by the vendor. In such case the entire liability will be borne by the bidder.

In no event shall a Party be liable for any indirect, incidental or consequential damages or liability, under or in connection with or arising out of this Agreement or the software delivered.

All terms and conditions, payments schedules, time frame for implementation, expected service levels as per this Agreement will remain unchanged unless explicitly communicated by WBSCB & its Member Banks in writing to the bidder. WBSCB & its Member Banks shall not be responsible for any judgments made by the Bidder with respect to any aspect of the assignment. The Bidder shall at no point be entitled to excuse themselves from any claims by WBSCB & its Member Banks whatsoever for their deviations in confirming to the terms and conditions, payments schedules, expected service levels, time frame for implementation etc. as mentioned in this Agreement.

The Bidder undertakes to provide appropriate human as well as other resources required, to execute the various tasks assigned as part of the project, from time to time.

6.38 Contract Period

The overall contract period will be 5 years. The rate contract for ATM machines (excluding spares as mentioned in NON TCO items in Bill of Material) will be valid for three (3) years from the date of signing of the contract agreement. However, the commercials for spares as mentioned in the NON TCO Items in Bill of Material will be valid for the overall project tenure of 5 years. The tenure of contract can be extendable on the same terms and conditions for a period of one (1) year at the sole discretion of the

Bank subject to satisfactory performance of Successful Bidder and mutual agreement on the terms and conditions. The AMC for ATM will be valid for 2 years from the date of expiry of comprehensive warranty of three (3) years. AMC for ATM infrastructure component will be applicable mentioned in the scope of work. The rate and service provided for OPEX items shall be valid for 5 years contract term. The bidders are requested to submit the details of parts which are not covered during the AMC period. The Bank reserves the right to terminate the contract or cancel the Purchase Order, if issued, at any time in case the Successful Bidder fails to meet any of the requirements as mentioned in the RFP.

6.39 Force Majeure

The Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if any to the extent that it's delays 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 Section, "Force Majeure" means an event beyond the control of the Bidder and not involving bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of WBSCB & its Member Banks in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions.

If a Force Majeure situation arises, the Bidder shall promptly notify WBSCB & its Member Banks in writing of such condition and the cause thereof within fifteen calendar days. Unless otherwise directed by WBSCB & its Member Banks in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

6.40 Cancellation of Contract

WBSCB & its Member Banks reserves its right to cancel the entire / unexecuted part of the Purchase Order (after providing a cure period of 30 days and thereafter providing a 30 days' notice period) by assigning appropriate reasons in the event of one or more of the following conditions:

- Delay in delivery beyond the specified period for delivery.
- Delay in installation, customization, and implementation beyond the specified period.
- Serious discrepancy noticed during the reference checks.
- Faulty ATM CDs/CRMs or major service downtime of the ATM machines.
- OPEX service opted by Banks are not up to the mark. Service rendered for the ATM infra component supplied under CAPEX model are not up to the mark.
- Repetitive software/ hardware failures/ poor service after GO LIVE
- Delay in extraction or unavailability of EJs beyond stipulated period.
- Major breach of trust is noticed during any stage of the project
- Any other appropriate reason in view of WBSCB & its Member Banks.
- Breach of confidential information of WBSCB & its Member Banks by the bidder.

In addition to the cancellation of purchase order, WBSCB & its Member Banks reserves the right to foreclose the Bank Guarantee given by the Bidder against the advance payment to appropriate the damages.

In the event of termination for whatsoever reason, the Bidder shall be paid up to the stage of services rendered as per the payment terms defined in the RFP till the point of termination after deducting SLA penalty/Liquidated damages, if any.

6.41 Bidder's Integrity

The Bidder is responsible for and obliged to conduct all contracted activities in accordance with the contract using state of the art methods and economic principles and exercising all means available to achieve the performance specified in the contract.

6.42 Bidder's Obligation

The Bidder is obliged to work closely with WBSCB's & its Member Bank's staff, act within its own authority and abide by directives issued by WBSCB & its Member Banks and implementation activities.

The Bidder is responsible for managing the activities of its personnel or its representatives and will hold itself responsible for any misdemeanours. The Bidder is under obligation to provide all the services as per the contract.

The Bidder will treat all data and information about WBSCB & its Member Banks as confidential, obtained in the execution of their responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of WBSCB & its Member Banks.

6.43 Information Ownership

All information processed, stored, or transmitted by Vendor system belongs to WBSCB & its Member Banks. By having the responsibility to maintain the system, the Bidder does not acquire implicit access rights to the information or rights to distribute the information. The vendor understands the civil, criminal, or administrative penalties may be imposed for failure in protecting information appropriately.

6.44 Use of Contract Document and Information

The Bidder shall not, without WBSCB & its Member Bank's prior written consent, disclose the contract or any provision thereof or any specification, plan, drawing, pattern, or information furnished by or on behalf of WBSCB & its Member Banks in connection therewith, to any person other than a person employed by the Bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence & shall extend only as far as may be necessary for purposes of such performance.

The Bidder shall not, without WBSCB & its Member Bank's prior written consent, make use of any document or information except for purposes of performing the Contract.

Any document, other than the Contract itself, shall remain the property of WBSCB & its Member Banks and shall be returned (in all copies) to WBSCB & its Member Banks individually on completion of bidder's performance under the Contract if so required by WBSCB & its Member Banks.

6.45 Termination of Contract

a) Termination for Default: The quality of items and services supplied by the Successful Bidder will be reviewed and if the same are found to be unsatisfactory, the Bank reserves the right to terminate the contract by giving thirty (30) days' notice to the Successful Bidder. The decision of the Bank regarding quality of items and services shall be final and binding on the Successful Bidder. Further, the Bank shall have the right to terminate/cancel the contract with the Successful Bidder at any time during the contract period by giving a written notice of thirty (30) days, for any valid reason, including but not limited to the following:

- i. Excessive delay in execution of order placed by the Bank.
- ii. Discrepancies / deviations in the agreed products.
- iii. Violation of terms and conditions stipulated in this RFP/Purchase Order or Breach of the Agreement.
- iv. If the Successful Bidder fails to execute the work or any part thereof in accordance with the contract.
- v. If abandonment of the work or any part thereof by the Successful Bidder occurs.
- vi. If the progress made by the Successful Bidder is found to be unsatisfactory.
- vii. Failure to deposit the Performance Bank Guarantee as required under this document.
- viii. If the Successful Bidder fails to deliver any or all of the services at the nominated site within the time-period(s) specified in the contract/Purchase Order.
- ix. In the event of commencement of liquidation or winding-up (whether voluntary or compulsory) of the Successful Bidder or appointment of a receiver or manager of any of the Successful Bidder's assets and/or insolvency of the Bidder.
- x. If the Successful Bidder assigns or attempts to assign his interest or any part thereof in the Contract without written, express permission of the Bank.

If any one or more of the above cases occur as a result of which termination occurs, the Bank may also take action against the Successful Bidder and blacklist them without any correspondence in this regard thereby debarring them from participating in future Bids/Tender processes and to invoke the Performance Bank Guarantee(s)/Security(s) given by the Successful Bidder.

Upon expiry / Termination of the Agreement, Successful Bidder will be responsible to provide a smooth transition plan including all efforts for transfer/assignment of service contracts for uninterrupted



continuation of services contemplated under this document. Immediately upon the date of expiry or Termination of this Agreement, the Bank shall have no further obligation to pay any amount for any periods commencing on or after such date.

The Bank reserves the right to recover any dues payable by the Successful Bidder from any amount outstanding to the credit of the Successful Bidder, including pending bills and/or invoking Performance Bank Guarantee(s), if any, under this contract or any other contract/order. After giving notice to terminate the contract the Successful Bidder must continue to extend services until an alternate vendor is found. In case of termination due to reasons attributable to the Successful Bidder as decided by the Bank, the Bank reserves the right to allot the remaining work to another vendor of its choice on such terms and conditions as it may deem fit. Any financial liability including costs, charges, expenses that the Bank may incur on this account, shall be payable by the Successful Bidder.

b) Termination for Insolvency: The Bank may, at any time, terminate the Contract by giving written notice to the Successful Bidder, if the Successful Bidder becomes Bankrupt or insolvent or any application for bankruptcy, insolvency or winding up has been filed against it by any person. In this event, termination will be without compensation to the Successful Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

c) Termination for Convenience: Notwithstanding anything contained in this document, the Bank, by written notice of not less than 30 (Thirty) days sent to the Successful Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Successful Bidder under the Contract is terminated, and the date upon which such termination becomes effective.

6.46 Conflict of Interest

The Bidder shall disclose to WBSCB and its Member Banks in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Bidder or its team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

6.47 Arbitration

The Bidder and WBSCB and its Member Banks shall endeavour their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b. The matter will be referred for negotiation between Authorized Official of WBSCB and its Member Banks and the Authorized Official of the bidder. The matter shall then be resolved between them, and the agreed course of action documented within a further period of 15 days.

In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Kolkata and

conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The “Arbitration Notice” should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

The arbitrators shall hold their sittings at Kolkata. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Kolkata alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

6.48 Applicable Law and Jurisdiction of Court

The Contract with Bidder shall be governed in accordance with the Laws of India for the time being enforced and will be subject to the exclusive jurisdiction of Courts in Kolkata / Honourable High Court at Kolkata (with the exclusion of all other Courts).

6.49 Compliance with Statutory and Regulatory Provisions

It shall be the sole responsibility of the Bidder to comply with all statutory, regulatory & Law of Land and provisions while delivering the services mentioned in this RFP. All suggested changes due to changes in WBSCB and its Member Banks policy, customized points communicated by the WBSCB and its Member Banks, Changes in Govt. Rule, Changes by Regulators shall be done without extra cost to the WBSCB and its Member Banks, during contract period.

6.50 Change Request During Contract Period

WBSCB and its Member Banks may submit Change Request required for enhancement, alterations for ATM screen design, EJ Pulling, ATM Monitoring solution or any other requirement or process flow change for FLM/SLM service, Cash replenishment service, Consumables service which are necessary for day-to-



day service operations to the bidder. It shall be the sole responsibility of the Bidder to take up those change request as when submitted by the banks. WBSCB and its Member Banks may negotiate with the selected Bidder or take consultancy support from its appointed IT Consultant to arrive at required Man Days calculation for a particular Change Request. Change Request will only be sanctioned by bank's governing authority post satisfactory involvement of Man Days required for the change request submitted during the contract period. Change request scenarios will only happen after initial successful go live only.

6.51 Liquidated Damage

Inability of the Bidder to meet the required agreed services at optimum performance level, timelines as specified would be treated as breach of contract and would invoke the Section of Liquidated damages. Liquidity damage will only be invoked if performance of the Bidder has deteriorated to an unsatisfactory level after approval from each of the concerned bank management decision.

The proposed rate of penalty/ liquidated damages would be INR 10,000 per week of delay or non-compliance, with respect to delay in delivery/service-related issue of the application/components/service provided.

The liquidated damages will be subject to an overall cap of 10% of the contract value. Thereafter, the contract may be cancelled, and amount paid if any as advance, will be recovered with 1% interest per month Otherwise, Penalty will be applicable as mentioned in the scope of work for day-to-day operations.

6.52 Payment Terms

Payment will be based on the Purchase Order issued by individual banks. Bidder to submit 10% PBG within 5 days from the date of PO. Bidder need to also sign SLA, NDA, Integrity Pact with each of the banks and execute the Project.

The payment will be made after successful delivery/installation of all the **ATM Cash Dispenser/Cash Recycler**. Details of the payment terms are as follows: -

- 30% of the payment of the CAPEX cost of ATM Cash Dispenser/Cash Recycler after delivery at ATM Site premise of the Bank.
- 60% of the payment of the CAPEX cost of ATM Cash Dispenser/Cash Recycler on successful completion of ATP (Acceptance Testing) and go live by the Bank.
- 10% of the payment of the CAPEX cost of ATM Cash Dispenser/Cash Recycler after the end of two months from the date of successful ATP signoff.
- 100% of the Implementation cost of ATM Cash dispenser/Cash Recycler on successful completion of Acceptance Testing.

The payment will be made after successful delivery/installation of all the **ACs, UPS and Batteries at respective sites** . Details of the payment terms are as follows: -

- 90% of CAPEX cost of ACs, UPS and Batteries after successful installation and signoff from Bank.

- 10% of CAPEX cost of ACs, UPS and Batteries after the end of two months and signoff from Bank.
- 100% of Implementation Cost of ACs, UPS and Batteries after successful installation and signoff from Bank.

The payment of the **OPEX Items** (mentioned in Bill of Material). Details of the payment terms are as follows: -

- Quarterly in Arrears payment.

The payment of the yearly **AMC of the ATM CDs/CRMs, ACs, UPS and Batteries** (mentioned in Bill of Material). Details of the payment terms are as follows: -

- Half Yearly in Arrear payment.

6.53 Price Composition

The Bidder is expected to quote unit price in Indian Rupees (without decimal places) for all components (hardware, software etc.) and services on a fixed price basis as part of the commercial Bid inclusive of all applicable taxes under the Indian law like customs duty, freight, forwarding, insurance (if any), delivery, etc. but exclusive of only applicable GST, which shall be paid/reimbursed on actual basis on production of bills with GSTIN. Any increase in GST will be paid in actuals by the bank or any new tax introduced by the government will also be paid by the bank. The entire benefits/advantages, arising out of a fall in prices, taxes, duties or any other reason, must be passed on to WBSCB and its Member Banks. The price quoted by the Bidder should not change due to exchange rate fluctuations, inflation, market conditions, and increase in customs duty. The bank will not pay any out-of-pocket expenses.

6.54 Language of the Bid

The Language of the Bid shall be English only.

6.55 Currency of the Bid

All prices and monetary terms to be quoted in INDIAN RUPEES (INR) only.

6.56 Documentary Proof Submission

The Bidder shall be required to submit documentary proof concerning any claim of fulfillment of any criteria or any such requirement under this RFP. The bidder must also submit proof of incorporation, proof of turnover and profit, PAN Card, GST registration etc. as per the Technical Bid format.

6.57 Audit

WBSCB and its Member Banks reserves the right to conduct an audit/ ongoing audit of the services provided by the Vendor. The bidder should allow the Reserve Bank of India (RBI) or persons authorized by it or audit agency/personnel identified by Bank to access documents, records or transaction or any other information given to, stored or processed by Vendor within a reasonable time failing which Vendor will be liable to pay any charges/ penalty levied by RBI/Bank.

The bidder should allow them to conduct audits or inspection of its books and account with regard to Bank by one or more officials or employees or other persons duly authorized by Bank.

WBSCB and its Member Banks at its discretion may appoint third party for auditing the activities of onsite/offsite services and operations of entire services provided to the Bank. The proposed solution should comply with and be certified to the standards of PA-DSS (Payment Application Data Security Standard) and the Bidder should have carried out Information Security and usability audit of the solution interface, copy of which is required to be submitted along with the bid. Subsequent security and usability audit findings highlighted in the pre/post implementation audits are required to be rectified by the bidder within 1-2 months from the date of audit report furnished.

WBSCB and its Member Banks may also decide to carry out pre-launch audit of the application by an internal or external agency. The findings of the pre-launch audit need to be rectified by the Vendor before going live. Bank would undertake audit/vulnerability assessment and penetration testing of the application by third party/independent auditors as per requirement of the Bank/Regulatory authorities. Consequence to any observation, if any changes are required in the application, same has to be carried out by the bidder without any additional cost to Bank.

The external and internal auditors of the bank will be given right to review internal controls of the bidder. Any weaknesses highlighted during the audit must be promptly rectified especially where such weaknesses may affect the integrity/internal controls of the system and/or solution offered to the bank.

6.58 Deadline for Submission of Bid

Bids must be received by WBSCB and its Member Banks through online tendering platform specified under Section – 6.17, point no 9 and not later than the time and date specified in the RFP or its subsequent addendums. In the event of the specified date for the submission of bids being declared a holiday for WBSCB and its Member Banks, the bids will be received up to the appointed time on the next working day.

WBSCB and its Member Banks may, at its discretion, extend the deadline for submission of bids by amending the RFP in accordance with Section 6.11, in which case all rights and obligations of WBSCB and its Member Banks and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

6.59 Withdrawal of Bid

The Bidder may withdraw its bid after the bid's submission, provided that written notice of the substitution or withdrawal of the bids is received by the Bank prior to the deadline prescribed for submission of bids.

The Bidder's withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provision. A withdrawal notice may also be sent by fax/e-mail but followed by a signed confirmation copy, postmarked no later than the deadline for submission of bids.

No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form. Withdrawal of the bid during this interval may result in the Bidder's forfeiture of its Bid security.

6.60 Protection of Data

The Bidder warrants that at all times, when delivering the Deliverables and/or providing the Services, use appropriate procedures and care to avoid loss or corruption of data. However, in the event that any loss or damage to Bank data occurs as a result of Bidder's failure to perform its responsibilities in the RFP / PO/Agreement, Bidder will at Bank's request correct or cause to be corrected any loss or damage to Bank data. Further, the cost of any corrective action in relation to data loss of any nature will be borne by Bidder, if such loss or damage was caused by any act or omission of Bidder's or its officers, employees, contractors or agents or other persons under Vendor/Service provider control.

Where the terms of the RFP/PO/Agreement require any data to be maintained by the Bank, the Bank agrees to grant, Bidder such access and assistance to such data and other materials as may be required by Bidder, for the purposes of correcting loss or damage to Bank data. If any data to be shared between the Bank and Bidder for the purpose of the contract, the same shall be shared through secured channels in an encrypted manner. If the Bidder proposes any change in data processing location, the same shall be notified to the Bank before the change of location. Bidder is required to adhere to RBI guidelines for storage of data in India as per regulatory requirements/instructions, also to provide complete details of data captured, processed and stored, maintain confidentiality of the bank's and its customer's data and report same to the bank. The data if any to be stored by the vendor shall be stored in an encrypted manner. Bidder will be liable to bank for any event for security breach and leakage of data/information. No biometric data shall be stored/ collected in the system associated with the vendor, unless allowed under extant statutory guidelines. The vendor shall have a structured process in place for secured removal/disposal/destruction of data and the details of the same shall be provided to the Bank as and when required by the bank.

Data privacy and security of the customer's personal information shared by the Bank shall always be ensured by Bidder. The personal information of customers shall not be stored and processed by the vendor except certain basic minimal data (viz. name, address, contact details of the customer etc.) as required for the performance of its obligations under this Agreement. Vendor/Service Provider should ensure that it is complying with applicable guidelines issued by regulatory bodies on Digital Personal Data Protection Act 2023 and its future amendments and communications.

The Bidder shall ensure compliance with any modifications/changes in the applicable Law by Legislators and/or regulators during the currency of the contract and the contract shall be subject to the applicable law. If any modifications are required in existing applications/services due to change in the applicable Law by the Legislator and/or regulators, the Bidder shall make the necessary changes as per the instructions of the Bank. Payment terms for the modifications/changes necessitated due to change in applicable law shall be mutually agreed between the Bank and the Bidder. For this purpose "Applicable Law" means all the (a) applicable provisions of the constitution, treaties, statutes, laws (including the common law), codes, rules, regulations, ordinances, or orders of any Government Authority of India, Regulators; (b) orders, decisions, injunctions, judgments,



awards, decrees, etc., of any Government Authority, Regulators including but not limited to rules, regulations, guidelines, circulars, Frequently Asked Questions (FAQs) and notifications issued by the RBI from time to time; and (c) applicable international treaties, conventions and protocols that become enforceable from time to time.

7. Time Schedule of the Project

Description	Timeline
Acceptance of Letter of Intent to the selected Bidder.	Within 1 week of WBSCB and Member Banks internal committee intimation to the selected Bidder
Purchase Order to the selected Bidder on the Quantity and Services opt by Individual Banks.	2 Weeks from Acceptance of LOI by Bidder
Bidder to execute SLA, NDA, Integrity Pact with each Bank	2 Weeks
Bidder to furnish 10% of PBG to each Bank of the purchased value placed by each Bank.	5 days
Supply Install Commissioning of ATM CDs/CRMs including EJ Puling and screen customization, ATM Monitoring Tool, CCTV Surveillance, ATM Infra components like (ACs, UPS and Batteries).	8 Weeks (Based on work Order provided by each Bank)
SLM service, Consumables Replenishment, Cash Replenishment service of ATMs opted.	Should commence within next Day of the newly Commissioned ATM

8. Annexure

ANNEXURE I: TECHNICAL REQUIREMENT SPECIFICATIONS

Technical Requirement Specifications has been provided separately with the Bid.



ANNEXURE II: FORMAT FOR PRE-BID QUERY

RFP Ref. No. HO/MD/681

Dated 18/06/2025

If, the bidder, desiring to respond to RFP for **Supply, Installation and Maintenance of ATM Cash Dispenser (CDs)/Cash Recycler Machines (CRMs) and Managed Service** requires any clarifications on the points mentioned in the RFP, it may communicate with West Bengal State Co-Operative Bank Ltd. using the following format (in a Microsoft Excel (.xls/.xlsx) format).

All questions received within the last date of receiving Pre-bid queries mentioned in the RFP will be formally responded to and questions/points of clarification and the responses will be circulated to all participating bidders if required. The source (identity) of the bidder seeking points of clarification will not be revealed. Alternatively, WBSCB or Member Banks may at its discretion, may or may not answer all queries in the Pre-bid meeting.

Section Number	Page Number	Point Number	Original Clause	Query	WBSCB Response



ANNEXURE III: CHECKLIST DETAILS

To,
The Managing Director,
The West Bengal State Co-operative Bank Ltd.
24A, Waterloo Street,
Kolkata – 700 069

RFP Ref. No. – HO/MD/681

Date - 18/06/2025

Dear Sir,

Below Checklist details has been attached with the technical Bid in the E-tendering platform
www.wbtenders.gov.in.

Sr No	Particulars	Documents Attached (Yes/No)
1.	ANNEXURE VII: Covering Letter For Eligibility Cum Technical Bid And Commercial Bid	
2.	ANNEXURE VIII: Letter Of Confirmation	
3.	ANNEXURE IX: Authorization Letter	
4.	Notarized affidavit on non-judicial stamp paper of Rs.100/- (Rupees Hundred) declaring non-blacklisting as per details mentioned in Section 6.1 Eligibility Criteria	
5.	ANNEXURE XII: Bid Security Form	
6.	Certificate of Incorporation of Bidder.	
7.	ANNEXURE XI: Manufacturer Authorizations Form for ATM Cash Dispenser, ATM Cash Recycler Machines, ATM Monitoring Solution	
8.	Self-Attestation copy of Bidder indicating GSTIN No. and PAN No.	
9.	ANNEXURE X: Certificate For Financial Credentials for Bidder	
10.	Valid as on date: Certificate from OEM for ATM cash dispenser regarding ISO 9001: 2015 & ISO 27001: 2013 or higher versions of the certificate.	
11.	Proposed ATM Cash Dispenser, ATM Cash Recycler should be EMV Compliant copy of LI, L2 valid certificate from OEM.	
12.	Client Credential letters supporting clause 3 of Section 6.1 Eligibility Criteria	
13.	Client Credential letters supporting clause 9 of Section 6.1 Eligibility Criteria	
14.	I. Address of the service center in West Bengal. II. Declaration from Bidder that authorized maintenance of the cash dispenser	



	will be provided by itself or through its authorized partner to all the member banks in the scope of this RFP.	
15.	Details of Bidder registered office in India for centralized complaint monitoring system with toll free number and email for call logging.	
16.	Technical Proposal of Bidder (Must Include): <ul style="list-style-type: none"> • Specs of Proposed ATM Cash Dispenser with EJ Pulling Agent CAPEX Model • Specs of Proposed Cash Recycler Machine with EJ Pulling Agent CAPEX Model • Specs of Proposed ATM Monitoring Solution under OPEX Model • Proposed CCTV Surveillance under OPEX Model • SLM/FLM Service with Consumables under OPEX Model. If Subcontracting mention details. • Cash Replenishment Service under OPEX Model. If Subcontracting mention details. • Proposed ACs with Brand Name and Specs CAPEX Model • Proposed UPS with Batteries with Brand Name and Specs CAPEX Model 	
17.	Compliance to Annexure I (Technical Requirement Specification)	
18.	ANNEXURE IV: Non-Disclosure Agreement with WBSCB. For other member banks NDA to be prepared by selected Bidder only after Bid Conclusion.	
19.	ANNEXURE XV: Integrity Pact with WBSCB For other member banks Integrity Pact to be prepared by selected Bidder only after Bid Conclusion.	

ANNEXURE VI: COMMERCIAL BILL OF MATERIAL has been uploaded in the E-tendering platform **www.wbtenders.gov.in**. We confirm that there is no price disclosure in the Technical Bid submitted by us.

WBSCB or the Member Banks or the appointed Internal Committee may ask for additional details with respect to the Bid, and same shall be provided by us within the stipulated timeframe of the Bid.

Annexure- III has been enclosed with the Bid.

Place:

Date:

SEAL (Authorized Signatory)



ANNEXURE IV: NON-DISCLOSURE AGREEMENT

RFP Ref. No. HO/MD/681

Dated 18/06/2025

(On Rs.100 non-Judicial stamp paper)

This Non-Disclosure Agreement made and entered into at..... This
.....day of.....2025

BY AND BETWEEN

..... Company Limited, a company incorporated under the

Companies Act, 1956 having its registered office at (Hereinafter referred to as the Vendor which expression unless repugnant to the context or meaning thereof be deemed to include its permitted successors) of the ONE PART;

AND

<Bank Name>., a financial corporation institute having its Registered Office at <Bank Address>(hereinafter referred to as "<Bank Name>" which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns) of the OTHER PART.

The Non-Disclosure Agreement shall be submitted to <Bank Name>. If the Non-Disclosure Agreement is not submitted, then <Bank Name> reserves the right to cancel the contract.

The Bidder and WBSCB are hereinafter collectively referred to as "the Parties" and individually as "the Party"

WHEREAS:

1. <Bank Name> is engaged in the business of providing financial services to its customers and intends to engage the Bidder for Supply, Installation and Maintenance of ATM Cash Dispenser (CDs)/Cash Recycler Machines (CRMs) and Managed Service.
2. In the course of such assignment, it is anticipated that <Bank Name> or any of its officers, employees, officials, representatives or agents may disclose, or deliver, to the Bidder some Confidential Information (as hereinafter defined), to enable the Bidder to carry out the aforesaid assignment (hereinafter referred to as "the Purpose").
3. The bidder is aware and confirms that all information, data and other documents made available in the RFP/Bid Documents/Agreement /Contract or in connection with the Services rendered by the Vendor are confidential information and are privileged and strictly confidential and or proprietary of <Bank Name>, The Vendor undertakes to safeguard and protect such confidential information as may be received from <Bank Name>

NOW, THEREFORE THIS AGREEMENT WITNESSED THAT in consideration of the above premises and the <Bank Name> granting the Vendor and or his representatives to have specific access <Bank Name>property / information and other data it is hereby agreed by and between the parties hereto as follows:

1. Confidential Information:



(i) "Confidential Information" means all information disclosed/furnished by <Bank Name> to the Vendor whether orally, in writing or in electronic, magnetic or other form for the limited purpose of enabling the Vendor to carry out the proposed Implementation assignment, and shall mean and include data, documents and information or any copy, abstract, extract, sample, note or module thereof, explicitly designated as "Confidential"; Provided the oral information is set forth in writing and marked "Confidential" within seven (7) days of such oral disclosure.

(ii) The Vendor may use the Confidential Information solely for and in connection with the Purpose and shall not use the Confidential Information or any part thereof for any reason other than the Purpose stated above.

Confidential Information in oral form must be identified as confidential at the time of disclosure and confirmed as such in writing within seven (7) days of such disclosure. Confidential Information does not include information which:

- (a) is or subsequently becomes legally and publicly available without breach of this Agreement by either party,
- (b) was rightfully in the possession of the Vendor without any obligation of confidentiality prior to receiving it from <Bank Name>
- (c) was rightfully obtained by the Vendor from a source other than <Bank Name>. without any obligation of confidentiality,
- (d) was developed by for the Vendor independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence, or is/was disclosed pursuant to an order of a court or governmental agency as so required by such order, provided that the Vendor shall, unless prohibited by law or regulation, promptly notify The West Bengal State Co-operative Bank Ltd. of such order and afford The <Bank Name>. the opportunity to seek appropriate protective order relating to such disclosure.
- (e) the recipient knew or had in its possession, prior to disclosure, without limitation on its confidentiality.
- (f) is released from confidentiality with the prior written consent of the other party.

The recipient shall have the burden of proving hereinabove are applicable to the information in the possession of the recipient. Confidential Information shall at all times remain the sole and exclusive property of the <Bank Name> Upon termination of this Agreement, Confidential Information shall be returned to <Bank Name> or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of the parties.

Nothing contained herein shall in any manner impair or affect rights of <Bank Name> in respect of the Confidential Information.

In the event that any of the Parties hereto becomes legally compelled to disclose any

Confidential Information, such Party shall, as may be legally permissible and reasonably practicable, give sufficient notice to the other party to enable the other Party to prevent or minimize to the extent possible, such disclosure. Neither party shall disclose to a third party any Confidential Information or the contents of this Agreement without the prior written consent of the other party. The obligations of this Section shall be satisfied by handling Confidential Information with the similar degree of care, which the receiving party applies to its own similar confidential information but in no event less than reasonable care.

The obligations of this Section shall survive the expiration, cancellation or termination of this Agreement



2. Non-disclosure: The Vendor shall not commercially use or disclose any Confidential Information, or any materials derived there from to any other person or entity other than its directors, partners, agents, affiliates, associates, bidder's or persons in the direct employment of the Vendor (collectively as "Representatives") who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Vendor shall take appropriate measures by instruction and written agreement prior to disclosure to such representative to assure against unauthorized use or disclosure. The Vendor may disclose Confidential Information to others only if the Vendor has executed a Non-Disclosure Agreement with the other party to whom it is disclosed that contains terms and conditions that are no less restrictive than these presents, and the Vendor agrees to notify <Bank Name>. immediately if it learns of any use or disclosure of the Confidential Information in violation of terms of this Agreement. Notwithstanding anything contained in this Agreement, the Bidder shall disclose the Confidential Information to such other parties who conduct bidder's internal risk management procedures, facilitate bidder's administration of business and support bidder's infrastructure. the Bidder shall disclose Confidential Information to its professional indemnity insurers in which event any such disclosure shall be subject to confidentiality obligations provided herein.

Notwithstanding the marking and identification requirements above, the following categories of information shall be treated as Confidential Information under this Agreement irrespective of whether it is marked or identified as confidential:

- a) Information regarding <Bank Name>. and any of its Affiliates, customers and their customer Information. For purposes of this Agreement, Affiliate means a business entity now or hereafter controlled by, controlling or under common control. Control exists when an entity owns or controls more than 10% of the outstanding shares or securities representing the right to vote for the election of directors or other managing authority of another entity; or
- b) any aspect of <Bank Name>, business that is protected by patent, copyright, trademark, trade secret or other similar intellectual property right; or
- c) business processes, procedures and policies; or
- d) current and future business plans; or
- e) personnel information; or
- f) financial information.
- g) Customer Information
- h) technology information including architecture, framework, infrastructure design, DC & DR information etc.
- i) all data stored in the application

3. Publications: The Vendor shall not make news releases, public announcements, give interviews, issue or publish advertisements or publicize in any other manner whatsoever in connection with this Agreement, the contents / provisions thereof, other information relating to this Agreement, the Purpose, the Confidential Information or other matter of this Agreement, without the prior written approval <Bank Name>



4. Term: This Agreement shall be read together with the principal agreement as may be executed between the Parties for the Purpose and shall be effective from the date hereof and shall continue till expiration of the Purpose or termination of this Agreement by <Bank Name>., whichever is earlier. The Vendor hereby agrees and undertakes to <Bank Name>. that immediately on termination of this Agreement it would forthwith cease using the Confidential Information and further promptly return or destroy, under information to <Bank Name>, all information received by it from <Bank Name>. for the Purpose, whether marked Confidential or otherwise, and whether in written, graphic or other tangible form and all copies, abstracts, extracts, samples, notes or modules thereof. The Vendor further agree and undertake to <Bank Name>., to certify in writing upon request of <Bank Name>, that the obligations set forth in this Agreement have been complied with. Notwithstanding anything contained herein, the Bidder shall be allowed to retain sufficient documentation that is necessary to support any advice, reports, or opinions provided by the Bidder or as may be required by law. Any such retention shall be subject to confidentiality obligations contained herein.

Any provisions of this Agreement which by their nature extend beyond its termination shall continue to be binding and applicable for three (3) years post termination of this Agreement or until such information enters the public domain

5. Title and Proprietary Rights: Notwithstanding the disclosure of any Confidential Information by <Bank Name> to the Vendor, the title and all intellectual property and proprietary rights in the Confidential Information shall remain with <Bank Name>.

6. Remedies: The Vendor acknowledges the confidential nature of Confidential Information and that damage may result to <Bank Name>. if the Vendor breaches any provision of this Agreement and agrees that, if it or any of its directors, officers or employees should engage or cause or permit any other person to engage in any act in violation of any provision hereof, <Bank Name>. may suffer immediate irreparable loss for which monetary compensation may not be adequate. <Bank Name>. shall be entitled, in addition to other remedies for damages & relief as may be available to it, to an injunction or similar relief prohibiting the Vendor, its directors, officers etc. from engaging in any such act which constitutes or results in breach of any of the covenants of this Agreement. Except for the contracting Parties to this Agreement, no third party shall have any right to enforce or rely on any provision of the Agreement. In no event shall, either Party be liable for any indirect or consequential losses or damages.

Any claim for relief to <Bank Name>. shall include <Bank Name>. costs and expenses of enforcement (including the attorney's fees), as may be awarded by court of competent jurisdiction in its final judgment

7. Entire Agreement, Amendment and Assignment: Unless the principal agreement is executed between the Parties, this Agreement constitutes the entire agreement between the Parties relating to the matters discussed herein and supersedes any and all prior oral discussions and / or written correspondence or agreements between the Parties. This Agreement may be amended or modified only with the mutual written consent of the Parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.

8. Governing Law: The provisions of this Agreement shall be governed by the laws of India and the competent court at Kolkata, West Bengal shall have exclusive jurisdiction in relation thereto even though other Courts in India may also have similar jurisdictions.

9. General: The Vendor shall not reverse - engineer, decompile, disassemble, or otherwise interfere with any software disclosed hereunder.

All Confidential Information is provided “as is”. In no event shall <Bank Name>. be liable for the inaccuracy or incompleteness of the Confidential Information. None of the Confidential Information disclosed by <Bank Name> constitutes any representation, warranty, assurance, guarantee or inducement with respect to the fitness of such Confidential Information for any particular purpose. However, <Bank Name> understands that any inaccurate or incomplete Confidential Information may have adverse/material impact on the Purpose for which it is being used.

<Bank Name>. discloses the Confidential Information without any representation or warranty, whether express, implied or otherwise, on truthfulness, accuracy, completeness, merchantability, fitness for a particular purpose, title or anything else.

10. **Waiver:** A waiver (whether express or implied) by <Bank Name>. of any of the provisions of this Agreement, or of any breach or default by the Vendor in performing any of the provisions hereof, shall not constitute a continuing waiver and such waiver shall not prevent <Bank Name>. from subsequently enforcing any of the subsequent breach or default by the Vendor under any of the provisions of this Agreement.

11. **Unpublished Price Sensitive Information:** <Bank Name>shall inform the Bidder in writing if, in the course of the Purpose, the Representatives of the Bidder will have access to any unpublished price sensitive information, whether of <Bank Name>or any other entity. <Bank Name>agrees that the Bidder shall not be responsible for determining the difference between price-sensitive and non-price-sensitive information that would form part of the information disclosed to the bidder. All information supplied to the Bidder (in whatever form) which is not in the public domain will be treated as Confidential Information for the Purpose. Further, <Bank Name> shall be responsible to obtain legal advice to ensure that information disclosed to the Bidder is not in contravention of any applicable laws and regulations.

In witness whereof, the Parties hereto have executed these presents the day, month and year first herein above written.

For and on behalf of ----- Ltd.

(Designation)

For and on behalf of <Bank Name>.

(Designation)



ANNEXURE V: FORMAT FOR PERFORMANCE BANK GUARANTEE

FORMAT OF BANK GUARANTEE (BG) FOR PERFORMANCE SECURITY (ON A NONJUDICIAL STAMP PAPER OF RS.100.00)

To,

<Different for each of the Member banks>

<Mention address for each of the member banks>

WHEREAS (herein after called "The Bidder") has submitted its bid dated (date of submission of bid) for providing the _____ (Scope of Work) in response to West Bengal State Cooperative Bank Ltd Request for Proposal (RFP) No. HO/MD/681 dated 18/06/2025 where <Bank Name> is a member bank(hereinafter called "the Bank", "Beneficiary").

KNOW ALL PEOPLE by these presents that WE ____ (name of member bank) of _____ (name of district, West Bengal) having our registered office at (address of bank) (herein after called "the Bank") are bound unto <Bank Name>(herein after called "the Beneficiary") in the sum of INR _____ /-(Rupees _____ only) for Which payment will and truly to be made to the said Beneficiary, the Bank binds itself, its successors and assigns by these presents. Sealed with the common seal of the said Bank this _____ day of _____, 2025.

THE CONDITIONS of this obligation are:

We undertake to pay the Beneficiary up to the above amount upon receipt of its first written demand, without the Beneficiary having to substantiate its demand, provided that in its demand the beneficiary will note that the amount claimed by it is due to it owing to the occurrence of above condition, specifying the occurred condition.

1. This guarantee will remain in force up to 66 months from the date of signing the contract i.e., up to _____ (date of expiry which should be a minimum of contract period), and any demand in respect thereof should reach the Bank not later than the above date. Notwithstanding any other term contained herein:
 - a. This guarantee shall be valid only up to (Guarantee End Date) whereupon it shall automatically expire irrespective of whether the original guarantee is returned to the Bank or not; and
 - b. The total liability of Bank under this guarantee shall be limited to INR (Rupeesonly)
2. Notwithstanding anything to the contrary, the decision of the purchaser as to whether Consultancy Solution has failed to perform as per the said contract and also as to whether the contractor has failed to maintain the Consultancy services and systems as per the terms and conditions of the said contract will be final and binding on the Bank and the Bank shall not be entitled to ask the purchaser to establish its claim or claims under this Guarantee but shall pay the same to the purchaser forthwith on mere demand without any demur, reservation, recourse, contest or protest and/or without any reference to the contractor. Any such demand made by the purchaser on the Bank shall be conclusive and binding not withstanding any difference between the purchaser and the contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.
3. The Bank further undertakes not to revoke this Guarantee during its currency except with the previous consent of the purchaser in writing and this Guarantee shall continue to be enforceable till the aforesaid



date of expiry or the last date of the extended period of expiry of Guarantee agreed upon by all the parties to this Guarantee, as the case may be, unless during the currency of this Guarantee all the dues of the purchaser under or by virtue of the said contract have been duly paid and its claims satisfied or discharged or the purchaser certifies that the terms and conditions of the said contract have been fully carried out by the contractor and accordingly discharges the Guarantee.

4. In order to give full effect to the Guarantee herein contained you shall be entitled to act as if we are 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 the above or any other provisions of this Guarantee.
5. The Bank agrees with the purchaser that the purchaser shall have the fullest liberty without affecting in any manner the Bank's obligations under this Guarantee to extend the time of performance by the contractor from time to time or to postpone for any time or from time to time any of the rights or powers exercisable by the purchaser against the contractor and either to enforce or forbear to enforce any of the terms and conditions of the said contract and the Bank shall not be released from its liability for the reasons of any such extensions being granted to the contractor for any forbearance, act or omission on the part of the purchaser or any other indulgence shown by the purchaser or by any other matter or thing whatsoever which under the law relating to sureties would, but for this provision have the effect of so relieving the Bank.
6. The Guarantee shall not be affected by any change in the constitution of the contractor or the Bank nor shall it be affected by any change in the constitution of the purchaser by any amalgamation or absorption or with the contractor, Bank or the purchaser, but will ensure for and be available to and enforceable by the absorbing or amalgamated company or concern.
7. This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation or in substitution of any other guarantee or guarantees heretofore issued by us (whether singly or jointly with other banks) on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and also for the same purpose for which this guarantee is issued and now existing un-cancelled and we further mention that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees heretofore issued by us on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and for the same purpose for which this guarantee is issued.
8. Any notice by way of demand or otherwise under this guarantee may be sent by special courier, telex, fax or registered post to our local address as mentioned in this guarantee.

Place:

SEAL

SIGNATURE.

Code No.

NOTE:

1. The Bidder SHOULD ENSURE THAT THE SEAL & CODE NO. OF THE SIGNATORY IS PUT BY THE BANKERS, BEFORE SUBMISSION OF BG

2. STAMP PAPER IS REQUIRED FOR THE BG ISSUED BY THE BANKS LOCATED IN INDIA.



ANNEXURE VI: COMMERCIAL BILL OF MATERIAL

Commercial Bill of Material has been provided separately with the Bid. Bidder to provide the cost as per the BOQ format without taxes. Taxes will be at actuals.



ANNEXURE VII: COVERING LETTER FOR ELIGIBILITY CUM TECHNICAL BID AND COMMERCIAL BID

**To,
The Managing Director,
The West Bengal State Co-operative Bank Ltd.
24A, Waterloo Street,
Kolkata – 700 069**

RFP Ref. No. – HO/MD/681

Date - 18/06/2025

Dear Sir,

Having examined the BID (RFP No.: HO/MD/681 Date - 18/06/2025) including all annexures, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to deliver services in conformity with the said RFP and in accordance with our proposal and total cost indicated in the Commercial Bid and made part of this bid.

We undertake, if our bid is accepted, to deliver services and complete the project in accordance with the scheduled timelines.

We agree to abide by this bid for the period of 180 days from the date fixed for technical bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with the bank's written acceptance thereof and the bank's notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that the bank is not bound to accept the lowest or any bid the bank may receive.

Place:

Dated: __/__/2025.

.....

(Signature) (In the Capacity of)

Duly authorized to sign bid for and on behalf of



ANNEXURE VIII: LETTER OF CONFIRMATION

**To,
The Managing Director,
The West Bengal State Co-operative Bank Ltd.
24A, Waterloo Street,
Kolkata – 700 069**

RFP Ref. No. – HO/MD/681

Date - 18/06/2025

Dear Sir,

We confirm having submitted the Bid and annexures in accordance with the said RFP. The details submitted by us are true and correct to the best of our knowledge and if it is proved otherwise at any stage of execution of the contract, West Bengal State Co-Operative Bank Ltd. has the right to summarily reject the proposal and disqualify us from the process.

We confirm that we will abide by the conditions mentioned in the Tender Document (RFP and annexure) in full or in accordance with the deviations in “Terms & Conditions” accepted by West Bengal State Cooperative Bank.

We, hereby acknowledge and confirm, having accepted that West Bengal State Cooperative Bank can at its absolute discretion, apply whatever criteria are deemed appropriate, not just limiting to those criteria set out in the RFP and related documents, in shortlisting of bidders.

We shall observe the confidentiality of all the information passed on to us in the course of the tendering process and shall not use the information for any other purpose than the current tender.

We also confirm that we /Our Sub Contracting partners have not been blacklisted by any Govt. Department/ PSU/PSE or Banks or Any Financial Institution or otherwise not involved in any such incident with any concern whatsoever, where the job was undertaken/performed and conduct has been questioned by any authority, which may lead to legal action.

Place:

Date:

SEAL (Authorized Signatory)



ANNEXURE IX: AUTHORIZATION LETTER

To,
The Managing Director,
The West Bengal State Co-operative Bank Ltd.
24A, Waterloo Street,
Kolkata – 700 069

SUB: Authorization Letter for attending the Bid opening.

Ref: RFP Ref. No. – HO/MD/681

Date - 18/06/2025

Dear Sir,

This with reference to your RFP for **Supply, Installation and Maintenance of ATM Cash Dispenser (CDs)/Cash Recycler Machines (CRMs) and Managed Service.**

<Bidder's Name> hereby authorize Mr. / Ms. _____ to attend the Bid opening & to discuss with you on the subject RFP on behalf of our organization.

The specimen signature is attested below:

Specimen Signature of Mr. /Ms.

Signature of Authorizing Authority

Name & designation of Authorizing Authority

Place:

Date:

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



ANNEXURE X: CERTIFICATE FOR FINANCIAL CREDENTIALS
(In the letter head of the Statutory Auditor/Chartered Accountant)

To,
The Managing Director,
The West Bengal State Co-operative Bank Ltd.
24A, Waterloo Street,
Kolkata – 700 069

SUB: Certificate For Financial Credentials.

Ref: RFP Ref. No. – HO/MD/681

Date - 18/06/2025

Dear Sir,

This is to certify that M/s _____, with registered address as and having GST Registration No. has the following Turnover, Net Profit/Loss and Net worth from its Indian Operations. This information is based on the Audited Financial Statements for Financial Years 2021-22, 2022-23 and 2023-24.

Financial year	Turnover (Rs. In Lacs) as on 31 st March	Net Profit After Tax (Rs. In Lacs) as on 31 st March	Net Worth (Rs. In Lacs) as on 31 st March	Enclosed Audited Balance sheet and Profit & Loss A/c (Yes/No)
2021-22				
2022-23				
2023-24				

Date

Place:

Signature of CA/Statutory Auditor

Name of CA/Statutory Auditor:

Designation:

UDIN:



ANNEXURE XI: MANUFACTURER AUTHORISATION FORM

To,
The Managing Director,
The West Bengal State Co-operative Bank Ltd.
24A, Waterloo Street,
Kolkata – 700 069

SUB: MANUFACTURER AUTHORISATION FORM

Ref: RFP Ref. No. – HO/MD/681

Date - 18/06/2025

Dear Sir,

We (Name of the Manufacturer) who are established and reputable manufacturers of having factories at,, and do hereby authorize M/s (Name and address of Bidder) who is the Bidder submitting its bid pursuant to the Request for Proposal issued by the Bank on behalf, to submit a Bid and negotiate and conclude a contract with you for supply of equipment manufactured by us against the Request for Proposal received from your bank by the Bidder and we have duly authorized the Bidder for this purpose.

We hereby extend our guarantee/ warranty and AMC as per terms and conditions of the RFP Ref No.: HO/MD/681 Date - 18/06/2025 and the contract for the equipment and services offered for supply against this RFP by the above-mentioned Bidder, and hereby undertake to perform the obligations as set out in this RFP in respect of such equipment and services. We undertake to provide back- to-back support for spare and skill to the Bidder for subsequent transmission of the same to the Bank. We also undertake to provide support services during warranty as well as AMC period at no cost to WBSCB and its Member Banks if the above Bidder authorized by us fails to perform in terms of the RFP. We confirm that the Bidder shall provide Service Support center/Resource Availability in the state of West Bengal.

We duly authorize the said firm to act on our behalf in fulfilling all installations, technical support and maintenance obligations required by the contract.

We further certify that, in case the authorized distributor/ system integrator is not able to meet its obligations as per contract during contract period, we, as the OEM, shall perform the said obligations with regard to their items by ourselves or through alternate & acceptable service provider.

Yours Faithfully Authorized Signatory

Name:

Phone No.

E-mail



ANNEXURE XII: BID SECURITY FORM

To,
The Managing Director,
The West Bengal State Co-operative Bank Ltd.
24A, Waterloo Street,
Kolkata – 700 069

Having examined the RFP (RFP No: HO/MD/681 Dated 18/06/2025) including all annexure, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to deliver services in conformity with the said RFP and in accordance with our proposal and total cost / consultancy fees indicated in the Commercial Bid and made part of this bid.

We undertake, if our bid is accepted, to deliver services and complete the project in accordance with the scheduled timelines.

If our bid is accepted, we will provide the guarantee of a Bank in a sum equivalent to 10% of the contract price as per the PO given by each member banks for the due performance of the Contract in the form prescribed by the Bank.

We agree to abide by this bid for the period of 180 days from the date fixed for technical bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with the bank's written acceptance thereof and bank's notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that the bank is not bound to accept the lowest or any bid the bank may receive. Place:

Dated: this day of 2025.

----- (Signature)

(In the Capacity of)

Duly authorized to sign bid for and on behalf of

1 (Name & Address of Bidder)



ANNEXURE XIII: INTEGRITY PACT (Non-Judicial Stamp Paper)

Between

<Bank Name>

hereinafter referred to as “The Principal” and

..... hereinafter referred to as “The Bidder/ Contractor”

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for _____

The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(s) and / or Contractor(s).

Section 1 – Commitments of the Principal

(1.) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

- a. No employee of the Principal, personally or through family members, will in connection with the tender for or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
- c. The Principal will exclude from the process all known prejudiced persons.

(2.) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer or any Officer appointed by the Bank and in addition can initiate disciplinary actions.

Section 2 – Commitments of the Bidder(s)/ contractor(s)

(1) The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

- a. The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal’s employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.



b. The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d. The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the

“Guidelines on Indian Agents of Foreign Suppliers” shall be disclosed by the Bidder (s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only. Copy of the “Guidelines on Indian Agents of Foreign Suppliers” is placed at e. The Bidder(s)/ Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

(2)The Bidder(s)/ Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3- Disqualification from tender process and exclusion from future contracts

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the “Guidelines on Banning of business dealings”. Copy of the “Guidelines on Banning of business dealings” is placed at

Section 4 – Compensation for Damages

(1) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages from Invoice Amount.

(2) If the Principal has terminated the contract according to Section 3 or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 – Previous transgression

(1) The Bidder declares that no previous transgressions occurred in the last three years with any other Bank in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.



(2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in “Guidelines on Banning of business dealings”.

Section 6 – Equal treatment of all Bidders / Contractors / Subcontractors

(1) The Bidder(s)/ Contractor(s) undertake(s) to demand from his subcontractors a commitment in conformity with this Integrity Pact.

(2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.

(3) The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 – Criminal charges against violating Bidder(s) / Contractor(s) / Subcontractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8 – Independent External Monitor / Monitors

(1) The Principal appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

(2) The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. It will be obligatory for him to treat the information and documents of the Bidders/Contractors as confidential. He reports to the Managing Director & Special Officer, WBSCB.

(3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Subcontractor(s) with confidentiality.

(4) The Principal will provide to the Monitor 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 Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

(5) As soon as the Monitor notices or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.



(6) The Monitor will submit a written report to the Managing Director & Special officer , WBSCB within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.

(7) If the Monitor has reported to the Managing Director & Special Officer, WBSCB, a substantiated suspicion of an offence under relevant IPC/ PC Act and the Managing Director & Special officer, WBSCB has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

(8) The word “Monitor” would include both singular and plural.

Section 9 – Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract and for all other Bidders 6 months after the contract has been awarded.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by Managing Director & Special Officer

Section 10 – Other provisions

(1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. Kolkata.

(2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.

(3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

(4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

(5) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.”

(For & On behalf of the Principal)
(Office Seal)
Place
Date
Witness1:
Name & Address

For & On behalf of the Principal Bidder /Contract or
(Office Seal)
Place
Date
Witness1:
Name & Address



ANNEXURE XIV: SAMPLE CLIENT CREDENTIAL LETTER
(In the letter head of the Bank)

(TO WHOMEVER IT MAY CONCERN)

This is to certify that M/s _____, with registered address as _____ is providing the below service through itself or through its subcontracting agency as follows:

Name of the Subcontracting Agency (if applicable): _____

- First Line Maintenance (FLM), Second Line maintenance (SLM) and Consumables replenishment service at _____ ATMs of the bank.
- Cash Replenishment service at _____ ATMs of the bank.
- Authorized dealer and AMC provider of ATM infrastructure components like ACs, UPS & Batteries at _____ ATMs of the bank.
- ATM CCTV Surveillance at _____ ATMs of the bank.

Name:

Designation:

Official Email:

Bank Seal:



ANNEXURE XV: CERTIFICATE OF ACCEPTANCE

Certificate of Acceptance for Supply & Installation of CDs/CRMs

Ref. RFP No. (RFP No.: HO/MD/681 Date - 18/06/2025)

Purchase Order No _____ & Date _____

ATM ID:

Address:

Connected Branch:

Date of Commissioning/installation:

This is to certify that the supply and installation of ATM for <Bank Name> with offsite/onsite ATM, against above said work order has been completed successfully.

The period of comprehensive warranty for three (3) years for the aforesaid ATM is w.e.f.

(Date of Commissioning/installation) to (Date)

Note: Branch should check ATM is in good condition (i.e new and not damaged during transit) and is working fine.

We hereby confirm that the aforesaid ATM including all components is brand new and is working fine.

Bidder

Seal & Signature

Date

Branch Manager

Seal & Signature

Date



ANNEXURE XVI: ATM SITE WISE REQUIREMENT OF EACH BANKS

Name of the Member Bank	WEST BENGAL STATE COOPERATIVE BANK LTD								
	CAPEX					OPEX			
	ATM	Mobil e ATM	CRM	AC	UPS & Battery	CCTV Surveil lance	ATM Monito ring Solutio n	FLM/SL M and Consum ables	Cash Replenish ment
Main Branch Head Office Waterloo Street Kolkata, 700069	✓					✓	✓	✓	
School Road, Bongaon, North 24 Parganas, 743235	✓			✓	✓	✓	✓	✓	
Diamond Harbour, (Near Diamond Harbour Municipality), 743331	✓			✓	✓	✓	✓	✓	
Biswa Singha Road beside B.D. Hotel, Coochbehar, 736101	✓				✓	✓	✓	✓	
50 Hemanta Basu Sarani, 3/2 B.B.D. Bagh East kolkata-700001	✓			✓	✓	✓	✓	✓	✓
Near Basirhat Court, Bashirhat 24 Pgns (North), 743411	✓			✓	✓	✓	✓	✓	
Village Nayapara, Kakdwip, 24 Pgs(s), 743347	✓			✓	✓	✓	✓	✓	
Alipurduar District Hospital, Hospital Road, Alipurduar, 736121	✓			✓	✓	✓	✓	✓	✓
NS Building, Kiran Sankar Road, Kolkata, 700001	✓					✓	✓	✓	✓
Main Branch Head Office Waterloo Street Kolkata, 700069		✓				✓	✓	✓	
Biswa Singha Road beside B.D. Hotel, Coochbehar, 736101		✓			✓	✓	✓	✓	



Name of the Member Bank	BANKURA DISTRICT CENTRAL COOPERATIVE BANK LTD								
Site Location (With Pincode)	CAPEX					OPEX			
	ATM	Mobil e ATM	CRM	AC	UPS & Battery	CCTV Surveill ance	ATM Monito ring Solutio n	FLM/SL M and Consum ables	Cash Replenish ment
Machantala, PO. & Dist-Bankura, PIN-722101			✓	✓	✓	✓	✓	✓	✓
Haripur, Vill & PO. Indas, Dist-Bankura, PIN-722205	✓			✓	✓	✓	✓	✓	✓
Vill & PO. Kamalpur, Dist-Bankura, PIN-722137	✓			✓	✓	✓	✓	✓	✓
Vill & PO. Joypur, Dist-Bankura, PIN-722138	✓			✓	✓	✓	✓	✓	✓
Vill & PO. Onda, Dist-Bankura, PIN-722144	✓			✓	✓	✓	✓	✓	✓
Vill. Raipur, PO. Garh Raipur, Dist-Bankura, PIN-722134	✓			✓	✓	✓	✓	✓	✓
Vill. & PO. Chhatna, Dist-Bankura, PIN-722132	✓			✓	✓	✓	✓	✓	✓
PO. Sonamukhi, Dist-Bankura, PIN-722207			✓	✓	✓	✓	✓	✓	✓
Vill & PO. Patrasayer, Dist-Bankura, PIN-722206	✓			✓	✓	✓	✓	✓	✓
Netaji More, Vill & PO. Kotulpur, Dist-Bankura, PIN-722141	✓			✓	✓	✓	✓	✓	✓

Name of the Member Bank	DAKSHIN DINAJPUR (BALURGHAT) DISTRICT CENTRAL COOPERATIVE BANK LTD								
Site Location (With Pincode)	CAPEX					OPEX			
	ATM	Mobil e ATM	CRM	AC	UPS & Battery	CCTV Surveill ance	ATM Monito ring Solutio n	FLM/SL M and Consum ables	Cash Replenish ment
Balurghat Main Branch Kachari Road, P.O.: Balurghat, P.S.: Balurghat, Dist.: Dakshin Dinajpur, State: West Bengal, PIN: 733101	✓			✓	✓	✓	✓	✓	
Tapan Branch Chowrangi More, P.O. & P.S.: Tapan, Dist.: Dakshin Dinajpur, State: West Bengal, PIN: 733127	✓			✓	✓	✓	✓	✓	
Gangarampur Branch Gangarampur High Road, P.O. & P.S.: Gangarampur, Dist.: Dakshin Dinajpur, State: West Bengal, PIN: 733124	✓			✓	✓	✓	✓	✓	
Patiram Branch Patiram Bazar, P.O.: Patiram, P.S.: Balurghat, Dist.: Dakshin Dinajpur, State: West Bengal, PIN: 733133	✓			✓	✓	✓	✓	✓	
Kumarganj Branch P.O.: Gopalganj, P.S.: Kumarganj, Dist.: Dakshin Dinajpur, State: West Bengal, PIN: 733141	✓			✓	✓	✓	✓	✓	
Hili Branch Hill Bazar, P.O. & P.S.: Hili, Dist.: Dakshin Dinajpur, State: West Bengal, PIN: 733126	✓			✓	✓	✓	✓	✓	
Gofanagar Branch Fulbari Bazar, P.O.: Fulbari, P.S.: Gangarampur, Dist.: Dakshin Dinajpur, State: West Bengal, PIN: 733140	✓			✓	✓	✓	✓	✓	



Name of the Member Bank	DARJEELING DISTRICT CENTRAL COOPERATIVE BANK LTD								
Site Location (With Pincode)	CAPEX					OPEX			
	ATM	Mobil e ATM	CRM	AC	UPS & Battery	CCTV Surveill ance	ATM Monito ring Solutio n	FLM/SL M and Consum ables	Cash Replenish ment
Mungpoo Branch Mungpoo Bazar, SL Rai Road, Below PWD Bonglow, Dist-Darjeeling, PIN: 734313	✓					✓	✓	✓	
Bijanbari Branch Bijanbari Bazar, Bista Path, P.O-Bijanbari, Dist-Darjeeling, PIN: 734201	✓					✓	✓	✓	
Darjeeling Branch S.M Das Road, Opposite Red Cross, Darjeeling, Dist-Darjeeling, PIN: 734101	✓					✓	✓	✓	
Gorubathan Branch Beside Motor Stand, Sombaray Bazar, Gorubathan, P.O-Fagu, Dist-Kalimpong, PIN: 735231	✓					✓	✓	✓	
Jholung Branch Durga Mandir Road, Jholung Bazar, Dist-Kalimpong, PIN: 734503	✓					✓	✓	✓	
Kalimpong Branch Rishi Road, Opp. Girls H.S School, Kalimpong, Dist-Kalimpong, PIN: 734301	✓		✓			✓	✓	✓	
Kurseong Branch Kurseong Bazar, Below S.D Hospital, Dist-Darjeeling, PIN: 734203	✓					✓	✓	✓	
Mirik Branch Mirik Bazar, Ward No-02, Super Market, Dist-Darjeeling, PIN: 734214	✓					✓	✓	✓	
Pedong Branch Pedong Bazar, Opp-Old Post Office, Near St. George Playground, Dist-Kalimpong, PIN: 734311	✓					✓	✓	✓	
Rimbick Branch Rimbick Bazar, Rimbick, Dist-Darjeeling, PIN: 734201	✓					✓	✓	✓	
Salbari Branch Salbari, Methibari, Opposite Chill-out Restaurant, Dist-Darjeeling, PIN: 734002	✓					✓	✓	✓	



Name of the Member Bank	HOOGLY DISTRICT CENTRAL COOPERATIVE BANK LTD								
Site Location (With Pincode)	CAPEX					OPEX			
	ATM	Mobil e ATM	CRM	AC	UPS & Battery	CCTV Surveill ance	ATM Monito ring Solutio n	FLM/SL M and Consum ables	Cash Replenish ment
Netaji Subhas Road, Chinsurah, Hooghly Pin - 712101	✓			✓	✓	✓	✓	✓	✓
Netaji Subhas Road, Chinsurah, Hooghly Pin - 712101		✓				✓	✓	✓	✓
G.T. Road, Pandua, Hooghly Pin - 712149	✓			✓	✓	✓	✓	✓	✓
Tarakeswar Thana Road, Tarakeswar, Hooghly Pin - 712410	✓			✓	✓	✓	✓	✓	✓
Opp. To Chhayabani Cinema, Arambagh, Hooghly Pin - 712601	✓			✓	✓	✓	✓	✓	✓
Madan Mohan Tala, Dhaniakhali, Hooghly Pin - 712302	✓			✓	✓	✓	✓	✓	✓
Ramnagar, Khanakul, Hooghly Pin - 712406	✓					✓	✓	✓	✓
Gadadhar Lodge, Laha Bazar, Kamarpukur, Hooghly Pin - 712612	✓					✓	✓	✓	✓
Akbar Market, Harit, Hooghly Pin - 712305	✓					✓	✓	✓	✓
69B, G.T. Road, Serampore, Hooghly Pin - 712203	✓					✓	✓	✓	✓
3/291, 7, Sarat sarani, More Pukur, Rishra, Hooghly Pin - 712250	✓					✓	✓	✓	✓
Pursurah Thana Road, Pursurah, Hooghly Pin - 712401	✓					✓	✓	✓	✓

Name of the Member Bank	HOWRAH DISTRICT CENTRAL COOPERATIVE BANK LTD								
Site Location (With Pincode)	CAPEX					OPEX			
	ATM	Mobil e ATM	CRM	AC	UPS & Battery	CCTV Surveill ance	ATM Monito ring Solutio n	FLM/SL M and Consum ables	Cash Replenish ment
Uluberia Branch Uluberia, Dist-Howrah, PIN: 711316	✓			✓	✓	✓	✓	✓	✓
Jhikira Branch Vill + P.O.: Jhikira, P.S.: Joypur, Dist-Howrah, PIN: 711401	✓			✓	✓	✓	✓	✓	✓

Name of the Member Bank	PURULIA CENTRAL COOPERATIVE BANK LTD								
Site Location (With Pincode)	CAPEX					OPEX			
	ATM	Mobil e ATM	CRM	AC	UPS & Battery	CCTV Surveill ance	ATM Monito ring Solutio n	FLM/SL M and Consum ables	Cash Replenish ment
Purulia Day Branch RANCHI ROAD,P.S.: PURULIA SADAR,Dist. : PURULIA State : WEST BENGAL,PIN : 723101	✓			✓	✓	✓	✓	✓	✓



Name of the Member Bank	JALPAIGURI CENTRAL COOPERATIVE BANK LTD								
Site Location (With Pincode)	CAPEX					OPEX			
	ATM	Mobil e ATM	CRM	AC	UPS & Battery	CCTV Surveill ance	ATM Monito ring Solutio n	FLM/SL M and Consum ables	Cash Replenish ment
Temple Street, Jalpaiguri, pIN - 735101, WB	✓			✓	✓	✓	✓	✓	
College Halt, PO-Ati pu rduar Court, Dist.-Ali purduar PIN-736122, West Bengal	✓			✓	✓	✓	✓	✓	

Name of the Member Bank	MUGBERIA CENTRAL COOPERATIVE BANK LTD								
Site Location (With Pincode)	CAPEX					OPEX			
	ATM	Mobil e ATM	CRM	AC	UPS & Battery	CCTV Surveill ance	ATM Monito ring Solutio n	FLM/SL M and Consum ables	Cash Replenish ment
Saraswatitala Branch Saraswatitala, Contai, PIN: 721401	✓			✓	✓	✓	✓	✓	
Ramnagar Branch Vill: Saiyadpur, P.O. + P.S.: Ramnagar, Dist: Purba Medinipur, PIN: 721441	✓			✓	✓	✓	✓	✓	
Madhakhali Branch Vill + P.O.: Madhakhali, P.S.: Bhupatinagar, Dist: Purba Medinipur, PIN: 721425	✓			✓	✓	✓	✓	✓	
Mugberia Branch (1) Vill & P.O.: Mugberia, P.S.: Bhupatinagar, Dist: Purba Medinipur, PIN: 721425		✓		✓	✓	✓	✓	✓	
Mugberia Branch (2) Vill & P.O.: Mugberia, P.S.: Bhupatinagar, Dist: Purba Medinipur, PIN: 721425		✓		✓	✓	✓	✓	✓	



Name of the Member Bank	MALDA DISTRICT CENTRAL COOPERATIVE BANK LTD								
Site Location (With Pincode)	CAPEX					OPEX			
	ATM	Mobil e ATM	CRM	AC	UPS & Battery	CCTV Surveill ance	ATM Monito ring Solutio n	FLM/SL M and Consum ables	Cash Replenish ment
State Bus Stand,Malda,732101	✓			✓	✓	✓	✓	✓	✓
Malda District Central Co op Bank Ltd, Manikchak Br,Vill+P.o-Mothurapur,732203	✓			✓	✓	✓	✓	✓	
Malda District Central Co op Bank Ltd, Dakshiunpara,(Near State garage)Chanchal Br,Vill+P.o-Chanchal,732123	✓			✓	✓	✓	✓	✓	
Malda District Central Co op Bank Ltd,HARISHCHANDRAPUR BR,Sohid More,Vill+P.o-Harishchandrapur,732125	✓			✓	✓	✓	✓	✓	
Malda District Central Co op Bank Ltd, Rathbari Br,Rathbari,732101	✓			✓	✓	✓	✓	✓	✓

Name of the Member Bank	MURSHIDABAD DISTRICT CENTRAL COOPERATIVE BANK LTD								
Site Location (With Pincode)	CAPEX					OPEX			
	ATM	Mobil e ATM	CRM	AC	UPS & Battery	CCTV Surveill ance	ATM Monito ring Solutio n	FLM/SL M and Consum ables	Cash Replenish ment
48 & 49 B.B. Sen Road, Po: Berhampur, Ps: Berhampur, Dist:Murshidabad, Pin: 742101	✓			✓	✓	✓	✓	✓	✓
Islampur Branch , Po+Ps Islampur Dist Murshidabad, Pin:742304,	✓			✓	✓	✓	✓	✓	✓
Attached to Collectorate Building, Berahampur, Murshidabad, PIN: 742102	✓			✓	✓	✓	✓	✓	✓
AT MOTIJHEEL Park, LALBAGH, Murshidabad	✓			✓	✓	✓	✓	✓	✓
Murshidabad Zilla Parishad Campus, Berhampore, Murshidabad	✓			✓	✓	✓	✓	✓	✓
Jashori Anukh-I Gram Panchayat, Kandi Murshidabad	✓			✓	✓	✓	✓	✓	✓



Name of the Member Bank	NADIA DISTRICT CENTRAL COOPERATIVE BANK LTD								
Site Location (With Pincode)	CAPEX					OPEX			
	ATM	Mobil e ATM	CRM	AC	UPS & Battery	CCTV Surveill ance	ATM Monito ring Solutio n	FLM/SL M and Consum ables	Cash Replenish ment
Krishnagar Branch M.M. Ghosh Street, Krishnagar, Nadia, PIN: 741101			✓	✓	✓	✓	✓	✓	✓
Ranaghat Branch Bhangrapara, Ranaghat, Nadia, PIN: 741201	✓			✓	✓	✓	✓	✓	✓
Aranghata Branch Upendranagar, Aranghata, Nadia, PIN: 741501	✓			✓	✓	✓	✓	✓	✓
Madanpur Branch Madanpur Purbapara, Nadia, PIN: 741245	✓			✓	✓	✓	✓	✓	✓
Kalyani Branch B-8/45 (CA), Kalyani, Kalyani, Nadia, PIN: 741235	✓			✓	✓	✓	✓	✓	✓
Karimpur Branch Karimpur, Nadia, PIN: 741152	✓			✓	✓	✓	✓	✓	✓
Chakdaha Branch Chakdaha Bus Stand, C.B. Road, Chakdaha, Nadia, PIN: 741222	✓			✓	✓	✓	✓	✓	✓
Nakashipara Branch Phooltala, Nakashipara, Nadia, PIN: 741126	✓			✓	✓	✓	✓	✓	✓
Bagula Branch Asar Para Road, Bagula, Nadia, PIN: 741502	✓			✓	✓	✓	✓	✓	✓
Debagram Branch Debagram, Kaliganj, Nadia, PIN: 741137	✓			✓	✓	✓	✓	✓	✓
Kalinagar Branch Kalinagar, Krishnagar, Nadia, PIN: 741101	✓			✓	✓	✓	✓	✓	✓



Name of the Member Bank	RAIGANJ CENTRAL COOPERATIVE BANK LTD (Page 1)								
Site Location (With Pincode)	CAPEX					OPEX			
	ATM	Mobil e ATM	CRM	AC	UPS & Battery	CCTV Surveill ance	ATM Monito ring Solutio n	FLM/SL M and Consum ables	Cash Replenish ment
RAIGANJ HO, PIN 733134			✓			✓	✓		
RAIGANJ MAIN BR, PIN 733134	✓					✓	✓		
RAIGANJ STATE GARAGE, PIN 733134	✓					✓	✓		
RAIGANJ RAILWAY STATION, PIN 733134	✓					✓	✓		
RAIGANJ SILIGURI MORE, PIN 733134	✓					✓	✓		
HEMTABAD, PIN 733130	✓					✓	✓		
KALIYAGANJ, PIN 733129	✓					✓	✓		
KUSHMANDI, PIN 733132	✓					✓	✓		
BUNIADPUR, PIN 733121	✓					✓	✓		
HARIRAMPUR, PIN 733125	✓					✓	✓		
KUNORE, PIN 733129	✓					✓	✓		
ITAHAR, PIN 733128	✓					✓	✓		
BAIDARA, PIN 733128	✓					✓	✓		



Name of the Member Bank	RAIGANJ CENTRAL COOPERATIVE BANK LTD (Page 2)								
Site Location (With Pincode)	CAPEX					OPEX			
	ATM	Mobil e ATM	CRM	AC	UPS & Battery	CCTV Surveill ance	ATM Monito ring Solutio n	FLM/SL M and Consum ables	Cash Replenish ment
TUHGIDIGHI, PIN 733215	✓					✓	✓		
DALKHOLA, PIN 733201	✓					✓	✓		
KANKI, PIN 733209	✓					✓	✓		
PANJIPARA, PIN 733208	✓					✓	✓		
ISLAMPUR, PIN 733202	✓					✓	✓		
CHOPRA, PIN 733207	✓					✓	✓		
GOALPOKHERI BDO OFFICE, PIN 733210	✓					✓	✓		✓
MOBILE VAN 1 RAIGANJ, PIN 733134		✓				✓	✓		
MOBILE VAN 2 RAIGANJ, PIN 733134		✓				✓	✓		

Name of the Member Bank	TAMLUK - GHATAL CENTRAL COOPERATIVE BANK LTD								
Site Location (With Pincode)	CAPEX					OPEX			
	ATM	Mobil e ATM	CRM	AC	UPS & Battery	CCTV Surveill ance	ATM Monito ring Solutio n	FLM/SL M and Consum ables	Cash Replenish ment
TAMLUK, PURBA MEDINIPUR, WB, IN, PIN-721636			✓	✓	✓	✓	✓	✓	
NANDIGRAM, NANDIGRAM, PURBA MEDINIPUR, WB, IN, PIN-721631			✓	✓	✓	✓	✓	✓	
KHIRPAI, KHIRPAI, PASCHIM MEDINIPUR, WB, IN, PIN-721232			✓	✓	✓	✓	✓	✓	
ANANDAPUR, MOYNA, PURBA MEDINIPUR, WB, IN, PIN-721629			✓	✓	✓	✓	✓	✓	
SOYLA, SONAKHALI, PASCHIM MEDINIPUR, WB, IN, PIN-721146			✓	✓	✓	✓	✓	✓	

Name of the Member Bank	VIDYASAGAR CENTRAL COOPERATIVE BANK LTD								
Site Location (With Pincode)	CAPEX					OPEX			
	ATM	Mobil e ATM	CRM	AC	UPS & Battery	CCTV Surveill ance	ATM Monito ring Solutio n	FLM/SL M and Consum ables	Cash Replenish ment
At- Chhotobazar, P.O. - Midnapore, Dist.-Paschim Medinipur, PIN-721101			✓	✓	✓	✓	✓	✓	
At-Raghunathpur, P.O. - Jhargram, Dist.-Jhargram, PIN-721507			✓	✓	✓	✓	✓	✓	
At- Koushalya, P.O. - Kharagpur, Dist.-Paschim Medinipur, PIN-721301			✓	✓	✓	✓	✓	✓	
At-Balichak, P.O. - Balichak, Dist.-Paschim Medinipur, PIN-721124			✓	✓	✓	✓	✓	✓	
At-Gopiballavpur, P.O - Gopiballavpur, Dist.-Paschim Medinipur, PIN-721506	✓			✓	✓	✓	✓	✓	
At-Pratapdighi, P.O. - Pratapdighi, Dist.-Purba Medinipur, PIN-721440	✓			✓	✓	✓	✓	✓	
At-Mohanpur, P.O. - Mohanpur, Dist.-Paschim Medinipur, PIN-721436	✓			✓	✓	✓	✓	✓	✓
At-Manglamaro, P.O - Manglamaro, Dist.-Purba Medinipur, PIN-721434	✓			✓	✓	✓	✓	✓	
At-Lalgarh, P.O - Lalgarh, Dist.-Paschim Medinipur, PIN-721516	✓			✓	✓	✓	✓	✓	
At-Pirakata, P.O - Pirakata, Dist.-Paschim Medinipur, PIN-721516	✓			✓	✓	✓	✓	✓	
At-Turka, P.O.-Turka kasba, P.S.-Dantan, Dist-Paschim Medinipur, PIN-721445	✓			✓	✓	✓	✓	✓	✓