Request for proposal (RFP) for Procurement of Automated Teller Machines (ATMs)

Sahayogi Vikas Bank Ltd.
Vidyapati Chowk-4, Janakpurdham
Dhanusha, Nepal

P.O. Box: 18
Tel No. 041-525972/ 527124
Fax No. 041-525971
E-mail: sahayogibank@yahoo.com
website: www.sahayogibank.com.np
## Schedule of Bidding Process

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Cost of RFP</td>
<td>NPR. 1,000</td>
</tr>
<tr>
<td>2.</td>
<td>Commencement of sale of RFP</td>
<td>From 18\textsuperscript{th} of July, 2016 onwards during working hour</td>
</tr>
<tr>
<td>3.</td>
<td>Website from where RFP can be downloaded</td>
<td><a href="http://www.sahayogibank.com.np">www.sahayogibank.com.np</a></td>
</tr>
<tr>
<td>4.</td>
<td>Due date and time for submission of bids</td>
<td>8\textsuperscript{th} of August, 2016</td>
</tr>
<tr>
<td>5.</td>
<td>Date of Bid opening</td>
<td>21\textsuperscript{th} of August, 2016</td>
</tr>
<tr>
<td>6.</td>
<td>Address for Communication, purchase of RFP, submission of Bid and opening of Bid</td>
<td>Sahayogi Vikas Bank Ltd. Vidyapati chowk-4, Janakpurdham, Dhanusha, Nepal</td>
</tr>
<tr>
<td>7.</td>
<td>Contact Telephone Numbers</td>
<td>041-525972/527124</td>
</tr>
</tbody>
</table>
1. Introduction
Sahayogi Vikas Bank Limited, a Premier Regional Level Development Bank having its Head Office at Vidyapati Chowk - 4, Janakpurdham, Dhanusha (Nepal) (hereinafter referred as “SVBL”) has regional presence through around 6 branches. SVBL has plans for ATM deployment. SVBL is in the process of selecting Successful Bidder for supply, delivery, maintenance, installation of ATMs as per the scope given in this document.

2. Objective & Scope
Objective of this RFP is to invite sealed bids for empanelment of vendors for supply, installation, commissioning and maintenance of 4 ATMs at its head office and branches.

SVBL at its discretion may purchase additional quantities of ATMs at the contract price and as per the terms and conditions of the contract.

Scope of the project
- Supply, installation, configuration of ATMs/ software/ other optional items etc. and to interface /integrate with CBS, ATM switch and switches like VISA.
- The proposed ATMs should be delivered in the head office and branches locations as detailed below:

<table>
<thead>
<tr>
<th>S.N.</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>VidyapatiChowk, Janakpur</td>
</tr>
<tr>
<td>2.</td>
<td>Jaleshwor, Mahottari</td>
</tr>
<tr>
<td>3.</td>
<td>Gausala, Mahottarai</td>
</tr>
<tr>
<td>4.</td>
<td>Mahendranagar, Dhanusha</td>
</tr>
</tbody>
</table>

- Testing the operations of ATMs and user acceptance
- Provide support/ maintenance services for the products supplied by skilled staff to ensure that expected levels of uptime, as described by SVBL, is met. The support & maintenance services should be extended to the SVBL for a period of minimum 5 years from the date of acceptance.
- Provide specific contingency and incident resolution plans.
- The bidder will advise SVBL on technology obsolescence and do the needful to update the technology in time.

The bill of material offered should confirm to the industry standard level security norms and satisfy general features and technical specification given in Annexure I. The
proposed hardware & software must meet the current as well as the future requirement of the SVBL.

3. Instruction to the bidders
a. The bidders must be familiar with the nature of Automated Teller Machine (ATM) project being carried out in various organization including Financial Institution here in Nepal and shall acquire adequate information that may be necessary for submitting the proposal.
b. The bidder shall study the bid documents thoroughly and understand the scope and quality of work expected. A prospective bidder requiring any clarification of the Document shall contact the SVBL in writing at the Bank’s address or via email indicated in the Bid Document. Telephonic enquires are strictly prohibited and shall not be entertained.
c. Submission or participation by a bidder in more than one bid proposals will result in the disqualification of all those bids.
d. The bidders shall be disqualified, if try to influence the decision of SVBL in their favor.
e. The bidder shall submit original detail technical catalogues of ATM.
f. The bidders must submit the authorized certificate issued by the manufacturing company for supply, installation and maintenance certificate of the offered product. Without authorization no parities are allowed to participate in bid process.
g. Document requirements:
The bidders shall require to submit under mentioned self-attested /duly signed documents in a sealed envelope in following order:
i) The entire original bid document duly endorsed (signed and stamped).
ii) Valid copies of Firm/Company Registration Certificate.
iii) Valid copies of PAN/VAT Registration Certificates.
iv) Tax paid Certificate for the last two years i.e. FY 071/72 and FY 072/73.
v) Power of Attorney for signing the bid documents if selected for signing the contract.
vi) Original catalogues with technical specification of all equipment and materials quoted.
vii) Financial proposals as per the Annexure II format.
viii) Cash deposit voucher of bid document fee and Cash margin (if applicable).

Note: Non submission of the required documents and non-compliance of mandatory requirement as mentioned above may lead to the disqualification of the proposals.

h. The bidders shall submit the bid proposal in two separate sealed envelope for technical and financial proposal marked “Proposal for Supply and Installation of Automated
“Teller Machine (ATM)” and is to be submitted to the SVBL within the deadline mentioned in the bid document.

i. The bidder shall require to submit appreciation letters provided by various organization mainly Banks and Financial institutions.

j. The price quoted by the bidder shall be: Fixed and not subjected to price adjustment.

k. The bidders shall be required to submit a “Bid Bond” amounting 10% of the total cost proposed, issued by any Bank in Nepal with three months validity period. Bidders shall require to submit Bid Bond in the prescribed format (Annexure III).

l. Price offered should be inclusive of all costs such as VAT, customs duty, or any other local taxes freight and technician’s commissioning charges and after sales service etc.

m. The SVBL shall reserve the right to reject any or all proposals with or without assigning any reasons whatsoever and to negotiate/re-negotiate with the bidders in the best interest of the SVBL.

n. Select bidder shall be provided “Purchase Order” along with all relevant details.

4. Contract Data

a. For proposal submission purposes and clarification purposes only, the SVBL’s address is:
   SahayogiVikas Bank Limited
   Head Office
   Vidyapati Chowk-4, Janakpurdham, Dhanusha (Nepal)
   P.O. Box: 18
   Tel: 041-525972/527124
   email: sahayogibank@yahoo.com

b. The name of Contract is:
   Supply & Installation of ATM at SVBL’s head office and branches.

c. The selected bidder shall be required to complete supply and installation of ATM at branches within 30 days from the date of Purchase Order.

d. The selected bidder shall be required to submit a “Performance Guarantee” amounting 10% of the final negotiated total cost, duly issued by any Bank in Nepal with six months validity period. Selected bidder shall require to submit Performance Guarantee in the prescribed format (Annexure III).

e. Quantity may increase or decrease in “Purchase Order” than the quantity mentioned in this bid document and the selected bidder shall change same rate (final negotiated) for additional quantity of ATM.

f. In case of delayed delivery or installation beyond the given deadline SVBL shall have right to penalize selected bidder by NPR. 2000 per day per ATM for first 7 days and then after NPR. 4000 till completion of installation of ATM at all locations.

g. The SVBL shall not be liable for payment against the ATM other than specified specifications/quality.
h. The price quoted for the ATM must be valid for 60 days from the closing date of the tender notice.

i. Payment shall be made in Nepalese Rupees only upon verification of supply, installation and proper function of ATM.

j. In case of any dispute arising out between the parties to this agreement, it shall be settled amicably between parties, and no third parties shall be involved.

k. The selected parties or SVBL shall not be held liable for failure to perform any of its contractual obligations if such failure results from any Force Majeure, Fire, Earthquake, Explosion, Strike, Lockouts, Industrial Disputes, Transportations Embargos, the existence of State Emergency, War-Like Condition, Civil Commotions, Riots any measures taken by the government whatsoever which renders it impossible or not practicable to fulfill its contractual obligations.

5. Termination of Contract
   The SVBL may without prejudice to any other remedy for, breach of Contract, by written notice of default sent to the bidder, terminate the Contract in whole or in part. If the contract is terminated, the bidder shall stop work immediately, make the site safe and secure, and leave the site as soon as reasonably possible.

6. Payment
   a. The SVBL shall release 90% of total bill amount in Nepalese Rupees Currency within 21 days from the date of submission of final bill which is to be submitted only upon completion of installation, commissioning and proper functioning of ATMs at all locations.
   b. The SVBL shall not pay any extra cost other than quoted by bidder on account of transportation & labor charges against supply and installation of ATM at the location specified above.
   c. The SVBL shall not be liable for payment against the ATM other than specified specifications/quality.

7. Retention Money
   10% of the final bill payment shall be retained by the SVBL. The retention money shall be released after expiry of warranty period. The retained amount may be released at the time of final bill payment or in between the warranty period against the submission of Retention Guarantee issued by any Bank in Nepal with validity of 13 months or one month beyond the remaining warranty period. Selected bidder shall require to submit Retention Guarantee in the prescribed format (Annexure IV).
8. **Technical Specification:**
   The technical details in the prescribed format (Annexure-I). The Technical Bid (TB) should be completed in all respects and contain all information asked for, except prices.

9. **Minimum Eligibility Criterion**
   a. The bidder should be a company registered under the Companies Act 2063/2053 with at least 3 years in operation.
   b. The bidder must have work experience of at least five organizations in Nepal in ATM installation business.
   c. The bidder should have average annual turnover at least of NPR. 10 million per year in last two fiscal years. (i.e. FY 2071/72 and FY 2072/73)

10. **Selection / Evaluation of proposals**
    The contract will be awarded to the best evaluated financial proposal meeting the technical specification as on Annexure-I and minimum eligibility criterion as on clause 9. The SVBL reserves the right to award the contract in whole or in part, by item, by group of items, or by selection where such action serves the best interests of the SVBL.
Annexure-I

Technical Specification

SVBL intends to buy 4 ATMs; the Technical Specifications for the same is given in this annexure. Separate sheets of this format must be used for each type of product (a, b, c) i.e. ATMs:

**MAKE:**

<table>
<thead>
<tr>
<th>S.N.</th>
<th>Description</th>
<th>Specification</th>
<th>Applicant’s Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>ATM Brand</td>
<td>Diebold/Wincor Nixdorf/ NCR</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Make</td>
<td>India / China / USA</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Card Reader</td>
<td>DIP Card Reader EMV 4 Compliance</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Consumer Interface</td>
<td>8 operations &amp;16 alpha numeric metallic keypad, 3 DES &amp; EPP level j 6.1 compliance with visa security standard</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Multi-media dispenser</td>
<td>5th Generation Cash Multimedia Dispenser V4 with vacuum / friction pick technology</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Presenter</td>
<td>Bunch</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Currency Cassettes</td>
<td>2 or higher Nos. of Currency cassette</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Divert (Purge Bin) Cassette</td>
<td>1 No. of Purge/Divert cassette</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Cassette Capacity</td>
<td>Minimum 2700 notes</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>Receipt Printer</td>
<td>Graphics Thermal Receipt Printer</td>
<td></td>
</tr>
<tr>
<td>11.</td>
<td>Journal Printer</td>
<td>E-Journal</td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>Camera</td>
<td>Integrated Face &amp; Cash Slot Camera</td>
<td></td>
</tr>
<tr>
<td>13.</td>
<td>Image Capture</td>
<td>Event Based</td>
<td></td>
</tr>
<tr>
<td>14.</td>
<td>Monitor</td>
<td>At least 15” LCD /LED Monitor</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>15.</td>
<td>Network Interface Card</td>
<td>Integrated</td>
<td></td>
</tr>
<tr>
<td>16.</td>
<td>Terminal Processor</td>
<td>Intel dual core 2.0 Duo or higher, 1 GB RAM, 500 GB HDD</td>
<td></td>
</tr>
<tr>
<td>17.</td>
<td>Security compliant</td>
<td>EPP Pin Security and EMV</td>
<td></td>
</tr>
<tr>
<td>18.</td>
<td>ATM Safe</td>
<td>safe conform to the UL-291 Level 1 standards steel body cabinet, dual combination electronic lock</td>
<td></td>
</tr>
<tr>
<td>19.</td>
<td>3 DES Encryption, EMV level 1 &amp; 2 Complaint, PCI Complaint, EPP Version 5 PCI Compliant</td>
<td>All Supported</td>
<td></td>
</tr>
<tr>
<td>20.</td>
<td>Operation System</td>
<td>Windows 7 or higher</td>
<td></td>
</tr>
<tr>
<td>21.</td>
<td>Application Software</td>
<td>Agilis Empower 3.0 D912 message / NDC+ or DDC912 APTRA Advance NDC &amp; XFS Licensed software</td>
<td></td>
</tr>
<tr>
<td>22.</td>
<td>Application Interface</td>
<td>D912/NDC NDC plus Interface / ISO 8583 for all existing features / ISO 8583</td>
<td></td>
</tr>
<tr>
<td>23.</td>
<td>Warranty</td>
<td>At least 12 months</td>
<td></td>
</tr>
<tr>
<td>24.</td>
<td>Delivery</td>
<td>30 days</td>
<td></td>
</tr>
</tbody>
</table>

1. If left blank, it is treated that there are no deviation in the compliance of specification.
2. We enclose the detailed technical specification and brochures for the model quoted.

For __________________________

Place: ________________________ (Authorized Signatory)
Date: ________________________ Name:
Phone No: ____________________ Designation:
E-mail id: ____________________ Office Seal:
Annexure-II

Financial Proposal Format

Supply & Installation of ATM at SVBL’s head office and branches.
(To be printed in the letterhead of service provider)
The service provider shall fill in and submit this form with the proposal.
(Date)
Subject: Letter of Financial Proposal
To: Sahayogi Vikas Bank Limited
    Head Office
    Vidyapati Chowk-4, Janakpurdham, Dhanusha (Nepal)

Having examined the Bid Documents we offer to supply/deliver/installation of ATM for
SVBL in accordance with the terms/conditions accompanying this Bid Document for the
unit price mentioned as under:

<table>
<thead>
<tr>
<th>S.N.</th>
<th>Description</th>
<th>Amount(NRs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Unit Price of ATM with 1 year warranty</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Amount of tax (@______)</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>AMC Cost per ATM for 5 years after the warranty for ATMs</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Tax on AMC amount of ATM</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Sub Total of 1 to 4</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Grand Total (4 x subtotal)</td>
<td></td>
</tr>
</tbody>
</table>

This proposal and your written acceptance of it shall constitute a binding Contract
between us. We understand that you are not bound to accept the lowest or any proposal
you receive.
The price quoted for ATM is valid for 60 days from the closing date of procurement
notice.
We agree to deliver, install and commissioning the ATM to all location within 30 days
from the date of issuance of Purchase Order. We accept the penalty clause as mentioned
in Bid documents, in case, being unable to deliver the ATM within the stipulated time
frame.
We hereby confirm that this proposal complies with the validity period as required by the
Bid documents.

Authorized Signature: _____________________________________________________
Name and Title of Signatory: ________________________________________________
In the capacity of: _________________________________________________________
Address: __________________________________________________________________
Duly authorized to sign the proposal for and on behalf of: ________________________
Date: _____________________________________________________________________
Annexure-III

Bid Bond Format

..................................................  
..................................................  
(Beneficiary name)

Re: Bid Bond

We issue our guarantee in your favor as detail below:

Guarantee Ref. No. : -------------------------  
Date of Issue : ---------------------------  
Amount : NPR ............... (Nepalese Rupees ............. Only)

Applicant : -------------------------  
Expiry Date : ---------------------------  
Purpose : -------------------------

We, .......................Ltd., being the guarantor under the present guarantee hereby undertake, subject to no other conditions than those specified in this document, to pay on demand upon receipt of your request in writing any sum or sums upto an amount mentioned above, sign a contract corresponding to the tender or to submit a performance guarantee as provided for in the tender.

This guarantee is effective from issue date as mentioned above.

Notwithstanding anything stated herein above the value of this guarantee shall not exceed NPR ........... (Nepalese Rupees ............. Only) and it will expire on ........... original guarantee as well as amendment (if any) by this received in writing along with before the expiry date and if no such claim has been received by us that day, all your rights under this guarantee will cease.

Retention of the guarantee does not confer any rights upon yourselves beyond the expiry date and this guarantee should be returned to us without delay.

In all communications please state our guarantee ref number.


Authorized Signature

Authorized Signature
Annexure-IV

Performance Guarantee Format

Re: Performance Guarantee

We issue our guarantee in your favor as detail below:

Guarantee Ref. No. : ………………………
Date of Issue : ………………………
Amount : NPR …………… (Nepalese Rupees……………… Only)
Applicant : ………………………
Expiry Date : ………………………
Purpose : ………………………

We, …………………., being the guarantor under the present guarantee hereby undertake, subject to no other conditions than those specified in this document, to pay on demand upon receipt of your request in writing any sum or sums up to an amount mentioned above, provided that you have submitted a statement stating that the Applicant has failed to perform their obligation to you and as a result thereof you have become entitled to payment of the amount claimed and that the said sum has not otherwise been paid to you.

Provided that in the event of war (whether declared or not) hostilities, rebellion, act of God, any change of law, refusal on the part of any government, government agency, bank or other competent authority to grant any necessary permit license or sanction, or deciding to revoke or qualify any such permit etc. or in the event of any other supervening clause rendering performance of further performance by us our obligations under this guarantee or by you, your constituent or any other parties above mentioned of any obligation under your or their respective contracts aforesaid, impossible in accordance with the most liberal interpretation of the doctrine of frustration of contacts, then and in any such case this guarantee shall cease and determine and our liability shall thereupon be extinguished.

This guarantee is effective from issue date as mentioned above.
Notwithstanding anything stated herein above the value of this guarantee shall not exceed NPR …………. (Nepalese Rupees ……………….. Only) and it will expire on ………….. Any claim under this guarantee must be received in writing along with original guarantee as well as amendment (if any) by this office within banking hours on or before the expiry date and if no such claim has been received by us by that day, all your rights under this guarantee will cease. Retention of the guarantee does not confer any rights upon yourselves beyond the expiry date and this guarantee should be returned to us without delay.

In all communications please state our guarantee ref number.

___________________  ____________________
Authorized Signature  Authorized Signature
Annexure-IV

Retention Guarantee Format

Re: Retention Guarantee

We issue our guarantee in your favor as detail below:

Guarantee Ref. No. : ……………………….
Date of Issue : ……………………….
Amount : NPR …………… (Nepalese Rupees……………… Only)

Applicant : ………………………
Expiry Date : ………………………
Purpose : ………………………

We, ………………., being the guarantor under the present guarantee hereby undertake, subject to no other conditions than those specified in this document, to pay on demand upon receipt of your request in writing any sum or sums up to an amount mentioned above, provided that you have submitted a statement stating that the Applicant has failed to perform their obligation to you and as a result thereof you have become entitled to payment of the amount claimed and that the said sum has not otherwise been paid to you.

Provided that in the event of war (whether declared or not) hostilities, rebellion, act of God, any change of law, refusal on the part of any government, government agency, bank or other competent authority to grant any necessary permit license or sanction, or deciding to revoke or qualify any such permit etc. or in the event of any other supervening clause rendering performance of further performance by us our obligations under this guarantee or by you, your constituent or any other parties above mentioned of any obligation under your or their respective contracts aforesaid, impossible in accordance with the most liberal interpretation of the doctrine of frustration of contacts, then and in any such case this guarantee shall cease and determine and our liability shall thereupon be extinguished.

This guarantee is effective from issue date as mentioned above. Notwithstanding anything stated herein above the value of this guarantee shall not exceed NPR ……….. (Nepalese Rupees ……………….. Only) and it will expire on …………. Any claim under this guarantee must be received in writing along with original guarantee as well as amendment (if any) by this office within banking hours on or before the expiry date and if no such claim has been received by us by that day, all your rights under this guarantee will cease. Retention of the guarantee does not confer any rights upon yourselves beyond the expiry date and this guarantee should be returned to us without delay.

In all communications please state our guarantee ref number.

____________________ ____________________
Authorized Signature Authorized Signature