



**The Amravati District Central Co-Op. Bank Ltd.,  
Amravati**

**Request for Proposal (RFP)  
For  
Supply, installation and Configuration of Cash  
Dispenser Machines (ATM's)**

Tender Ref:

Dated: 10/07/2025

Last Date for Submission: 19/07/2025

Before: 5.00 p.m.

### IMPORTANT DETAILS

Sr. No.	Particulars	Details
1	Project Name	<b>RFP for Supply, installation and Configuration of Cash Dispenser Machines (ATM's)</b>
2	Tender Inviting Bank	The Amaravati District Central Co-Op Bank Ltd, Amaravati
3	RFP Reference No.	
4	Tender Cost	INR 2,000/- (INR Two Thousand Only) *To be paid by NEFT/IMPS.  <b>A/c. Name: ADCC Bank EMD Amount</b> <b>Bank: Amravati DCC Bank,</b> <b>Branch: Main Br., Amravati</b> <b>A/c. No.:011013100001262</b> <b>IFSC: YESB0ADB002</b>
5	EMD	INR 50,000/- (INR Fifty Thousand Only) *To be paid by NEFT/IMPS.  <b>A/c. Name: ADCC Bank EMD Amount</b> <b>Bank: Amravati DCC Bank,</b> <b>Branch: Main Br., Amravati</b> <b>A/c. No.:011013100001262</b> <b>IFSC: YESB0ADB002</b>
6	Date of Issuance of RFP	10/07/2025 to 14/07/2025 (Office Hours)
7	Last Date for Submission of Pre-Bid Queries	14/07/2025 (By Email)
8	Last Date and Time for Bid submission (on or before)	19/07/2025 till 5 PM
9	Mode of Submission of RFP	Physical hard copy submission of separate Technical & Commercial Bids on or before due date.
10	Technical & Commercial Bid Opening (Date, Time and Venue)	To Be Communicated later by Email.
11	Bid validity period	90 days from the last date and time of Submission
12	Communication Address	All communications, including proposal documents should be addressed to:  <b>The Chief Executive Officer,</b> The Amaravati District Central Co-Op Bank Ltd, Head Office, Camp Road, Irvin Square, Amravati - 444 602. Ph No: 0721-2663378/79, 2552099 Email ID: <a href="mailto:tenders@amravatidccbank.com">tenders@amravatidccbank.com</a> Website: <a href="https://www.amravatidccbank.com">https://www.amravatidccbank.com</a>

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## 1. Introduction of the Bank

**The Amaravati District Central Co-operative Bank Limited, Amaravati** (henceforth called as **The Bank**) is a district level co-operative Bank (Reg No: 24956, Dt. 25.01.1962, License No. RPCD. Nag. DCCB/L/13, Dt. 16 March 2012). At present, the Bank has a network of 94 Branches all over Amaravati District and a Head Office.

## 2. Objective of the Tender

The objective of this tender is to select and finalize the bidder for the supply and installation of supply of Cash Dispenser Machines (ATM's).

## 3. Basic Instructions to the Bidder

**3.1** The Bidder is expected to have read and examined all the instructions, forms, terms, and specifications in the Tender Document with full understanding of its implications. Failure to furnish all information required in the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect will be at the Bidder's risk and may result in outright rejection of the bid.

**3.2** The Bidder is advised to strictly adhere to the Annexure provided for that purpose in this document. Any deviation in this matter will lead to disqualification of the Tender.

### 3.3 Definitions

<b>The Bank</b>	:	<b>The Amravati District Central Co-Op. Bank Limited, Amravati</b>
<b>BIDDER</b>	:	The prospective bidder who has received tender document and intends to offer for Cash Dispenser Machines (ATM's) as mentioned in this Document. Henceforth called as "Bidder"

### 3.4 Eligibility Criteria for Bidders:

Bidders with a minimum of three years of experience in solution & support are eligible to participate in the tender.

Sr. No.	Pre-Qualification Requirement	Supporting Document
1	The Bidder should have an annual turnover of Rs. 50 Lacs in the previous 3 years.	CA Certificate.
2	Bidder should be Registered company in India in business of supplying, installation and maintenance of Cash Dispenser Machines (ATM's) in India.	Certificate of Incorporation
3	The Bidder must submit MAF from respective manufactures and partnership certificates.	MAF and Partnership Letter.

4	The Bidder should not be a blacklisted by RBI, NABARD, Any Bank or Any Government Department.	Self-declaration by authorize Signatory of the bidder firm.
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The Bank reserves the right to relax or enhance the eligibility criteria depending on merits and may accept / reject any or all the offers without assigning any reason whatsoever.

### 3.5 Tender Document and Fee

A complete set of tender documents can be obtained from the Bank with a non- refundable fee of 2,000/- (Rupees Two Thousand Only) online by NEFT/IMPS. It may be noted that amount will not be refunded to any prospective bidder under any circumstances including cancellation of RFP.

### 3.6 Earnest Money Deposit

The Bidder(s) must submit Earnest Money Deposit online by NEFT/IMPS on or before date of submiss

**EMD Amount:** Rs. 50,000 (Rs. Fifty Thousand only) (IMPS/NEFT) Pay online on or before Date of Submission)

Non-submission of Earnest Money Deposit will lead to outright rejection of the Offer. The EMD of unsuccessful Bidders will be returned to them on completion of the procurement process. The EMD of successful Bidder(s) will be returned after successful installation of the servers (Software's).

Upon completion of the tender process and issuance of the purchase order to the selected vendor, the bank shall release the EMD amounts to all non-selected bidders.

The Earnest Money Deposit may be forfeited under the following circumstances:

1. If the Bidder withdraws its bid during the period of bid validity (90 days from the date of opening of the technical bid).
2. If the Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or

In case of the successful Bidder, if the Bidder fails to sign the contract in the form and manner to the satisfaction of The Bank.

### 3.7 Procedure/Instructions for Submission of Bid

Sealed Technical and Commercial Bids shall be submitted courier / physically (by hand) on or before the due date and time.

Relevant certificate/documents should be attached as required.

### **3.8 Amendment intender Document**

At any time up to the last date of receipt of Bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender Document by an amendment. All such amendments shall be binding on all the Bidder. The bank shall inform such amendments to all the Bidder only by e-mail on the Provided Email ID by the Bidder.

To afford prospective Bidder reasonable time to take the amendment into account in preparing their Bids, the Bank may, at its discretion, extend the last date for the receipt of Bids and date of opening the bids which shall be conveyed to all the Bidder only by e-mail on the Provided Email ID by the Bidder.

### **3.9 Technical Bid**

The Technical Offer should be completed in all respects and contain all information asked for in the exact format of technical specifications given in the Tender, except prices. The technical offer must not contain any price information. The Bank, at its sole discretion, may not evaluate a Technical Offer in case of non-submission or partial submission of technical details. Any decision of The Bank in this regard shall be final, conclusive, and binding upon the Bidder.

The Technical Bid submitted in response to this Tender Document along with the supporting material, will become the property of the Bank.

### **3.10 Commercial Bid**

The Commercial Bid should contain all relevant price information and should not contradict the Technical Offer in any manner. The Bidder shall indicate the Rates, the Terms of Reference of which are given in the Technical Specifications.

The Commercial Bid submitted in response to this Tender Document along with the supporting material, will become the property of the Bank.

### **3.11 Language of Bids**

The Bids prepared by the Bidder and all correspondence and documents relating to the Bids exchanged by the Bidder and the Bank, shall be written in the English Language, provided that any printed literature furnished by the Bidder may be written in another language (Devnagari) so long as it is accompanied by an English version in which case, for purposes of interpretation of the Bid, the English version shall govern.

### **3.12 Validity**

The Bids shall remain valid for 90 days from the last date of submission. The Bidder may be required to give consent for the extension of the period of validity of the bid beyond initial 90 days, if so desired by the Bank, in writing. Refusal to grant such consent would result in rejection of bid. However, any extension of validity of bids will not entitle the Bidder to

revise/modify the bid. The decision of the Bank in this behalf will be final, conclusive, and binding on the Bidder.

#### **4 Scope of Work**

Through this RFP the Amravati DCC Bank is intending to select a reputed and experienced Bidder for supply, installation, commissioning and maintenance of Cash Dispenser Machines (ATM's). The potential bidder should fulfil the eligibility criteria specified in this RFP document and should demonstrate relevant experience and capabilities to the satisfaction of Amravati DCC Bank.

1. Desired Specifications of the Cash Dispenser Machines (ATM's) is given in the Annexure III. The bidder should offer the model of the Cash Dispenser Machines (ATM's) which is having technical specifications at least matching with the desired specifications in Annexure III or higher.
2. Cash Dispenser Machines (ATM's) offered by the bidder shall comply with RBI, IBA, EMV, NPCI/NFS, UIDAI guidelines as on date of the RFP. If any new guidelines are issued by these organizations, the bidder shall arrange for its compliance / up-gradation under mutual discussion with the Amravati DCC Bank. Offered Cash Dispenser Machines (ATM's) should be fully EMV certified and enabled including having requisite latest hardware and pre-installed EMV software.
3. Cash Dispenser Machines (ATM's) supplied by the bidder should be capable of interfacing with Amravati DCC Banks ATM Switch application. If Bidder is not aware of this ATM Switch Application, then he should get this information from the Bank before submitting the response to this proposal.
4. Supply, installation, commissioning and onsite support of new Cash Dispenser Machines (ATM's) and other peripherals at the locations specified in the purchase order. Bidder should ensure that delivered machines are brand new and not refurbished machines. If it is observed in the future that delivered machines are refurbished machines then bidder should replace such machines with new ones.
5. Commissioning of Cash Dispenser Machines (ATM's) includes installation of all its functionalities, loading of screens, TM Keys, configuration with IP addresses etc. and making Cash Dispensers ready for all type of transactions.
6. Bank intends to use all the functionalities available in the Cash Dispenser like biometric authentication etc. Bidder will also remain responsible to commission those functionalities along with the CBS and ATM Switch Application bidder.
7. Required support should be given to CBS/ATM Switch application bidder for integration with the ATM Switch application free of cost. Bank may ask such type of support during entire contract period with no extra cost.
8. After expiry of warranty period of one year, AMC to be carried out by the OEM or its authorized service provider. The period and rate of AMC will be finalized by Bank at time expiry of warranty period as per discussion with bidder.
9. Successful bidder shall provide operational and administrative onsite training to the concerned branch staff / custodians at no extra cost.

10. Successful Bidder shall provide 24\*7 and one year onsite comprehensive warranty with complete coverage of spare parts replacement. Bidder having 24\*7. Help desk facility (phone, email, web-portal) will get added advantage during selection process.

Successful Bidder shall inform Amravati DCC Bank, Bank the name, address, telephone no., mobile number etc. of their official who will be responsible to act as a single point of contact to the officials of Amravati DCC Bank for all activities relating to support services.

## **5 Terms and Conditions**

The Bid should contain no alterations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections should be duly stamped and initialled / authenticated by the person/(s) signing the Bid. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of bid not substantially/conclusively responsive to the bidding documents in every respect will be at the Bidders risk and may result in rejection of the bid.

### **5.1 Language of Bid**

The bid as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Bank shall be in English language only.

### **5.2 Bank's Right to Accept any bid and to Reject any or all bids /Cancellation of Tender Process**

Amravati DCC Bank reserves the right to accept or reject in part or full any or all offers without assigning any reason thereof even after issuance of letter of Intent.

Any decision of Amravati DCC Bank in this regard shall be final, conclusive and binding upon the bidders.

The Bank reserves the right to accept or reject any Bid in part or in full, and to cancel the Bidding process and reject all Bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Bank's action.

During any stage of evaluation process, if it is found that the bidder does not meet the eligibility criteria or has submitted false/incorrect information the bid will be summarily rejected by the Bank and no further correspondence would be entertained in this regard. Bank further reserves the right to amend, rescind, reissue or cancel this RFP and all amendments will be advised to the Bidder and such amendments will be binding upon them.

The Bank also reserves its right to accept, reject or cancel any or all responses to this RFP without assigning any reason whatsoever. Further please note that the bank would be under no obligation to acquire any or all the items proposed. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officials of Amravati DCC Bank and the bidder.



### **5.3 Payment Terms**

Following will be the payment terms for the successful bidder:

- 50% against advance with Purchase Order.
- 40 % on supply and installation of Cash Dispenser Machines (ATM's).
- 10% against completion & commissioning of the machines onsite.

### **5.4 Paying Authority**

The payments as per the payment schedule covered herein above shall be paid by ADCC Bank, Amravati.

### **5.5 Notices**

Notice or other communications given or required to be given under the contract shall be in writing and shall be faxed/e-mailed followed by hand-delivery with acknowledgement thereof or transmitted by pre-paid registered post or courier. Any notice or other communication shall be deemed to have been validly given on date of delivery if hand delivered & if sent by registered post than on expiry of seven days from the date of posting.

### **5.6 Force Majeure**

Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or The Bank as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

1. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
2. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos.
3. Terrorist attack, public unrest in work area Provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of such causes. The Bidder or The Bank shall not be liable for delay in performing his/her obligations resulting from any force Majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on the date of termination. Notwithstanding this, provisions' relating to indemnity, confidentiality survives termination of the contract.

### **5.7 Confidentiality**

The selected bidder acknowledges that all material information which has or will come into its possession or knowledge in connection with this agreement or the performance hereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to ADCC bank. The bidder agrees to hold such material and information in strictest confidence and not to make use thereof other than for the performance of this agreement to

release it only to employees requiring such information and not to release or disclose it to any other party. The bidder agrees to take appropriate action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement can be fully satisfied.

ADCC Banks' Customer data (including location details) is confidential and should NEVER be disclosed to any institutions or used by the bidder for purpose other than required. The selected bidder will take suitable steps to ensure the confidentiality of the ADCC Banks' data. This step should include having the employees assigned to ADCC Banks' work sign a 'Confidentiality Agreement'. The selected bidder undertakes not to keep this data with its company after the end of this agreement. This clause will outlive the agreement date.

### **5.7 Non-Transferable Offer**

This Request for Proposal (RFP) is not transferable. Only the Bidder who has purchased this document in its name will be eligible for participation in the evaluation process.

### **5.8 Authorized Signatory**

The selected Bidder shall indicate the authorized signatories who can discuss and correspond with the bank with regard to the obligations under the contract. The selected Bidder shall submit at the time of signing the contract a certified copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the Bidder to discuss, sign agreements/contracts with The bank, raise invoice and accept payments and also to correspond. The Bidder shall provide proof of signature identification for the above purposes as required by the bank.

### **5.9 No Commitment to Accept Lowest Or any Offer/ Bid**

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers without assigning any reason whatsoever. The Bank has the right to re-issue RFP/bid. The Bank reserves the right to make any changes in the terms and conditions of purchase that will be informed to all Bidders. The Bank will not be obliged to meet and have discussions with any Bidder, and/or to listen to any representations once their offer/bid is rejected. Any decision of The Bank in this regard shall be final, conclusive and binding upon the Bidder.

### **5.10 Opening of Offers by Amravati District Central Co. Op. Bank Ltd**

The commercial offer for all the bidders shall be opened by the bank in presence of senior management of the bank and consultant appointed for the tendering process. Bank may call the bidder's representatives who choose to attend the opening of the tender on the specified date as mentioned earlier in the tender document. The incomplete offer or the offers which do not meet the prerequisite criteria shall be rejected.

### **5.11 Acceptance Tests**

At the discretion of Amravati District Central Co. Op. Bank Ltd, there will be an acceptance test conducted by the bidder in presence of Amravati District Central Co. Op. Bank Ltd officials and Technical consultant. This acceptance test may be performed within 3 months after installation of hardware and software.

There shall not be any additional charges payable by Amravati District Central Co. Op. Bank Ltd for carrying out this acceptance test. Amravati District Central Co. Op. Bank Ltd will take over the system on successful completion of the above acceptance test.

### **5.12 Completeness of Installation**

The installation will be deemed as incomplete if (found in above said Acceptance Test that) any component of the Cash Dispenser Machines (ATM's) or any documentation / media is not delivered or is delivered but not installed and /or not operational or not acceptable to Amravati District Central Co. Op. Bank Ltd.

In such an event, the supply & installation will be termed as incomplete and it will not be accepted and warranty period will not commence.

### **5.13 Warranty and AMC**

The offer must include one-year comprehensive onsite warranty for the Cash Dispenser Machines (ATM's) from the date of installation of the system at Amravati District Central Co. Op. Bank Ltd.

Bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories etc. covered in the quotations. Bidder must warrant all equipment, accessories, spare parts etc. against any manufacturing defects during the warranty period. During the warranty period, bidder shall maintain the systems and repair / replace at the installed site all defective components, at no charge to Amravati District Central Co. Op. Bank Ltd excluding vandalism / Natural calamities / Physical damage / Short circuit & part damage due excess earthing voltage.

Warranty should not become void if Amravati District Central Co. Op. Bank Ltd buys any other supplemental spares from a third party and installs it within these machines in the presence of the representative of the bidder. However, the warranty will not apply to such third-party hardware items installed by Amravati District Central Co. Op. Bank Ltd.

### **5.14 Costs & Currency**

The offer must be made in Indian Rupees only, including the following:

1. Rates for Cash Dispenser Machines (ATM's) as per annexure IV.
2. Cost of conveyance & transport if any must be inclusive.
3. Cost of Installation and Configuration must be inclusive.
4. Taxes extra as applicable.

### **5.15 Fixed Price**

The commercial offer shall be on a fixed price basis, exclusive of all taxes. No price variation relating to increases in customs duty, excise tax, dollar price variation etc. will be permitted.

#### **5.16 Penalty For Delay**

For any delay in response or resolution, Amravati District Central Co. Op. Bank Ltd will charge penalty of Rs. 0.05 % of total value, subject to a maximum of 5% in a year.

## 6. Annexure I: Bid Covering Letter

To:  
The CEO,  
The Amravati District Central Co-Op. Bank Limited,  
Amravati.

Dear Sir,

We, the undersigned, offer to provide Cash Dispenser Machines (ATM's) as per Bank's requirement. We are fully aware with tender conditions mentioned in this Tender document, in accordance with your tender dated \_\_\_\_\_. We are hereby submitting our proposal, which includes this Technical Bid and a Commercial Bid sealed under a separate envelope.

We hereby declare that we have read the instructions/conditions mentioned in this Tender document and included in the Tender document and abide by the same. We declare that we are binding on process mentioned in the tender document and the decisions made by "The Amravati District Central Co-op. Bank Ltd."

We hereby declare that all the information and statements made in this proposal are true and accept that any misleading information contained in it may lead to our disqualification. We confirm that all personnel and/or details named in the Tender will be available to undertake the services.

We undertake, if our proposal is accepted, to initiate the services related to the assignment immediately on signing of contract.

We understand you are not bound to accept any tender and proposal you receive.

Thanking you,

Yours faithfully,

(Signature/s)

Date:

Seal

Place:

Name:

Designation:

## 7. Annexure II: Details of the Bidder

SR. NO	PARTICULARS	RESPONSE
#	<b>DETAILS OF THE BIDDER</b>	
1	Name of Bidder	
2	Bidder Head Office and registered office address	
3	Telephone numbers & Emails	
4	Date of incorporation (Please enclose Bidder Registration Certificate)	
5	Ownership structure (e.g. Proprietorship, Partnership, Pvt. / Pub Ltd Bidder)	
6	Bidder GST registration number (Please enclose supporting document.)	
7	Bidder PAN & TIN number. (Please enclose supporting document.)	
8	Please enclose Partnership / Dealership Certificates if any.	

## 6 Annexure III: Technical Specifications for Cash Dispenser Machines (ATM's)

Item		Description	Obs:
<b>1</b>	<b>Upper Cabinet:</b>		
	1.1	LCD Lobby Monitor 15" with Touch and FDK	YES
	1.2	Privacy Filter Display	YES
	1.3	02 Speakers	YES
	1.4	Cameras:	YES
	1.4.1	01 Internal Camera	YES
	1.4.2	01 Cash slot camera	YES
	1.5	02 Rear Mirrors	YES
	1.6	EPP PCI Approval Version 4.x with 4+4 F. keys	YES
	1.7	Receipt Printer 80mm	YES
	1.8	Dip Card Reader for Magnet and Smart Cards	YES
	1.9	Anti-Skimming device	YES
	1.10	Finger Reader - Bio-metric device Level 0	YES
<b>2</b>	<b>Bottom Cabinet:</b>		
	2.1	UL 291 – 24 hours Certified safe	YES
	2.2	Bundle Cash Dispenser with 4 cassettes of 3000 notes with common lock & key	YES
	2.3	9 <sup>th</sup> Gen i5 -3.2 or above Ghz, 8GB RAM, 2* 1TB Hard disk	YES
	2.4	Electronic Combination Lock with OTC activation	YES
<b>3</b>	<b>Software, Application &amp; Security:</b>		
	3.1	S.O. Windows 10 IOT	YES
	3.2	Basic O.S. Security	YES
	3.3	Perto NDC+ Protocol	YES
	3.4	Perto EMV Kernel License	YES
	3.5	Transaction Surveillance System	YES
	3.6	Shutter Tempering solution	YES
	3.7	Whitelisting Software standalone	YES
	3.8	Hard Disk Encryption Standalone	YES

## 7 Annexure IV: Commercial Offer Format

Sr. no.	Description	Unit Cost	Qty	Total Amount
1.	ATM with onsite installation and one year warranty.  (Technical Specifications are as per Annexure III)  Including OTC implementation on machine.		11	
2	Black key (If required)		11	
	<b>Total in Rs.</b>			

**Note:** Unit cost above to include installation, configuration and commissioning and one-year comprehensive warranty on site. Taxes extra as applicable. The quantity of ATM machines may vary depending on the bank.

### Terms and Conditions:

1	<b>Delivery &amp; Installation</b>	The Bidder must deliver the Cash Dispenser Machines (ATM's) and other parts at respective branches as per Bank's instructions.
2	<b>Delivery Timeline</b>	The timeline for completion of the project shall be 8 weeks.
3	<b>Support</b>	Bidder will be responsible for asset tagging, managing and call logging to OEM. Bidder will be responsible for installation, configuration, and support for warranty period.
4	<b>Warranty</b>	Comprehensive onsite warranty for one year with required support. The bidder will be sole responsible for the hardware failure and support in warranty period. The services will be provided by the bidder exclusively at par with the OEM.
5	<b>Taxes</b>	GST extra as applicable at the time of billing.
6	<b>Rates</b>	All the rates quoted are including licences, onsite warranty, and support etc.
7	<b>Payment Terms</b>	a) 50% against advance with Purchase Order. b) 40 % on supply and installation of Cash Dispenser Machines (ATM's). c) 10% against completion & commissioning of the machines onsite.



**\*End of Document\***