

Ref: SBAC/HO/CARD/Tender/2022-

Date: May 30, 2022

INVITATION OF QUOTATION

FOR

Supplying of “Automated Teller Machine (ATM)” & Cash Recycler Machine (CRM) for establishment of ATM/CRM booth at various existing & upcoming branch & sub-branch locations of SBAC Bank Ltd.

I. Introduction

SBAC Bank Ltd. is the 4th Generation Private Commercial Bank with all modern banking facilities. To enrich its main slogan “**Local Bank Global Vision**” the bank already implemented state of art centralized core banking system & Card Management System with VISA branded Debit/Credit Cards & ATM networks. To cater the customers with latest payment technology we are operating ATMs in various branch locations of the country. In view of that the bank now requires to procure some ATMs/CRMs for some of its existing & upcoming Branches.

II. Scope of this Document

This document is an invitation for Quotation covering Supply of “**Automated Teller Machine & Cash Recycler Machine**” for SBAC Bank Card Division, Head Office, Dhaka. It describes the required equipments descriptions, service contact and warranty only. All enlisted Vendors will provide “**Technical Proposal**” and “**Financial Proposal**” based on required technical specifications.

III. Terms & Conditions

1.1 Tender Preparation:

(i) Tenders must be submitted in two-envelope system i.e, one Technical Proposal & another Financial Proposal mentioning Technical/Financial Proposal on the top of each envelope. These two proposals will be submitted together in a third envelope. All the envelopes should be sealed & signed.

(ii) Technical proposal will be opened on the specified date in the Tender Notice. Only technically qualifying vendor’s financial proposal will be opened for evaluation. In that case the date of opening of financial proposal may be communicated later on.

(iii) The bid forms must be filled in through computer printer or in typing without overwriting and without any erasing and modifications and when completed shall contain all the required information.

(iv) The Offer shall be marked as 20 (Twenty) Automated Teller Machines and 5 (Five) Cash Recycler Machines”

(vi) Offers in the bid should be free from any condition and any conditional offer will disqualify the bidder. Otherwise provided herein bids shall be submitted on a firm and final price basis including all charges. Each page of the offer must be signed and stamped properly by the authorized representative of the bidder and filled in where applicable.

1.2. Earnest money:

(i) The Bidders shall have to submit Earnest Money equivalent to 2% of the quoted value in the form of Pay Order or Bank Guarantee in favor of SBAC Bank Limited with the financial proposal, without which tender shall be rejected outright. The earnest money instrument must be kept inside the financial proposal.

(ii) Earnest Money of unsuccessful bidder will be returned without any interest within 15 (Fifteen) days of award of contract to the successful bidder.

(iii) Earnest Money of successful bidder will be returned after completion of the work to the full satisfaction of the Bank.

(iv) Earnest money may be forfeited:

(a) If the bidder withdraws from the Tender process after submission of Tender.

(b) If the successful bidder(s) refuses to undertake the work or fails to complete the work within the time specified in the work-order/Notification of Award.

1.3. Cost of the Bidding: The bidders shall bear all costs associated with the preparation and submission of their bids, including cost of participation for the purposes of clarification of the bid, if so desired by SBACBL. SBAC will in no case be responsible or liable for such or other costs, regardless of the conduct or outcome of the bidding process.

1.4. Award Finalization and subsequent actions: The Bank will award the Contract to the Bidder whose offer is found to be substantially responsive and who has offered technically suitable proposal & whose quoted price is within the acceptable limit of the Bank. After selection of the contractor, the contractor will maintain close contact with the client to sort out details of works to be undertaken.

The price quoted in the financial bids would be considered as the final price for evaluation. However, SBAC Bank Limited reserves the right to negotiate with any vendor to revise the price.

1.5. SBAC Bank reserves the right to accept or reject any or all the tenders & also reserves the right to relax, change or drop any of the terms and conditions of the schedule any time without assigning any reason or further notice whatsoever.

1.6. In case of any error detected in the Bill of Quantities or in other documents at any time, SBAC Bank reserves the right to rectify such error.

1.7. The detailed specifications, terms and conditions are incorporated in this tender schedule.

1.8. SBAC Bank is not bound to accept the proposal of the lowest price bidder.

1.9. For the purpose of warranty period, work completion time will be counted from the date of installation, testing, commissioning.

1.10. After commencement, work may be delayed due to unforeseen reasons; in such cases, no compensation will be entertained to the vendor.

1.11. No tender document will be issued / received by mail.

1.12. Bank will not provide any auxiliary / ancillary materials to complete the works as the Tender will be a Turnkey basis.

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1.13. Bank will issue work order to the technically qualified & reasonable price giving vendor for the full or partial consignment. The bidders must maintain sufficient stock to meet the client's need at any time. The respective division of the Bank place written or mail request to the vendor for time to time delivery of ATM/CRM as per their deployment schedule.

1.14. The selected contractor must complete the work within the time stipulated in the individual delivery & deployment order over mail or written request. A fine of Tk. 1000 (Taka One thousand) per day may be imposed for delay in delivery of ATM/CRM or completion of work.

1.15. Import documents should be issued in favour of bidder itself.

1.16. Tender offer may be rejected for any one of the reasons listed herein under. Decision of the Bank will be final in this regard:

- a) Failure to submit Tender before the specified closing time.
- b) All or any pages of the Tender document are not signed and sealed by the Tenderer.
- c) Failure to comply with Specifications annexed herewith.
- d) Any false statement or evidence of fraud.
- e) Failure to comply with all the instructions of the Tender.
- f) Any alteration in the tender schedule.
- g) Failure to submit any document as specified in paragraph 3 of this schedule.
- h) Any discrepancy, overwriting, erasing, ambiguity or omission in quoting rate and in furnishing the tender document.

1.17. No price escalation will be entertained after submission of technical & financial offer.

1.18. Other Terms & Conditions:

- A. Bank has the right to execute full or part of the work.
- B. (ii)The vendor should consider that the bank could request to do some extra work those are not specifically mentioned in the schedule but might be necessary for the completion of the work.
- C. No tender will be accepted for partial quantity.
- D. Bidding prices must be quoted in BDT. All payment will also be made in BDT.
- E. All quoted price should be inclusive of VAT, tax, levies, charges and other duties (if any exist).
- F. All quoted price should include successfully delivery, configuration, training cost, etc.
- G. The terms of payment are as follows:
- H. 90% of the total work value will be paid by the bank within 2 weeks after successful delivery & installation of equipment's.
- I. 10% of invoice value against the work order/Partial Work Order would be retained as security money until warranty period. Vendor may also could provide Bank Guaranty(BG) for the same purpose

1.19. Delivery:

- a) Delivery period: To be mentioned by the bidders but ready stock is preferable.
- b) After work order the full consignment must be ready at vendor's warehouse within 30 (Thirty) working days.
- c) The Time to time Delivery must be made as per the requirement of the Bank to its designated place at anywhere in Bangladesh.

1.20 After Sales Service & Support:

Service & Support response should be as follows:

- a) Any problem should be attended within 2 hours inside Dhaka & Chittagong and 6 hours for other than that of reporting and should be solved.
- b) Any attended but unsolved problem must be solved as early as possible, as but no longer than 2 working days.
- c) If the problem is not resolved even after 7 days from the day of complain, then Bank reserves the right to forfeit the 10% Security money.

1.21. Annual Maintenance Charge & Contract:

- a) All bidders must submit a maintenance offer with their price quotation for the specified model with spare parts price list (If not covered by AMC).
- b) Selected vendor will have to sign an annual Maintenance Agreement with the bank and provide periodical & on call technical service for smooth functioning of SBAC ATM & CRM.

1.22. Required Documents to submit Tender:

- a) Certificate of Incorporation
- b) VAT & TAX Registration
- c) Trade License
- d) All Client List with contact info (In side Bangladesh)
- e) List of Overall & Specific experiences should be submitted in separate sheet.
- f) Brief description of offered product with Brochure
- g) Bidders after Sales Support Facilities & Call Management Procedure
- h) Details Technical Specification of ATM/CRM
- i) Response to Attached Schedule
- j) Authorization of Document Signatory.
- k) Earnest Money of Taka 2 % of the total amount quoted in favor of 'SBAC Bank Limited' in the form of Pay Order have to be submitted along with the responded tender.
- l) Original Schedule Document with copy of purchase receipt, duly signed by the bidder's authorized person

1.23 Tender Submission, opening & Validity:

- A. Sealed "Technical Proposal" and "Financial Proposal" need to be submitted at the following address:

Card Division
SBAC Bank Limited
Head Office
Sun Moon Star Tower (10th Floor)
37, Dilkusha C/A, Dhaka-1000.

- B. Tender Box shall remain open from **June 01- June 15, 2022 during Office Hours.**
- C. The bid submitted by the bidder shall remain valid at least for a period of 180 days.

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- D. After assessment of Technical & Financial Offer, selected vendors will be informed. In case the vendor requires any further information/clarification, they may contact with Head of Cards, SBAC Bank Ltd, in writing on or before due date & time.

IV. Technical Requirements and Specifications

The following sections describe the technical specification, service contacts information and quantity (BoQ/BoM). Please mention Unit Price in the Proposal.

TECHNICAL SPECIFICATIONS OF Automated Teller Machine-“Lobby & Through the Wall Type”

Total Quantity: 20 PCS

Items	Required Specifications	Vendor response in details
Brand Name	NCR/ Diebold / Wincor Nixdorf /GRG/ Any other Brand of similar standard	
Model No.	Please Specify	
Country of Origin	Please Specify	
Country of Manufacturing & shipment	Please Specify	
Type	"Lobby " & "Through the Wall"	
Required functionalities	Fast Cash Cash withdrawal Fund Transfer Receipt Print Balance Inquiry Utility Bills Payment Mini Statement Statement Request PIN Change Advice Slip Printing Credit Card Bill Payment through Debit Card Customized Option i.e. Cheque Book Issuance, Numeric Static Data Change Request MFS connectivity and OTP based cash transaction Other Slandered functionality supported by ATM, if Switch permitted	
Processor	Intel Core-i5 or higher	
RAM	8 GB RAM DDR4 or higher	
HDD/SSD	Minimum 1TB or higher	
Display	15" or higher Color LCD/LED Display with privacy filter and awareness mirror	
Optical Drive	DVD R/W	

Operating System	Microsoft Windows 10 professional OEM Licensed operating system or higher, all other related application and hardware must be supported Microsoft Windows 10 or above.	
EMV facilities	Implementation with EMV Level 1 & 2 certified software, VISA, Master Card, Amex Certification	
EMV Software Kernel expire date	Please Specify (Latest version as per EMV Co.)	
EMV certificate	Vendor to submit EMV certificate	
Card Reader	Motorized/DIP Card Reader capable to read Magnetic stripe card & capable to read Smart Cards, EMV Chip Cards, HYCO Cards, NFC Card. Capable to read track 1, 2 and 3, having adherence to ISO standard of Master/VISA, EMV (latest version) standards and any other standard formats Capability to write on card chip Card return on power failure Conformance to VISA and MasterCard standards Conformance to all standards cards Sensing gate to prevent wrong insertion of card or to prevent and protect from foreign objects other than valid cards Jitter Enabled Preferable model: IMCRW	
Key Pad	Encrypted Pin Pad, EPP keypads to be PCI complaints, Fully recessed Polycarbonate EPP, FDK (Functional Display Key) EPP Firmware Version : LGCY_22 EPP Model: 5818 EPP or higher EPP PCI Certification: Certified PCI Approval Number: specified <i>The Pin pad must also meet VISA requirement on tamper resistance security modules which enables automatic destruction of secret keys in case of attempt to interface with the encryption System.</i>	
	Physical Security: (CEN1 Safe)	
	ATM Combination Type: Duel Combination Mechanical Lock (One key lock and one Mechanical/Digital combination lock) Variation should available Vault: CEN L/CEN 1 certified	
	Message: 3DES/AES, support EPP, SAMcard Module;	
	Camera: Shutter and Portrait Camera Enabled	
	Anti-Skimming Module: FDI (Fraudulent Device Inhibitor): latest version FDD (Fraudulent Device Detector)	

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Security	Electro-magnetic Jamming Solution or ATK (Anti-tapping Kit or Anti-fishing module) or Enhanced card driver runtime license. - USB protection need to be enabled. Please specify the Brand name, Model, Country of Origin & Assemble and protection feature. PIN Shield: PCI Compliant	
	Application Whitelisting Solution Or Recommended antivirus (preferable if pre-installed)	
	Hard Disk Drive Encryption	
	USB Dispense Protection	
Communication	TCP/IP support on leased line, ISDN, CDMA, GSM and VSAT Network	
Protocol	NDC/NDC+. ATM should be capable of running multi- vendor software without any hardware/operating system/Switching application changes or upgradation. ATM must support and should be loaded with multi- vendor software.	
Items	Required Specifications	Vendor response in details
Encryption	3DES chip with Encryption/ verification/ validation software Support MAC (Message Authentication Code) to minimize chances of message tempering	
Port	On-board LAN card and USBs	
Operator interface	Maintenance panel/monitor/ Keyboard to facilitate all operations related to housekeeping and maintenance of ATM	
Receipt Printer	Graphics Thermal Receipt Printer	
Journal Printer	Graphics Thermal Journal Printer	
Dispenser	Vacuum/Friction/robotic Pick suction technology of international Standard Multimedia dispensing capabilities to dispense cash, etc. Capability to dispense currency notes of Denominations (as per Bank's requirement) All cassettes should be capable of dispensing all types Capability to handle Four currency cassettes Retract and purge capability Dispensing the currency notes per transaction: Specify Dispensed used notes Indicate proper insertion of cassettes and ATM should have 4 (four) cassettes by default on delivery Double pick module with 4 secure currency cassettes Secure divert bin (with lock & key will be preferable and optional- availability of separated retract and reject compartment)	

সাউথ বাংলা এগ্রিকালচার গ্র্যান্ড কমার্স ব্যাংক লিঃ

	All cassettes with latches capable of shutting automatically when removed from the ATM Cassettes should hold number of currency notes: please specify It is need to be confirm that ATM Machine will not be over dispense and if yes then vendor will adjust the cost.	
No. of cassettes	4 (four) loaded cassettes (minimum) and additional 4 will be purchased with every ATM, if required (price break down required)	
Currency chest	Vault must be minimum CEN L or higher CEN 1 certified secured chest (CEN 1 will preferable)	
Integrated voice system	Capable of voice guidance to customers in multiple languages including English, Bangla	
Biometric	Built-in finger print sensor hardware module with the ATM	
NFC	Contactless Card Reader to be integrated with the ATM	
Scalability/ Upgradability	The ATM should be scalable/ upgradable in terms of RAM,HDD/SSD, etc.	
Incident management system for support call log	Service Provider should have online incident management system for support calls logs	
Tools	Standard Diagnostic tools for the said model	
Items	Required Specifications	Vendor response in details
Other Features	Should be equipped with standard keyboard & mouse. Fully automatic power fail recovery. Should Support all standard ISO 8583 switching software. Communication fail recovery Local transaction log and history file Standalone operation in case of communication failure. Multilingual menu support (English & Bangla)	
ATM Application Software	Offered ATM supported software should be specified and offered	
Warranty	01 year from the date of Delivery.	
Others	As per requirement (Please Specify)	

TECHNICAL SPECIFICATIONS OF Cash Recycler Machine (CRM)

Total Quantity: 5 PCS

Items	Required Specification		Vendor response in details
1	General Information		
1.1	Brand	Supplier will Specify (i.e. DIEBOLD,NIXDORF, NCR,GRG,KING TELLER or Any other Brand of similar standard	
1.2	Model	Supplier will Specify (i.e. Machine Model)	
1.3	Country of Origin	Supplier will Specify (i.e. USA, Germany ,China ,India, etc)	
1.4	Country of Shipment	Supplier will Specify (i.e. USA, Germany ,China ,India, etc)	
1.5	Installation & Access	For standalone : Indoor/Front access/Lobby Type For Wall Mount : Outdoor/Rare access/ Through the Wall type	
1.6	Functionality	Cash Recycler & Basic ATM Withdrawal, Deposit and Fund Transfer functionality	
2	PC Core Configuration		
2.1	PC Type	Industrial PC (i.e. OEM/ Customizable)	
2.2	Motherboard	Supplier will specify (i.e. Brand, Model, RAM Supported, Chipset, Audio, etc)	
2.3	Processor	Supplier will specify (i.e. Model, Generation, Clock Speed, Memory Speed, Cache, Socket Supported, Cores & Threads, etc)	
2.4	RAM	8 GB DDR4 as default and upgradable	
2.5	HDD	SSD 1TB as default and Upgradable	
2.6	Backup HDD	Supplier will specify (If supplier offers additional backup HDD)	
2.7	Optical Drive	DVD-R/CD-RW drive	
2.8	Communication	Supplier will specify (i.e. Ethernet Adapter, Standard TCP/IP, Supports wireless, EDGE/GPRS modems)	
3	User Operating Interface & Consumer Experience Features		
3.1	Consumer Display Screen Size, Type & Resolution	15/17 inch TFT/XGA Color LCD Display, min 1024X768 Supplier will specify	
3.2	Display Brightness	High bright/semi bright. Supplier will specify	
3.3	Readable for Outdoor Environment/Sunlight readable display	Required. Supplier will specify	
3.4	8 FDKs and/or multi touch enabled display	Required. Supplier will specify	
3.5	Built-in Vandal-	Required. Supplier will specify	

সাউথ বাংলা এগ্রিকালচার গ্র্যান্ড কমার্স ব্যাংক লিঃ

	Resistive feature		
3.6	Built-in Privacy filter feature	Required. Supplier will specify	
3.7	Rear service operator panel	Optional for Standalone RATM & Required for Wall Mount RATM. Supplier will specify	
3.8	Supports multilingual menu (English & Bengali)	Required. Supplier will specify	
3.9	Built-in loud speaker for voice guidance with English & Bengali voice options	Required. Supplier will specify	
3.10	Accessibility	Headphone jack	
3.11	Media indicators for all input & output module	Supplier will specify (i.e. Indicator for Card Reader, Receipt Printer, Cash Shutter, EPP, etc)	
3.12	Consumer Experience Features	Supplier will specify (i.e. Branding panel, alphanumeric keyboard, etc)	
4	Card Reader Features		
4.1	Motorized/DIP card Reader/Writer	Supplier will specify (i.e. Brand, Model, etc)	
4.2	Read/Write Option	Magnetic Stripe HICO/LOCO Card in Track 1,2,3 and Read/Write IC CARD	
4.3	Built-in Card Return on Power Failure (CROPF) feature	Required. Supplier will specify	
4.4	Card retracted if not removed feature	Required. Supplier will specify	
4.5	Separate card retract key lock compartment	Required. Supplier will specify	
4.6	Jitter Function Enabled	Required. Supplier will specify	
5	Encrypted PIN PAD (EPP) Features		
5.1	Metal & Encrypted PIN PAD	Required. Supplier will specify	
5.2	PCI PTS Certified EPP	Required. Supplier will specify (i.e. Certification version number & expire date)	
5.3	Triple DES/3DES/TDES Compliant	Required. Supplier will specify	
5.4	Temper Pads	As per PCI PTS Standard. Supplier will specify	
5.5	Built-in Vandal-Resistive feature	Required. Supplier will specify	
5.6	Built-in Destruction Mechanism	Required. Supplier will specify	
5.7	Built-in PCI compliant EPP Shield	Standard PCI Compliant EPP Shield. Supplier will specify	

6 Cash Dispenser & Currency Cassette Features			
6.1	Recycling, deposit & dispense function	Cash Recycler Module with configurable Deposit, Dispense and Recycling Function within the same module. Supplier will specify	
6.2	Recycling Cassette Module Features	Supplier will specify (i.e. 3+1, 3 recycling cassettes + 1 acceptance cassettes or 4+1, 4 recycling cassettes + 1 acceptance cassettes, etc) In addition, supplier will specify following issues: <ul style="list-style-type: none"> • Multi-Currency & Multi- Denomination Cassette Configurable (if any) • Currency recognition based on security parameter authentication • Note Qualifier has the capability to detect double notes (to avoid single count) • Currency note holds in secured area and returns if customer cancels the transaction • Jammed currency note holds in secured area and cannot be removed from outside without first level maintenance 	
6.3	Denomination wise recycle	Required. Supplier will specify (i.e. Recycles up to 4 denominations)	
6.4	Built-in Foreign object detection Features	Required. Supplier will specify	
6.5	Recycle denominations	Recycles up to 4 denominations. Supplier will specify	
6.6	Bunch Recycling Module (BRM)	Required. Supplier will specify	
6.7	Dispense/Deposit Method	Required. Supplier will specify (i.e. Dispensing technology from any third party/own intellectual property, Suction/Friction Feed Bundle Dispense/Deposit Mechanism with Currency form factor and Security Parameter Authentication)	
6.8	Transport speed	Min 8 banknotes per second for deposits/dispenses. Supplier will specify	
6.9	Max. banknotes deposit/withdrawal per bundle transaction	Max. deposit/withdrawal of up to 300 notes in bundles. Supplier will specify	
6.10	Cash Retract Mechanism	Single/Bundle retract. Supplier will specify	
6.11	Dispenser Command Authorization (as like EPP)	Required. Supplier will specify	
6.12	Total Number of cash Cassettes without reject/retract cassette	Minimum 4 cassettes. Supplier will specify	

সাউথ বাংলা এগ্রিকালচার গ্রান্ড কমার্স ব্যাংক লিঃ

6.13	Built-in separate reject cassette	Required. Supplier will specify	
6.14	Built-in separate retract compartment	Required. Supplier will specify	
6.15	Cash Cassette Capacity	Required max. Capacity information. Supplier will specify	
6.16	Reject Cassette Capacity	Required max. Capacity information. Supplier will specify	
6.17	Retract Compartment Capacity	Required max. Capacity information. Supplier will specify	
6.18	Cassette Internal Structure & Type	Supplier will specify (i.e. Push pull cash forward, CCMS ready with E2E cassettes, multipurpose cassette, Scalable cassette concept, Fill-level indicator, etc)	
6.19	Cassettes with Key-Lock	Required. Supplier will specify	
6.20	Extra Cassette	Supplier will specify (if supplier offers additional backup cassettes)	
7	Banknote Recognition Features		
7.1	Banknote validation as per ECB framework	Required. Supplier will specify	
7.2	Simultaneously processes denominations	Supplier will specify (i.e. processes up to 200 denominations simultaneously)	
7.3	Bank note serial number recognition both Bangla and English and tracking (for both deposited & dispensed notes)	Required. Supplier will specify (supplier will also share the percentage of accuracy of this mechanism)	
8	Safe Lock Features		
8.1	Built-in Mechanical Combination Lock	Required. Supplier will specify (i.e. Dual Combination electronic, mechanical Lock, etc)	
8.2	Built-in Mechanical Key Lock	Required. Supplier will specify	
8.3	Electronic Combination Lock Option	Supplier will specify	
8.4	Type of upper & lower chamber key	Unique key sets for each terminal. No common key sets. Supplier will specify	
8.5	Built-in Safe Security Standard & Level	CEN L or higher safe certification required. Supplier will specify (i.e. CEN L/CEN 1 Safe as Built-in)	
8.6	Floor mounted option for safe	Required. Supplier will specify	
9	Security Device & Solutions		
9.1	Built-in Anti	Specially designed card entry slot to protect	

সাউথ বাংলা এগ্রিকালচার গ্র্যান্ড কমার্স ব্যাংক লিঃ

	Skimming Card Entry Slot Designed	against skimming attack. Supplier will specify	
9.2	Built-in Fraudulent Device Inhibitor (FDI)	Required. Supplier will specify	
9.3	Built-in Fraudulent Device Detector (FDD) which detects if any skimming device is attached	Required. Supplier will specify	
9.4	Built-in Card Entry Slot Anti-destroy sensor mask	Required. Supplier will specify (i.e. Card Entry Slot Anti-Destroy Sensor Mask installed to protect against Vandalism by Drill/Cut/Saw/Melt etc.)	
9.5	Built-in Electromagnetic Jamming Solution	Required. Supplier will specify (i.e. Electro-magnetic Jamming Solution Installed to disable any skimming device in front of the Card Entry Slot)	
9.6	Built-in Advanced Terminal Security Solution	Required. Supplier will specify (i.e. Application level security, Anti-malware mechanism, USB protection, Recycler Module Encryption, XFS Layer Binding, File & registry protection, Standard Process/steps validation for cash dispense before cash out, Bios protection, etc)	
9.7	Built-in Anti-Lebanese Loop Protection	Required. Supplier will specify	
9.8	Built-in Anti-trapping Kit (ATK)	Required. Supplier will specify	
9.9	Built-in Tilt & Vibration	Required. Supplier will specify	
9.10	Terminal goes to "Out of Service" mode automatically, if Skimming Device Detected	Required. Supplier will specify	
9.11	Alert to host by Card reader	Required. Supplier will specify	
9.12	Built-in Remote Management	Optional. Supplier will specify	
10	Security Features		
10.1	Physical Security Features: • Consumer awareness mirrors • CEN Standard Security safe • Anti-card-trapping functionality, Anti-manipulation card slot, etc	Required. Supplier will specify	
10.2	Cyber Security Features:	Required. Supplier will specify	

	<ul style="list-style-type: none"> • Encrypting PIN Pad • Optical Security Guard • Secured Channel, etc 		
10.3	<p>System Security Features:</p> <ul style="list-style-type: none"> • Portrait, cash slot and card reader cameras • Intelligent operator authentication • PIN Pad Shield • Intruder alarm system • Multiple sensor based secured cassette 	Required. Supplier will specify	
11	Receipt Printer Features		
11.1	Receipt Printer Type	Thermal Receipt Printer required. Supplier will specify	
11.2	Receipt Paper Retract Bin	Required. Supplier will specify	
11.3	Receipt Paper Roll Specification	Required. Supplier will specify	
11.4	Support Graphic Printing	Required. Supplier will specify	
12	Journal Printer Features		
12.1	Journal Printer Type	Supplier will specify	
12.2	Journal Paper Roll Specification	Supplier will specify	
13	Electronic Journal (EJ) Log Features		
13.1	Electronic Journal (EJ) Log Enabled	Required. Supplier will specify	
13.2	Support EJ pulling to Remote Server	Required. Supplier will specify	
13.3	Support File Transfer Protocol (with secured SFTP/SSL/SSH)	Required. Supplier will specify	
14	Software Features		
14.1	Operating System	Required Windows 10 Enterprise-Licensed Version. License expiry date/OS version validity date will be specified by supplier	
14.2	Supported Protocols	Required. Supplier will specify (i.e. NDC, NDC+, ISO 8583, API, etc)	
14.3	Application Software/s Name	Supplier will specify	
14.4	Application Software/s Version	Supplier will specify	
14.5	Compatible to CEN/XFS Standards	Supplier will specify	
14.6	EMV Level-2 Kernel	Required License expiry date. Supplier will	

সাউথ বাংলা এগ্রিকালচার গ্রান্ড কমার্স ব্যাংক লিঃ

	Version (With Expire Date)	specify	
14.7	Built-in Software Recovery and Self-healing Technologies	Supplier will specify	
14.8	Customizable for Bill Payment functionality	Required. Supplier will specify (i.e. Credit card bill payment, utility bill payment, etc)	
14.9	Customizable for Funds Transfer functionality	Required. Supplier will specify	
14.10	Customizable for Mobile Phone Top-up functionality	Required. Supplier will specify	
14.11	Customizable for Card less withdrawal & deposit functionality	Required. Supplier will specify	
14.12	Customizable for QR Code and Bangla QR Code functionality	Required. Supplier will specify	
14.13	Customizable for Customer Service Rating functionality	Required. Supplier will specify	
14.14	Customization Requirement with Switching System	Required. Supplier will specify	
14.15	Certification with TranzWare	Required. Supplier will specify	
14.16	Customization Option for API Connectivity	Required. Supplier will specify	
14.17	Customization Option to Run Video Files at Idle Screen	Required. Supplier will specify	
14.18	Antivirus/Anti-Malware Software Compatibility	Required. Supplier will specify	
14.19	Periodical Patch/Updates Compatibility	Required. Supplier will specify	
14.20	Active Directory (AD)/Local Administrative User Compatibility	Required. Supplier will specify (i.e. Terminal OS/application runs with customized user accounts created by Bank and no administrative privileges are required to run the applications)	
14.21	MAC encryption Compatibility	Required. Supplier will specify	
15	Operating Environment Features		
15.1	Operating Temperature	Supplier will specify	
15.2	Operating Voltage	Supplier will specify	
15.3	Operating Humidity	Supplier will specify	
15.4	Operating Power	Supplier will specify	

সাউথ বাংলা এগ্রিকালচার গ্রান্ড কমার্স ব্যাংক লিঃ

	Consumption		
15.5	Operating Grounding Value	Required 5 volts or plus adaptability. Supplier will specify	
15.6	Internal UPS	Internal UPS to Supports Last Transaction Completion after power failure (if supplier offers additional backup UPS)	
15.7	Supports automatic power failure recovery	Required. Supplier will specify	
15.8	Supports communication failure recovery	Required. Supplier will specify	
16	Certifications Features		
16.1	EMV L1 and L2 certifications	Required. Supplier will specify (i.e. Certification version number & expire date)	
16.2	PCI Certified EPP	Required. Supplier will specify (i.e. Certification version number & expire date)	
16.3	ISO certifications	Required. Supplier will specify (i.e. Certification version number & expire date)	
16.4	PA-DSS Certification (With Version)	Required. Supplier will specify (i.e. Certification version number & expire date)	
16.5	PCI-DSS Compliant (With Version)	Required. Supplier will specify (i.e. Certification version number & expire date)	
16.6	Other certifications	Required. Supplier will specify (i.e. Certification version number & expire date)	
17	Physical Dimension & Color Features		
17.1	Physical Dimensions (Height, Width, Depth and Weight)	Required. Supplier will specify	
17.2	Built-in Terminal Color and Customizable option as per Bank's requirement	Required. Supplier will specify	
18	Other Additional Features		
18.1	Additional Keyboard & Mouse for maintenance	Optional. Supplier will specify (if supplier offers additional Keyboard & Mouse for each terminal)	
18.2	Built-in Biometric Reader Module (Finger Vein) Option	Supplier will specify	
18.3	Built-in NFC/Contactless card reader, Barcode scanner 1D/2D	Supplier will specify	
18.4	Built-in Digital Dynamic Key Pad	Supplier will specify	

সাউথ বাংলা এগ্রিকালচার গ্র্যান্ড কমার্স ব্যাংক লিঃ

18.5	Built-in Digital Video Recorder (DVR)	Supplier will specify	
18.6	Warranty Time	Supplier will specify	
18.7	Operational Training	Supplier will specify	
18.8	Additional Requirement for Installation	Supplier will specify	
18.9	Availability/Stock of Terminal	Supplier will specify	
18.10	Delivery Time after Issuing PO	Supplier will specify	
18.11	Support (24x7x365)	Supplier will specify	
18.12	List of Technical support hub all over the country	Supplier will specify	
18.13	Terminal storage facility	Supplier will specify	

DECLARATION BY THE BIDDER

We have gone through the terms and conditions stated in this tender schedule and declare that those are acceptable to us. Besides, we certify that the information provided by us in this tender schedule is correct in all respects. Tender may be rejected for providing any incorrect/misleading information.

-----End of the Schedule-----

Signature
30.05.22

Mohammad Shafiul Azam
Sr. Vice President & Head of Cards

Financial Proposal for

Page 17 of 18

Automated Teller Machine (ATM) & Cash Recycler Machine (CRM)

Must be filled by the bidder

Section – A

1) ATM Machine (Lobby Type):

Sl.	Name of the Product	Qty.	Warranty Period	Unit Price (Including VAT & AIT)	Total Price (Including VAT & Tax)
1.	ATM Machine (Lobby Type) including Installation & Commissioning (including 24/7 Support) <i>mentioning Brand</i>	01 unit		Mention by Bidder	Mention by Bidder
2.	Annual Maintenance Charge (after warranty period)			Mention by Bidder	Mention by Bidder
Total Amount (BDT) =					Mention by Bidder

2) ATM Machine (Through the Wall Type):

Sl.	Name of the Product	Qty.	Warranty Period	Unit Price (Including VAT & AIT)	Total Price (Including VAT & Tax)
1.	Through The Wall Type ATM Machine including Installation & Commissioning (including 24/7 Support) <i>mentioning Brand</i>	01 unit		Mention by Bidder	Mention by Bidder
2.	Annual Maintenance Charge (after warranty period)			Mention by Bidder	Mention by Bidder
Total Amount (BDT) =					Mention by Bidder

3) Cash Recycler Machine (CRM):

Sl.	Name of the Product	Qty.	Warranty Period	Unit Price (Including VAT & AIT)	Total Price (Including VAT & Tax)
1.	Cash Recycler Machine including Installation & Commissioning (including 24/7 Support) <i>mentioning Brand</i>	01 unit		Mention by Bidder	Mention by Bidder
2.	Annual Maintenance Charge (after warranty period)			Mention by Bidder	Mention by Bidder
Total Amount (BDT) =					Mention by Bidder