



CHAITANYA GODAVARI GRAMEENA BANK

(A Government undertaking sponsored by Union Bank of India)
Head Office, Raghu Mansion, 4/1, Brodipet, Guntur-522 002, A.P.



Chaitanya Godavari Grameena Bank

(A Govt. Undertaking Sponsored by Union Bank of India)
Head office, Guntur

Reference No: 099/51/RFP/2024-25/09, Date: 05.11.2024

Request for Proposal (RFP) for Supply, Installation and Maintenance of 300 Micro-ATMs at Bank Branches / Offices and BC Points across Bank

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Head Office, Raghu Mansion, 4/1, Brodipet, Guntur-522 002, A.P.

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BID DETAILS

The following is an indicative timeframe for the overall selection process. Bank reserves theright to vary this timeframe at its absolute and sole discretion, should the need arise. Changes to the timeframe will be published in the Bank's Website:

S. No.	Subject	Date/time
1	RFP Ref. Number & Date	Reference No: 099/51/RFP/2024-25/09 , Date: 05.11.2024
2	Last Date for receipt of Queries	12.11.2024
3	Pre-bid meeting date virtually	15.11.2024 at 11.00 AM
5	Last date for receipt of Bid Documents	27.11.2024 at 03.30 PM
6	Date & Time of Opening of Technical Bids*	27.11.2024 at 04.00 PM
7	Contact details	<ol style="list-style-type: none">1. P Maruthi Ram, General Manager, Chaitanya Godavari Grameena Bank, Head office, 4th Floor, Raghu Mansion, 4/1, Brodipet, Guntur - 522 002. Phone No: 0863-2324500,96182244882. M V Satish, Senior Manager - FI , Chaitanya Godavari Grameena Bank, Head office, 4th Floor, Raghu Mansion, 4/1, Brodipet, Guntur - 522 002. Phone No: 93904 78379 Office:0863-2261126
8	Address for Submission of Bids & Opening of Bids	M V Satish, Senior Manager - FI , Chaitanya Godavari Grameena Bank, Head office, 4 th Floor, Raghu Mansion, 4/1, Brodipet, Guntur - 522 002. Phone No: 93904 78379 Office:0863-2261126
9	Website address	www.cggb.in
10	E-mail address for communication	gm-ho@cggb.co.in fi@cggb.co.in
11	R F P Fee (non-refundable)	Rs.50,000/-
12	E M D Amount	Rs.5,00,000/-

In case scheduled dates fall on a public holiday, the same will be extended to the next working day. All dates mentioned above are tentative dates and the bidder acknowledges that it cannot hold the Bank responsible for breach of any the dates. Non - attendance at the pre-bid meeting or bid opening will not be a cause for disqualification of a bidder.



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Important Clarifications:

Following terms are used in the document interchangeably to mean:

1. Bank, means 'CHAITANYA GODAVARI GRAMEENA BANK'
2. Recipient, Respondent, Vendor, Bidder means the respondent to the RFP document
3. RFP means the Request For Proposal document
4. OEMs means "Original Equipment Manufacturers"
5. Bidder, Bank shall be individually referred to as 'Party' and collectively as 'Parties'
6. Tender means RFP response documents prepared by the bidder and submitted to CHAITANYA GODAVARI GRAMEENA BANK'
7. 'NBD' means Next Business Day



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1. Introduction

1.1 Introduction and Disclaimer:

This Request for Proposal (RFP) document has been prepared solely for the purpose of enabling 'CHAITANYA GODAVARI GRAMEENA BANK' ("the Bank") to select a vendor for RFP for Supply, Installation, Maintenance of Micro ATM Machines with 5-year warranty at Bank Branches / Offices and BC Points across Bank. The RFP document is not recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful vendor as identified by the Bank, after completion of the selection process as detailed in this document.

1.2 Information Provided

The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the Bank in relation to the provision of services. Neither the Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers gives any representation or warranty (whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFP document. Neither the Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers has carried out or will carry out an independent audit or verification or investigation or due diligence exercise in relation to the contents of any part of the RFP document.

1.3 For Respondent Only

The RFP document is intended solely for the information of the party to whom it is issued ("the Recipient" or "the Respondent") i.e. Government Organization / Public Sector Undertakings (PSU) / Limited Company or a partnership firm and no other person or organization.

1.4 Confidentiality:

The RFP document is confidential and is not to be disclosed, reproduced, transmitted, or made available by the Recipient to any other person. The RFP document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient to the Bank. The Bank may update or revise the RFP document or any part of it. The Recipient accepts that any such



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revised or amended document will be subject to the same confidentiality undertaking. The Recipient will not disclose or discuss the contents of the RFP

document with any officer, employee, consultant, director, agent, or other person associated or affiliated in any way with the Bank or any of its customers or suppliers without the prior written consent of the Bank.

1.5 Disclaimer:

Subject to any law to the contrary, and to the maximum extent permitted by law, the Bank and its directors, officers, employees, contractors, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities, expenses or disbursements incurred therein or incidental thereto) or damage, (whether foreseeable or not) ("Losses") suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the Losses arises in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of the Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.

1.6 Costs Borne by Respondents:

All costs and expenses (whether in terms of time or money) incurred by the Recipient /Respondent in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by the Bank, will be borne entirely and exclusively by the Recipient / Respondent.

1.7 No Legal Relationship:

No binding legal relationship will exist between any of the Recipients / Respondents and the Bank until execution of a contractual agreement to the full satisfaction of the Bank.

1.8 Recipient Obligation to Inform Itself:

The Recipient must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFP document and the



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meaning and impact of that information.

1.9 Evaluation of Offers:

Each Recipient acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of vendor, not limited to those selection criteria set out in this RFP document. The issuance of RFP document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement nor would it be construed as any investigation or review carried out by a Recipient. The Recipient unconditionally acknowledges by submitting its response to this RFP document that it has not relied on any idea, information, statement, representation, or warranty given in this RFP document.

1.10 Standards:

All standards to be followed will adhere to Bureau of Indian Standards (BIS) specifications and other acceptable standards relevant to the RFP.

1.11 Acceptance of Terms:

A Recipient will, by responding to the Bank's RFP document, be deemed to have accepted the terms as stated in this RFP document.

1.12 Authorization to Bid:

Responses submitted by a Bidder to this RFP (including response to functional and technical requirements) represent a firm offer to contract on the terms and conditions described in the tender document. The proposal must be signed by an official authorized to commit the bidder to the terms and conditions of the proposal. Bidder must clearly identify the full title and authorization of the designated official and provide a statement of bid commitment with the accompanying signature of the official and submit the copy of power of attorney/ authority letter authorizing the signatory to sign the bid.

2. RFP Response terms

2.1 Lodgment of RFP Response

2.1.1 Application Money

Application Money as mentioned in "BID Details- RFP Fee" by way of Bankers Cheque / Demand Draft / Pay Order favoring CHAITANYA GODAVARI GRAMEENA



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BANK, payable at Guntur, which is non-refundable, must be submitted separately along with RFP response. The Bank may, at its discretion, reject any vendor where application money has not been furnished with RFP response.

MSMEs (Micro Small and Medium Enterprise (MSME) are exempted from paying the application money and Earnest Money Deposit for which the concerned enterprise needs to provide necessary documentary evidence. For MSMEs Government of India provisions shall be considered while evaluating the tender. MSME certificate should be presented.

The RFP fee can also be paid through NEFT to the below account:

A/c No.79991025400017
IFSCode: UBIN0CG7999

RFP Fee is exempted for the Bidders having the NSIC Certificate or MSME Certificate; Bidder has to submit the valid proofs from NSIC at the time of Bid submission.

2.1.2 RFP Closing Date:

RFP Response should be received by the officials as indicated in "BID Details- Last date for receipt of Bid Documents" or any subsequent addendums issued on the subject.

2.1.3 Earnest Money Deposit:

The vendors will have to submit the Earnest Money Deposit (EMD - Bid Security) while submitting their bid at the rate stipulated by the bank in point "BID Details- EMD amount" (Earnest Money Deposit)". The earnest money deposit is required to protect the Bank against the risk of Vendor's conduct.

The Earnest Money Deposit shall be denominated in the Indian Rupees only and shall be in the form of a Demand Draft favoring "CHAITANYA GODAVARI GRAMEENA BANK" payable at Guntur-522002 or a bank guarantee of an equal amount issued by a Commercial Bank located in India (other than CHAITANYA GODAVARI GRAMEENA BANK), which is valid for 12 months, in the form provided in the RFP. Any bid not secured in accordance with the above will be rejected by CHAITANYA GODAVARI GRAMEENA BANK as non-responsive.

The Bidders shall furnish EMD for Rs.5,00,000/- and valid for 12 months.

No interest is payable on EMD.



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The EMD may be forfeited: -

- The bidder withdraws his bid before opening of the bids.
- The bidder withdraws his bid after opening of the bids but before acceptance of "Letter of Intent" or "Purchase Order".
- The selected bidder withdraws his bid / proposal before furnishing an unconditional and irrevocable Performance Bank Guarantee.
- if a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract; or
- If EMD is forfeited for any reasons mentioned above, the concerned Bidder maybe debarred from participating in the RFPs floated by the Bank/this department, in future, as per sole discretion of the Bank.

Unsuccessful Vendor's - Earnest money deposit or bank guarantee will be returned by the Bank within two weeks from closure of the RFP. No interest shall be paid on earnest money deposit to unsuccessful Vendors.

Successful Vendor - Earnest money deposit or bank guarantee will be discharged upon the vendor furnishing the performance guarantee. The EMD of the successful vendor may be forfeited or the bank guarantee in lieu of EMD may be invoked by the Bank if the vendor fails to furnish performance guarantee within 30 days from the date of Bank placing the order for any reason whatsoever and / or the vendor refuses to accept and sign the contract within 1 month of issue of contract order / letter of intent for any reason whatsoever.

MSMEs (Micro, Small & Medium Enterprise (MSME) are exempted from paying the RFP fee and Earnest Money Deposit (EMD), for which the concerned enterprise needs to provide necessary documentary evidence. For MSMEs Government of India provisions shall be considered while evaluating the tender.

The MSME Bidders should submit the EMD or "Bid Security Declaration" on their organization's letter head as per the Annexure duly signed and stamped by their authorized signatory.

The EMD can also be paid through NEFT to the below account:
A/c No.79991025400017
IFSCode: UBIN0CG7999

2.2 RFP Validity period:

RFP responses must remain valid and open for evaluation according to their terms for a period of at least 180 days from the RFP opening date. The Bank shall have the right at its sole and absolute discretion to continue the



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assignment/contract on the selected vendor for future requirement for various items/activities as described in the RFP after expiry of current assignment period.

2.3 Notification

The Bank will notify the Respondents in writing as soon as practicable after the RFP Evaluation Complete date, about the outcome of the RFP evaluation process, including whether the Respondent's RFP response has been accepted or rejected. The Bank is not obliged to provide any reasons for any such acceptance or rejection.

2.4 Disqualification:

Any form of canvassing/lobbying/influence/query regarding short listing, status etc. will be a disqualification.

2.5 Language of Tender:

The Tender prepared by the Vendor, as well as all correspondence and documents relating to the Tender exchanged by the Vendor and the Bank and supporting documents and printed literature shall be in English language only.

2.6 Formats of Bids:

The vendors should use the formats prescribed by the Bank in the tender for submitting both technical and commercial bids. The Bank reserves the right to ascertain information from the banks and other institutions to which the vendors have rendered their products for execution of similar projects.

2.7 Timeframe:

The timeframe provided in point "BID Details" above is for the overall selection process. The Bank reserves the right to vary this timeframe at its absolute and sole discretion and without providing any notice/intimation or reasons thereof. Changes to the timeframe will be relayed to the affected Respondents during the process. The time schedule will be strictly followed. Interested parties are expected to adhere to these timelines. However, the Bank reserves the right to change the aforementioned timelines.



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3. Introduction of Bank:

Chaitanya Godavari Grameena Bank (CGGB) was formed by the amalgamation of Regional Rural Banks namely 'Chaitanya Grameena Bank' and 'Godavari Grameena Bank' with effect from March 1, 2006. Bank was formed as per RRB act 1976.

Bank is sponsored by Union Bank of India and operates in the undivided districts of East Godavari, West Godavari & Guntur Districts.

Profile of Chaitanya Godavari Grameena Bank (CGGB).

The shareholding pattern of the bank

Government of India	50%
Union Bank of India	35%
Government of Andhra Pradesh	15%

Chaitanya Godavari Grameena Bank is herein after called "Bank" which term or expression unless excluded by or repugnant to the context or the meaning thereof, shall be deemed to include its successors and permitted assigns herein after called "Chaitanya Godavari Grameena Bank" or "Bank" or "bank", issues this Request for proposal, hereinafter called "RFP".

4. About this Request for Proposal (RFP):

The Bank invites complete and technically competitive bids from reputed vendors for supplying Micro ATM devices. The project shall include supply, commissioning, installation, upgradation, customization, and maintenance of Micro ATM for the entire period of contract at the Bank Branches / Offices and BC Points across Bank with 5-year Warranty. The contract period shall be for a period of 5 (Five) years after which Bank may at its discretion extend the contract or otherwise as will be decided by the Bank.

Sl. No.	Item	Quantity
1	Micro ATMs integrated with biometric scanner, printer, card reader, PIN pad etc. as specified in technical specifications	300

The Micro ATMs will be used as field devices for carrying out;

- e-KYC based account opening
- AePS transactions (ON-US & OFF-US)



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- c) Third party deposits & loan repayments (without Aadhaar)
- d) Aadhaar seeding
- e) Aadhaar authentication
- f) Card & pin based RuPay transactions
- g) Smart card transactions
- h) Insurance, pension products and any other new products to be introduced by the Bank then and there.

The proposed Micro ATM should be in compliance with the current Micro ATM standards or higher and guidelines issued by Government / UIDAI / NPCI / RBI / IBA / IDRBT authorities and/or other statutory authorities from time to time with regard to FI & Micro ATMs. It shall be capable of upgradation as and when required to meet any future statutory and regulatory compliance without additional cost to the Bank.

5. Broad Scope of Work:

The Bank desires to procure about 300 Micro ATM devices enabled with biometric FP (Finger Print) capturing/reading scanners as well as mag-strip card/CHIP-PIN base Card/EMV Card readers as per the standards & specifications of Micro ATM and Standard track1-track2 based magnetic strip card reader as issued by the IBA/IDRBT/UIDAI/RBI/GOI with capacity of scanning/reading FPs / Card-details of Bank customers for transmitting the FPs for storage & authentication of the said FPs/Card-detail with the Bank's FI-Gateway over secured network using GPRS 4G upgradable up to 5 G or upgradable with external devices supporting 5G ,undertaking should be given for such future upgradable/ Internet / TCP- IP(IPv4 and IPv6) connectivity thereby enabling basic banking services to the Bank's customers through the deployed Micro ATMs at the bank specific locations.

The scope of work also includes

- a) Delivering, installing, configuring and maintenance of Micro ATMs of specified configuration at branches of the bank. The bidder is responsible for transportation of instruments with accessories, and ensure the availability of insurance cover till acceptance of device by the bank and also availability of testing, warranty and AMC.
- b) The scope also includes configuration/ operationalization of the Micro ATMs with close coordination with bank existing FI Gateway and FI solution service providers. The bidder is to ensure compatibility of hardware, software and other equipment that they supply with the hardware and software systems being used in



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the bank.

- c) The Bidder should provide software / Portal/ Module to the Bank for monitoring and Management (MDM/ TMS) of the devices as per Bank's requirement.
- d) All Hardware certification for operationalization of services in these Micro ATM devices will be done by bidder only.
- e) Providing service and onsite support during warranty and post warranty period as per Bank's requirement without any extra cost to the bank.
- f) Providing onsite support for resolving configuration / OS related issues, reconfiguration of the equipment as per the requirement of the bank during warranty and post warranty period. The selected bidder is to provide support for biometric scanner, display, network connectivity module, printer, battery, charger, card reader, PIN pad, processor, internal storage, RAM etc. during warranty and post warranty period.
- g) In order to ensure Business Continuity, vendor shall ensure the Back to Back support arrangement with OEM for Micro ATM under warranty and AMC. Vendor shall provide the escalation matrix & centralized help desk number for call logging.
- h) Vendor shall provide all the latest stable upgrades released by OEM from time to time without any extra cost to the Bank during the period of Contract.
- i) Technical and functional training of the system to be provided to ten designated Bank officers without any additional cost.
- j) Bidder has to provide supply and installation schedule for all the Micro ATMs in the Branches / Regional offices / Head office. Implementation of entire project to be completed as per stipulated time as mentioned in RFP
- k) The bidders shall ensure that Micro ATM should support all the existing application of Bank and also any other application which bank may implement in future. Any additional requirement regarding hardware and software, after entering the contract will not be entertained by the Bank. The Bidder shall be responsible for the same. The cost of any additional hardware and software, if required, should be included in the bill of material.
- l) All claims for functional / technical delivery made by the Bidders in their response to the RFP shall be assumed as deliverable, within the quoted financials.



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- m) Micro ATM machines should be delivered with Carry bag with straps along with necessary literature and technical specifications.
- n) The bidder should arrange temper glass for display, sticker logo / letter as prescribed by Bank and sticker should not be fade at least five years.
- o) Bidder/ OEM has to Buy back the existing Micro ATM devices; the amount will be deducted from L1 bid amount.

6. Technical Specifications:

1. Vendor has to ensure that the Micro ATM machines, application software functionalities and any other components, equipment, peripherals involved in implementation of the RuPay debit card based transactions and Aadhaar based transactions meet the current guidelines & or standards issued by IDRBT, UIDAI, RBI, IBA, NPCI, Government authorities (if any) and should continue to comply with any amendments/changes made to these standards by the above referred authorities, without any additional cost to the Bank.
2. A Bidder should supply, install, configure, testing, commission & Annual Maintenance for 300 Micro ATMs integrated with biometric scanners/Card-readers & micro-printer, Pinpad as per the specifications given in this RFP, including warranty, annual maintenance, required/guaranteed uptime, handholding, etc.
3. Vendor to ensure that the Micro ATM machines supplied or proposed to be supplied should be compatible with the bank's FI gateway any other FI gateway service provider in future and bank 's ATM switch and get certified from approved authority at their own cost.
4. Vendor will provide software/ module to the bank for monitoring & management(MDM/ TMS) of the devices.
5. Vendor has to provide necessary SDK software technical details related to MicroATM machine. Vendor is responsible for any customization required in the application wherever by our technical Service Provider or other authorized vendors involved in the project. The Micro ATM should be capable of operating in the latest version of Android OS.
6. Vendor will bring in all the required technology and infrastructure, including software, personnel, technical services; maintenance,



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provide training and operational support during the Contract period.

7. The pre-configuration testing of Micro ATM machine has to be done at the Head Office of the Bank or any other place as specified by the Bank with the teams of FI service providers and bank's ATM switch team.
8. The above quantity is an indicative number which Bank is expected to install over the next one year; Bank may however place orders for lesser or more number depending upon its requirement and performance maintaining standards.
9. Bidder has to arrange for necessary upgrades in device and device level application, mandated by regulatory requirements and business requirements of the Bank, without any additional charge to the Bank during the warranty period.
10. The licenses attached with any of the software/hardware components associated with the supplied devices should be in the name of the bank.
11. The Bidder should comply the guidelines issued by UIDAI circular No 6 of 2020 dated 02.09.2020 or any latest circular issued by UIDAI time to time. Copy of undertaking, Proof of submission to UIDAI and acknowledgement copy from UIDAI should be submitted.

7. Bidders' Eligibility Criteria:

Only those vendors who fulfil the following pre-qualification criteria are eligible for Bid.

1. The Company should do line of activities at least 5 years. (Work order / SLA executed not less than 5 years to be produced).
2. The Company should be a manufacturer of the equipment's or as an authorized channel partner/ authorized dealer for the equipment quoted during the last 3 years and it should be registered company in India under company act 1956.
3. The OEM/authorized channel partner/dealership certification should be in force for the current financial year. (Enclose copy of letter from OEM as per enclosed format, if the bidder is channel partner or dealer).
4. The Annual Sales Turnover shall not be less than Rs.20.00 Crores for the last three financial years.



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5. The net worth of the Company shall not be less than Rs.5.00 Crores for the last three financial years.
6. The company should have a minimum of 4-5 offices/ Service Centre's in our Bank operating areas in Andhra Pradesh and able to provide the warranty/ AMC services at the locations, where the equipment's are supplied, either directly or through their authorized representatives or through their OEM representatives.
7. The Product offered should be the same model or same series or higher of the equipment prevailed in the market complying with MATM1.5.1 specifications and as per features and specification given in this tender document. Bidder should attach necessary undertaking for the same. Quality/ Performance/ Benchmark Certifications for the products offered, if any, shall be submitted.
8. The bidder/ OEM shall provide an undertaking that the Model offered & empaneled will be available & supplied during the currency of the Country. The bidder/OEM should have an experience in deploying and supporting minimum 1000 devices in Public/private sector bank/Regional Rural Banks, complying to MATM1.5.1. (Proof of Work orders/ Purchase order to be submitted along with technical bid regarding supply of devices)
9. Eligibility for quoting shall be as per provisions of the latest revision of public procurement (Preference to Make in India) order 2017, and amendments there to.
10. Bidder /OEM should have DSIR recognized R&D to care off future scalability of proposed Micro ATM (certificates should be enclosed).
11. The bidder must not have been black listed by any Government organization or Govt. agency or Banks in India. (A self-declaration signed by the authorized Signatory to be enclosed).
12. The OEM / Channel partner can submit the bid, but not by both for the same product.
13. As per Ministry of Finance, Department of Expenditure, Public Procurement Division's office memorandum F.No.6/18/2019-PPD dated 23.07.2020, regarding insertion of Rule 144 (xi) in the General Financial Rules (GFR) 2017, any bidder from a country which shares a land border with India will be eligible to bid either as a single entity or as a member of a JV / Consortium with others, in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the



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bidder is registered with the Competent Authority. The Competent Authority for registration will be the Registration Committee constituted by the Department for Promotion of Industry and Internal trade (DPIIT). Political & Security clearance from the Ministries of External and Home Affairs respectively will be mandatory.

However, above condition shall not apply to bidders from those countries (even if sharing a land border with India) to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects. Updated lists of countries to which lines of credit have been extended or in which development projects are undertaken are given in the website of the Ministry of External Affairs.

"The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority".

Definitions pertaining to "Restriction of Bidders from Countries sharing Land Borders with India" Clause Bidder" (including the term 'tenderer', 'consultant' 'vendor' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency, branch or office controlled by such person, participating in a procurement process.

"Bidder from a country which shares a land border with India" means:

- a) An entity incorporated, established or registered in such a country; or
- b) A subsidiary of an entity incorporated, established or registered in such a country; or
- c) An entity substantially controlled through entities incorporated, established or registered in such a country; or
- d) An entity whose beneficial owner is situated in such a country; or
- e) An Indian (or other) agent of such an entity; or
- f) A natural person who is a citizen of such a country; or
- g) A consortium or joint venture where any member of the consortium or



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joint venture falls under any of the above

"Beneficial owner" will be as under:

a) i. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person(s), has a controlling ownership interest or who exercises control through other means.

Explanation

a. "Controlling ownership interest" means ownership of, or entitlement to, more than twenty-five per cent of shares or capital or profits of the company;

b. "Control" shall include the right to appoint the majority of the directors or to control the management or policy decisions, including by virtue of their shareholding or management rights or shareholder's agreements or voting agreements;

ii. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;

iii. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;

iv. Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official.

v. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

"Agent" is a person employed to do any act for another, or to represent another in dealings with third persons.



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NOTE:

- Bids not meeting the above eligibility criteria will be rejected
- Technical Evaluation will be done by Bank's technical evaluation committee and the decision of the committee will be final.
- Bidders to submit relevant documentary evidence for above mentioned parameters
- Providing any wrong information by the bidder will result in disqualification of the bidder. The Bank may cross check above parameters by any means during site visit.

8. BID Process:

General Evaluation Criteria

All bids shall be evaluated by an Evaluation Committee set up for this purpose by the Bank.

- The Bank will examine the bid to determine whether they are complete, whether the documents have been properly signed and whether the bid is generally in order.
- The bank may waive any minor informality, non-conformity, or irregularity in a bid which does not constitute a material deviation.
- Prior to the detailed evaluation, the bank will determine the substantial responsiveness of bid documents. For the purposes of these clauses, a substantially responsive quote is one which conforms to all the terms and conditions of the bid documents without material deviations.
- During the period of evaluation, bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter / email seeking clarification/ explanation.

In addition to the above, bidder shall arrange for site visits (if required) for Bank's team, where the bidder's and / or OEM's software is already functional / implemented.

Single stage two envelop bidding:

The offer shall be submitted in sealed cover for all the products offered. The Covers should be super scribed with the headings "Technical offer for Supply, Installation and Maintenance of 300 Micro-ATMs at Bank Branches / Offices and BC Points across Bank" for Technical Bid documents and "Commercial offer Supply, Installation and Maintenance of 300 Micro-ATMs at Bank Branches / Offices and BC Points across Bank" for Commercial Bid



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documents, whenever submitted.

The envelope containing **Technical Offer** should include only Company Profile (as per enclosed format) Relevant Technical Bid Form and Standard Printed Technical Literature/Brochure about the Product, Quality certifications for the Products and documents supporting above eligible requirements etc., for the bid.

The envelope containing **Commercial Offer**, should include only the commercial quote for the product offered as per the format enclosed and any other formats called for. **Please note that no other information other than the price & other information called for should be furnished along with this offer.**

The sealed covers containing the **Technical and Commercial** offers shall in turn be put in a sealed outer envelope to be super scribed “**Technical and Commercial offers for Supply, Installation and Maintenance of 300 Micro-ATMs at Bank Branches / Offices and BC Points across Bank**”.

9. Price Composition:

The empaneled bidder should comply with the following terms & conditions with respect to the Commercial Bids enclosed/ as and when called for and note:

(a) The pricing structure should be furnished strictly as per our format and price quoted should be only in Indian rupees.

(b) The quoted price should be all-inclusive price (i.e., including GST and if any, Excise Duty, Sales Tax, VAT, any other applicable duties and taxes, Packing, Freight and Forwarding, Transit Insurance, Local transportation, Hamali Charges, completing the Road permit formalities, if required, Installation, testing and warranty period charges. The total price shall also include cable connectors, Technical/User Manuals) and shall be applicable uniformly to any part of the country in case Bank prefers to place repeat orders for different locations. No additional charges/ management fee of any kind will be reimbursed. However, Octroi/ Entry Tax/ Road Permit will be reimbursed as per actual, subject to production of original receipts and other relevant documents. (The quoted price should clearly indicate the Base Price (A) + GST, other charges component, separately(B).)

10. Service Level Agreement (SLA)

- The SLA covers the complaints on both hardware and software



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components.

- During warranty period if any Micro ATM is down three times in a quarter (continuous three calendar months) the particular Micro ATM is to be replaced with new equipment.
- The penalty will be deducted from any of the payment due to the vendor/ Bank Guarantee. Draft SLA agreement enclosed as Annexure-VII.

11. Signing of Contract

- In the absence of a formal contract the Bid document together with the Bank's notification of award and vendor's acceptance thereof, would constitute a binding contract between the Bank and the successful Bidder.

12. General Terms of Bid submission

Please note the following points while submitting your offers.

1. The offers shall be made strictly as per the formats enclosed.
2. The Bidder shall bear all the costs associated with the preparation of the documents, submission of its bid and Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
3. The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized to bind the bidder to the contract.
4. The bid shall contain no interlineations, erasures or over writing except as necessary to correct errors made by the Bidder. In which case the person or persons signing the bid shall authenticate the corrections.
5. The offers submitted to Bank should not bear any corrections, alterations, over writings and additions in hand writing.
6. The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.
7. The Bidder is expected to examine the configurations given in the technical bids and provide compliances, duly providing correct configurations for which the



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tender is called for. If any inconsistency is observed by the bidder, the same shall be mentioned against each of such item observed and provide the offer made by them.

8. At any time prior to the deadline for submission 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 Bidding documents by amendments. All such amendments will be notified in writing/ post them on the web site and will be binding on all the bidders. Further, in order to provide, prospective Bidders, reasonable time to take the amendment into account in preparing their bid, the Bank may, at its discretion extend the dead line for submission of bids.
9. The company having quality certification & other certifications, for their operations, may be submitted.
10. The Models offered should strictly conform to the specifications given in the product literature and these models should be supported for a minimum period of 3 years after expiry of warranty period of 5 Years. The equipment quoted should not reach end of support for the next 6 years. The Models proposed/ marked for withdrawal from the market and the models under quality testing should not be offered. Bank shall reserve right to ask for PROOF OF CONCEPT on working of the offered Models to ascertain the compatibility with Bank's existing Core Banking Solution/Financial Inclusion (FI) solution, before considering for empanelment.
11. The equipment supplied should not have any known bug, for which fix is not available.
12. When the configuration/ feature required is not available in a particular model, the next available higher configuration model shall be offered.
13. In addition to the above, if any additional/ enhanced configuration is suggested in view of technological changes, it may be furnished as optional feature with/without cost duly explaining the additional utility of the offered model in both the technical offer as well as Commercial Offer document. However, the basic quote should be confined only to the configuration/ model offered for.
14. The diagnostic features available in the system, if any, may be furnished.
15. Products shall be supplied in a ready condition along with all accessories Software Drivers, Manuals and Media etc. for immediate use.



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16. Bank reserves the right to reject this invitation of Quotation in part or full, or cancel the entire procurement process at any stage without assigning any reason. In such a case, bank will not entertain any correspondence in the matter.
17. Bank may call for any clarifications/ additional particulars required, if any, on the technical bids submitted by the bidder. The bidder has to submit the clarifications/ additional particulars in writing within the specified date and time. The bidder's offer will be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time. Bank reserves right to call for a presentation on the features etc., from the short listed vendors based on the technical bids submitted to make an evaluation.
18. The Commercial Bids of the Technically Empanelled vendors will only be considered for Commercial Bid Empanelment.
19. Bank reserves the right to call for Fresh tenders at any point of time after procuring the quantity for which commercial bids were called for, in case any change in technical specifications in the equipment and empanel the bidders.
20. The bidder/ OEM shall provide an undertaking that the Model offered & empanelled will be available & supplied during the currency of the empanelment.
21. Bank reserves right to waive any minor informality, non-conformity or irregularity in technical bid which does not constitute a material deviation.
22. Bank does not bind itself to accept the lowest bid (L1).
23. The decision of the bank shall be final and binding with regard to technical and financial bids.
24. The tender will be rejected, if any bidder proposes any deviation from the prescribed technical criteria requirement.
25. The bids shall remain valid and open for acceptance for 6 months from the date of opening of price/ financial bid.
26. All documents that comprise the offer should be signed and sealed by the firm, as a token of acceptance to the terms and conditions specified in the tender,
27. Bank reserves the right to accept or reject any /all tender/s in part or whole of any firm/ firms without assigning any reasons whatsoever. The decision of the Bank in this regard shall be final. In the event of intending tenderers failure to satisfy the bank,



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the bank reserves the right to reject the tender.

28. Bank reserves right to change/modify/amend any or all provisions of the tender document. Such revision/amendment or corrigendum/addendum, if any, will be made available on Bank official website (www.cggb.in) only.
29. Tenders received late on account of any reason whatsoever as also Telegraphic and Faxed Tenders shall not be entertained.
30. The tender shall not include any conditions whatsoever. In case, any conditions are included in the Tender the same shall not be taken in to consideration. The tender in such cases is liable to be rejected. Clarification, if any, shall be obtained from Bank before submission of the tender.
31. Bank shall not be responsible for any damage to the equipment during transit.
32. The supplier shall arrange the acceptance test at the site.
33. On arrival of the equipment on site, the tenderer shall arrange for the following services without extra cost to the Bank, namely:
 - (a) To carry out on-site unpacking and positioning of the equipment for installation.
 - (b) To install and test the equipment.
34. Bidders are required to submit Undertaking of Authenticity for the supplied hardware.
35. Bank reserves the right to partly accept any or all the tenders received without assigning any reasons thereof. The tenderer may have to furnish Rate Analysis for the scrutiny of rates by Bank for negotiation etc., if required.
36. The device should cover and fulfil the requirements in line with Bank specific requirement, in compliance of RBI/NPCI other regulator (domestic and overseas) and its amendments (in present and in future) during the contract period.

13. Payment Terms:

Bank's Standard payment terms are only applicable. No advance will be paid against the Purchase Order. 50% of the cost of the equipment will be paid against proof of delivery of equipment and production of invoice, delivery challans and 50 % on installation and submission of Bank Guarantee. In the case of a situation where the vendor could not install the equipment procured due the



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problem of site not ready for a period of one month from the date of delivery, the successful bidder should give an undertaking letter agreeing that the installation will be done under PO terms as & when required by the bank. Bank will not consider any other payment terms even if it is mentioned in the offer letter.

14. Period of validity

The prices quoted shall be valid for a minimum period of 180 days from the last date for submission of offers and applicable for the quantity projected for procurement by the bank.

15. Liquidated Damages:

Bank reserves the right to charge penalty for delayed deliveries at the rate of 0.5 % per week without prejudice to its other rights, if not delivered as per the agreed terms & conditions of delivery schedule as per Bid submitted. The penalty may be increased to 1% per week for the delay beyond 2 weeks from the stipulated delivery date. Also, Bank reserves right to cancel the Purchase Order not executed as per terms of offer under this tender documents and initiate steps to de-empanel the bidder from the empaneled list if the agreed time lines for delivery are not met by the bidder or defaults in supply of equipment under the Purchase Orders placed. The penalty for delayed delivery is capped at 5% of the total project cost.

16. Warranty

The entire HW covering all components will remain under, onsite, comprehensive maintenance warranty for a period of Five years. The product support during warranty period shall be for all HW and accessories supplied. Vendor will have to provide a post- installation warranty as per the terms mentioned below:

- Comprehensive Warranty for 60 Months from the date of installation or 61 months from the date of the delivery whichever is earlier.
- Vendor will have to upgrade the OS (in case of requirement) during warranty period at no cost to Bank. Patch update, security patch updates etc. to be done (as and when required) preferably quarterly / half yearly in coordination with the banks team.



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- In event of any equipment / part is replaced or any defect in respect of any equipment / part is corrected for more than one instance of any quarter during the base warranty period of 5 years, where the period of warranty remained is less than twelve month of the comprehensive warranty, the warranty in respect of the entire hardware equipment for which the equipment / part is replaced / defect is corrected, will be extended for an additional period of twelve months from the date of such replacement/ correction of defects.
- In case of significant failures of specific component entire HW has to be replaced with new ones in proactive manner. The proactive action has to be taken immediately without affecting the banks day to day functioning and in a mutually convenient time. The proactive action plan is required to be submitted well in advance. The principal Vendor is required to ensure that this kind of situation never arises.
- The device should contain contact number of centralised support centre and vendor should provide monthly MIS on Service issues.
- Reinstallation or upgrading of Operating system and connecting peripherals wherever required. In the case of authorized/ channel partners, Warranty shall also include the cost for the back to back arrangement with OEM for maintenance of spares, providing support services, updates, if any required. Proof of back to back support agreement with the OEM for the equipment needs to be submitted while claiming the payment. Terms of Service Level Agreement, if any, are to be specified. The successful bidder shall be agreeable to enter in to Service Level Agreement with the Bank covering warranty terms & conditions, if any available by default or extended by OEM, with the product from OEM.

17. Bank Guarantee

Within 30 ((Thirty) days (inclusive of holidays) of the date of acceptance of the Purchase Order, the successful bidder should furnish a Bank Guarantee (for performance) for a period of 60 months for an amount equal to 10% of the order value covering the period of contract (as per format enclosed in Annexure VIII) with a claim period of 6 months from the date of expiry of guarantee. The successful bidder has to submit similar Bank Guarantee on renewal of the contract. The above-mentioned bank guarantees shall be issued by any scheduled Commercial bank other than CHAITANYA GODAVARI GRAMEENA BANK. Bank reserves its right to invoke the Bank Guarantee on the grounds of unsatisfactory performance as per the scope and the terms and conditions of this RFP.



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18. Commercial Bid Evaluation

The commercial bids of only those vendors who qualify in both eligibility and technical evaluation will be opened. The date for opening of the commercial bid would be communicated separately to the technically eligible vendors. The commercial bids submitted by vendors will be evaluated based on total cost of ownership. The decision of the Bank shall be final and binding on all the vendors to this document. The Bank reserves the right to accept or reject an offer without assigning any reason whatsoever. The Vendor is expected not to add any conditions / deviations in the commercial bid. Any such conditions / deviations may make the bid liable for disqualification. In the case of additional requirements desired by the Bank in next 12 months from the date of purchase order, over and above the quantity mentioned in this RFP the rates will remain valid.

19. Disqualification of the bidder

No columns of the proposal should be left blank. Offers with insufficient information and which do not strictly comply with the stipulations given above, are liable to be rejected. Bank may accept or reject, in full or in part, any or all the offers, without assigning any reason thereof whatsoever. The Bank will not be obliged to meet and have discussions with any bidder and / or to entertain any representations in this regard.

20. Other Terms & Conditions:

Bank reserves the right to procure different equipment/ solutions from various vendors depending on its requirement and vendor shall co-ordinate with other vendors for integrating the components, configuration of the equipment.

The successful bidder has to supply products not exceeding 25% of the order value in case of any additional requirement within a year.

Vendors shall indemnify, protect Chaitanya Godavari Grameena Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from Infringement of any Patent, trademarks, copyrights, agency/dealership etc., or such other statutory infringements in respect of the entire software supplied by the vendor.

Vendor shall submit an undertaking that all the components used in the equipment shall be original make as per the technical specifications submitted



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and the operating system shall be supplied with the authorized license certificates in the name of the bank. If found contrary, the vendor shall replace the component/ equipment with the original ones at their own cost and in such instances, Bank reserves the right to levy penalty for the lapses.

The vendor shall provide the following services in addition to the above:

- a. Configuring the equipments / loading the Device Drivers compatible with operating system as per the specific requirements of banking application deployed by the bank.
- b. Configuring Hardware & Software, Loading of operating system & other system software. Device configuration as per the requirement of the bank.
- c. Coordinating with the branches/ offices for obtaining Road Permits, Delivery, and Installation by coordinating with other agencies/vendors of other equipments, if required.
- d. Assists the Banks authorized representatives for undertaking the inspection at their factory/ on site as per the banks instructions, if required by bank.
- e. Bidder has to ensure that Serial No / Logo / design should be remain in the Micro ATM at least 5 six years. It should not able to tear off with manual intervention / fade out at least five years.

21. Force Majeure:

Notwithstanding the above provisions, the Successful bidder shall not be liable for penalty or termination for default if and to the extent that its delay 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 clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions and epidemics. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank 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 of performance not prevented by the Force Majeure event.

22. Termination for Insolvency

The Bank may at any time, terminate the Contract by giving written notice to



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the Vendor if the vendor becomes Bankrupt or otherwise insolvent. In this event, termination will be without compensation to the vendor, provided that such termination will not prejudice

23. Termination for convenience

The quality of services given by the bidder & progress of the project will be reviewed monthly and if the services are not found satisfactory, the Bank reserves the right to terminate the contract by giving 90 days' notice to the bidder. The decision of the Bank regarding quality of services shall be final and binding on the bidder. The Bank shall have the right to terminate/cancel the contract with the selected bidder at any time during the contract period, by giving a written notice of 90 days, for any valid reason, including but not limited to the following:

- Excessive delay in execution of order placed by the Bank
- Discrepancies / deviations in the agreed processes and/or products.
- Failure of vendor (successful bidder) to complete implementation of appliance within the time as specified in the RFP document
- Violation of terms & conditions stipulated in this RFP.
- Exceeding any of the threshold limit of Delay as per the penalty clause

24. Bidders Liability

The bidder's aggregate liability in connection with obligations, undertaken as a part of this project regardless of the form or nature of the action giving rise to such liability, shall be limited to the Project cost. The bidders liability in case of third party claims against the Bank resulting from breach of confidentiality, Wilful Misconduct or Gross Negligence of the bidder, its employees and subcontractors or from third party claims resulting from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights shall be unlimited.

Important Points:

The Bid shall be submitted with following documents in the same sequence without which the tender will be summarily rejected. All the pages in the respective bids should be serially numbered and signed by the authorized person.



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The Bid should be furnished clearly indicating the bid amount in both figures and words, in Indian Rupees, and signed by the Bidder's authorised signatory. In the event of any difference between figures and words, the amount indicated in words shall be taken into account.

25. Fall clause:

The Bidder undertakes that it has not supplied/is not supplying similar product/systems/subsystems/services/solutions software in a comparable business circumstances at a price lower than that offered in the present bid in respect of any other public sector bank in India/PSU/Ministry or Dept. of Govt. of India or any PSU and if it is found at any stage that similar product/system or subsystems were supplied by the bidder to any other ministry/Dept. of Govt. of India/PSU at a lower price, than that vary price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the bidder to the buyer, if the contract has already been concluded.

26. Integrity Pact:

Bank believes in total transparency, integrity and accountability in its functioning. As per the directions of CVC, Bank proposes to execute Integrity Pact with the bidder focused on enhancing transparency in its business transactions, contracts and procurement processes.

The bidder shall submit the bid/tender along with the "Integrity Pact", as per Annexure 10 on a non-judicial stamp paper of Rs.100/- along with the bid/tender document, duly signed on all pages and the details filled in properly. All pages of the Integrity Pact shall be signed by the same signatory who signs the bid document and has the authority on behalf of the C.E.O of the company he represents.

The non-judicial stamp papers are to be purchased in the name of the Bidder or Bank and the date of purchase should not be earlier than six months of date of execution.

The acceptance of Integrity Pact shall be unconditional and the bidder must not change any contents of the Integrity Pact. If the contents of the Integrity Pact are changed by the bidder, the bid will be rejected.

The bidder shall submit the Integrity Pact duly signed by the person(s) signing the bid. Bidders are required to clearly indicate the name and designation of



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the signatory (ies) as well as the name and address of the witnesses.

If the Bidder is a partnership or a consortium, the Integrity Pact shall be signed by all the partners or consortium members.

The signed Integrity Pact should be enclosed with the technical offer of the bid only. Bids received without the signed Integrity Pact and/or without details filled in shall be rejected.



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Annexure 1 - Compliance Certificate

To,
The General Manager,
Chaitanya Godavari Grameena Bank,
Head Office, 3rd Floor, Raghu mansion.
4/1, Brodipet, Guntur - 522 002

Dear Sir,
RFP Ref no. No 099/51/RFP/2023-24/05 Dt. 30/11/2023
Subject: Declaration and Acceptance of Terms and Conditions and Confirmation of offer

The details submitted in this document are true and correct to the best of our knowledge and if it is proved otherwise at any stage of execution of the contract, Chaitanya Godavari Grameena bank has the right to summarily reject the proposal and disqualify us from the process.

We confirm having understood the entire bid process, contents of RFP with all its terms and conditions and undertake to abide by the terms and conditions. We have also understood that the Bank may add, alter, modify the terms and conditions and post the required information in its website under Tenders column and all such additions, modifications, alterations will form part of the RFP.

We hereby acknowledge and confirm having accepted that the Bank can at its absolute discretion apply whatever criteria it deems appropriate and fit, not just limiting to those criteria set out in the RFP, in short listing of bidders.

We confirm having met all the criteria set out for Bidder's eligibility including financial soundness. We also confirm that we are not blacklisted by any Government organization or Govt. agency or Banks in India There is no legal action against our organization for any cause in any legal jurisdiction, which will impose restrictions to the ability of the Bidder in carrying out its obligations under this RFP.

We confirm and warrant that key project personnel to be deployed in this project have been sufficiently involved in similar projects in the past.

Authorized Signatory with

Seal
Date:
Place:



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Annexure 2 - Bidder Constitution and Contact Profile

Company Profile

1. Name of the Company:
2. Address of Registered Office / Head Office:
3. Phone Number (with STD Code):
4. Fax Number:
5. E-mail id:
6. Constitution (Public Ltd Co., / Pvt., Ltd., Co. / Partnership/ Proprietary Concern etc.):
7. Date of Establishment:
8. Name of Chief Executive:
9. Name of Contact Person- and Phone No at Hyderabad:
10. Location of Factory, if applicable:
11. Line of Activity:
12. Date from which the product offered in the tender are marketed:
13. Products Developed / Serviced (Attach product literature)
14. Details of Quality Certifications Obtained for the Company & its Products, such as ISO-9001:2000 etc. (attach Photostat copies).
15. Total Number of Employees:

Authorized Signatory with Seal

Date:

Place:



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Annexure 3 - Financial Details of the Company

(To be included in Technical Bid Envelope)

(In Rs in Lakhs)

Financial Year	2021-22	2022-23	2023-24
Audited (A) / Provisional (P)	(A)	(A)	(A)
Paid up Capital			
Tangible Net Worth			
Total Assets			
Total Sales (net of excise)			
PBDIT			
Profit after Tax			

Attach annual reports / duly audited financial statements for the latest three financial years.

Date:
Seal
Place:

Signature of Authorized Official with



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Annexure 4 -Bidder's Support Centre

Particulars of Company's own Offices / Service Centres.

1. Total Number of Offices :
2. Of which number of offices in Andhra Pradesh:
3. Other places :

1. Total Number of Service Centres :
2. Of which Number of Service Centres in Andhra Pradesh:
3. Other Places :
4. Please furnish information about Regional/ Branch Offices/ Service centres in Andhra Pradesh, in the following format separately.

City / State	Address	Name of Person In-charge and Phone No	No. Of Certified Support Engineers & their qualifications	Whether adequate trained Manpower, knowledge base & stock of spares available for support

Date:

Signature of Authorized Official with Seal



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Annexure 5 - Credentials: Projects handled by bidder

- A. List of public/ private sector banks/ RRBs and related references to whom the Micro ATMs are supplied during the last two years - provide copies of major contracts executed.

Name of the Bank & contact details	Details of equipment supplied

- B. List of public sector bank / Private Bank / RRBs for which the equipment (Micro ATMs) complying to MATM 1.5.1 specifications are already delivered and installed

Sl No	Name of the Buyer	Contact Person name and Phone number	Quantity	Make and model of the Equipment Supplied

Date:

Signature of Authorized Official with
Seal



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Annexure-6 - Eligibility Criteria

Sl No	Eligibility Criteria	Supporting Documents	Compliance (Y/N)
1	The bidder must be a registered Company (Public / Private) / PSU / PSE / Partnership Firm / LLP in India and been in operation in India for at least 5 years as on the date of bid submission.	Certificate of Incorporation issued by Registrar of Companies and full address of the registered office along with copies of Memorandum and Articles of Association/ Partnership Deed to be submitted along with GST registration certificate.	
2	The Company should be a manufacturer of the equipment's or as an authorized channel partner/ authorized dealer for the equipment quoted during the last 3 years and it should be registered company in India under company act 1956.	Letter of Incorporation and also documentary proof confirming the same.	
3	The average annual turnover for the three financial years 2021-22, 2022-23, 2023-24 of the bidder should be Rs.20.00 crores or above.	Self-attested Copies of audited financial statements, duly certified by auditor along with the auditor's report to be enclosed.	
4	Net worth not less than Rs 5.00 Crores for last 3 years (Provide in Crores) <ul style="list-style-type: none">• 2021-22• 2022-23• 2023-24	Self-attested Copies of audited financial statements duly certified by auditor along with the auditor's report to be enclosed.	
5	The company should have a minimum of 4-5 offices/ Service Centre's in our Bank operating areas in Andhra Pradesh and able to provide the warranty/ AMC services at the locations, where the equipment's are supplied, either directly or through their authorized	Undertaking from the bidder on bidder's letter head signed by the authorized signatory of the bidder.	



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	representatives or through their OEM representatives.		
6	<p>Shall be Earning Profit for the last Three Years (Provide in Crores)</p> <ul style="list-style-type: none">• 2021-22• 2022-23• 2023-24 <p>In case the bidder company is having loss for any year out of the last 3 years, a certificate from the auditors has to be given that the current net worth is positive. Bank may consider such bids after duly evaluating the financial strengths of the company.</p>	Self-attested Copies of audited financial statements duly certified by auditor along with the auditor's report to be enclosed.	
7	<p>The Product offered should be the same model or same series or higher of the equipment prevailed in the market complying with MATM1.5.1 specifications and as per features and specification given in this tender document. Bidder should attach necessary undertaking for the same. Quality/ Performance/ Benchmark Certifications for the products offered, if any, shall be submitted.</p>	Self-certified letter signed by authorized official of the bidder to be submitted.	
8	<p>The bidder/ OEM shall provide an undertaking that the Model offered & empaneled will be available & supplied during the currency of the Country. The bidder/OEM should have an experience in deploying and supporting minimum 1000</p>	Proof of Work orders/ Purchase order to be submitted along with technical bid regarding supply of devices	



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	devices in Public/private sector bank/Regional Rural Banks, complying to MATM1.5.1.		
9	The Bidder is not from such a country which shares a land border with India, in terms of the said amendments to GFR, 2017. (or) The Bidder is from such a country and has been registered with the Competent Authority i.e. the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade, as stated under Annexure to the said Office Memorandum / Order and we submit the proof of registration herewith.	Undertaking as per Annexure-IX to be submitted.	
10	The Bidder to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/ management or partnership firms/ LLPs having common partners has not participated in the bid process.	Self-certified letter signed by authorized official of the bidder to be submitted.	
11	The Bidder should not have been blacklisted/ debarred by the Central Government/ State Governments/ Semi-Government departments / Regulatory Authorities / Financial Institutions/ banks/ Public Sector Undertakings in India and overseas.	A Self-Declaration to be furnished by the Bidder on the Company's letter head for the same as per Annexure-II.	
12	The Bidder should have neither failed to perform on	Self-Declaration on Bidder's Letterhead signed by the	



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	any agreement during the last three years, as, evidenced by imposition of a penalty by an arbitral or judicial pronouncement or awarded against the Bidder or its Affiliates/ Group Companies/ member firms, nor from any project or agreement nor had any agreement terminated for breach by such Bidder or of its Affiliates/ Group Companies/ member firms	authorized signatory.	
13	Bidder should not be insolvent, in receivership, Bankrupt, or being wound up	Self-Declaration on Bidder's Letterhead signed by the authorized signatory.	
14	The Bidder's Firm should not be owned or controlled by any Director or Employee (or Relatives) of the Bank	Self-Declaration on Bidder's Letterhead signed by the authorized signatory	

Date:

Place:

Signature of Authorized Official with Seal



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Annexure 7 Technical Specification/Compliance

SL. No.	Component	Minimum Requirement	Compliance (Yes/No)
1	Processor	The Micro ATM should have Quad Core 2.0 G Hz or Higher processor.	
2	Memory	The Micro ATM should have a minimum of 2 GB RAM	
3	Flash Memory	The Micro ATM should have 16 GB internal memory, extendable to not less than 32 GB	
4	Operating System	The Micro ATM should come with latest Android operating system but not less than Android 12.0 version and should be upgradable to the latest version on Bank's request in future.	
5	LCD Type	The Micro ATM should have 5.5 inch IPS or higher display.	
6	Connectivity	The Micro ATMs must provide at least two channels choice of network connectivity like GSM / CDMA (4G upgradable up to 5G or upgradable with external devices supporting 5G)/ Ethernet (IPV4 and IPV6) and PSTN, Wireless like RF, VSAT Wi-Fi etc.	
7	Security	2048-bit PKI, 256-bit AES, Base 64, SHA -256 for full compliance with Aadhaar Authentication API specifications.	
8	Non-volatile storage	Must be capable of storing audit trails of at least 1000 transactions.	
9	Display	Must be capable of displaying last 10 transactions without scrolling horizontally. Each transaction must display at least the date, type, and amount.	



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10	Printer	2-inch Inbuilt thermal printer. Must be able to print out transaction status and mini-statement of at least the last 10 transactions. Receipts and other printed items must be legible for at least two months from the date of printing. It should support multiple fonts, barcode and graphics	
11	Battery	Rechargeable Battery backup of minimum 8 hours operation with 24 hours standby.	
12	Power Adapter	AC/DC adapter with surge protection	
13	Power Supply	The power supply to Micro ATM should be of Indian Standards. The battery / charger used in the offered / supplied Micro ATM should be inbuilt & of Indian Standard with maximum power back time while during operation & standby with scheduled warning /sound beeps enabled for recharging.	
14	MDM/ TMS	Bidder should install Device Management application/ portal to Manage and control the devices to Bank	
15	Environment	Operating temp: 0°C to 50°C. Storage not including battery: 0°C to 55°C.	
16	Location	The terminal should have the capability to communicate its location (Industry standard 16 channel NMEA Compliant GPS support or Cell Tower Location or any other dynamic method for approximate Lat-Long location).	
17	Camera	The Micro ATM should have integrated camera with resolution 5 MP or higher.	
18	Speaker	The Micro ATM should have integrated Audio speaker for voice confirmation of the transaction with	



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		option to change language as and when required.	
19	Magstripe reader	The Micro ATM device should provide ISO triple-track 1/2/3, bidirectional, high-coercivity Magstripe reader.	
20	PCI-PED for POS /Security	The Micro ATM device should provide EMV & PCI-PED certified PIN PAD connected to device over USB/Bluetooth and capable of 3DES encryption, TMK/TPK support with all keys remote download, UKPT / DUKPT capability.	
21	Biometric Scanner	As per latest UIDAI standards given in section under 'Biometric Scanner Specifications'.	
22	EMV Contact smart card reader	The Micro ATM device should provide ISO 7816 compliant contact smart card reader with EMV Level 1 and Level 2 certification as per NPCI specification.	
23	IRIS availability	As add on or inbuilt IRIS should be STQC certified	
24	NFC reader	The Micro ATM device should provide Contactless smart card readers compliant to ISO 14443 A and B.	
25	QR code reader (Optional)	Ability to read QR code from the Aadhaar letter of size 21mm x21mm, 600 DPI and Error correction code level M(Medium).	
26	Registered Device	As per latest UIDAI standards for carrying out banking transactions	
27	Integrated Device	Device should be an integrated device and should contain printer, NFC reader, magstripe card reader, Smart Card reader, EMV contact card reader, Biometric scanner, battery, camera, display etc. all in one device. Power adapter may be supplied separately	



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28	Keyboard	Qwerty Keypad Physical OR Touch Screen. Speed in lines/second 30l/s.	
29	PORT	Device should support DUAL USB Type-C (One for IRIS Scanner and another one for external Passbook printer, etc.	
30	Compatibility	<ul style="list-style-type: none">• MicroATM is capable for integration with FI Gateway• MicroATM is compatible with EMV Chip and PIN Based ON-US and OFF-US transactions• MicroATM is compatible to perform Aadhar based (Biometric Authentication), AePS ON-US & OFF-US transactions, eKYC, etc.• MicroATM is capable of financial transaction such as - Cash Deposit, Cash Withdrawal, Balance Inquiry, Fund Transfer (ON-US/ OFF-US), GREEN PIN (Create PIN and Change PIN), etc.• MicroATM should be certified from Switch• MicroATM will come pre-loaded with the switch-certified application.• MicroATM should be NPCI certified to accept the OFF-US transactions• MicroATM should be built-in L1 certified Biometric Scanner to perform the AePS transactions	
31	Certification	Product Certifications: CE, RoHS, STQC, IP54, Drop Test, Bump Test, Vibration Test. Payment Certifications: PCI PTS, EMV Contact, EMV contactless, Visa payWave, MasterCard Paypass, Rupay & NCMC complied, Discover, Amex, JCB, etc.	



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32	Compliance	The Micro ATM should comply with technical specifications approved by IBA, IDRBT, NPCI and UIDAI formulated micro ATM 1.5.1 standard or its latest revised version.	
	All the above requirements should be available from day one itself. In addition to it, any other accessory / hardware / software etc. needed for proper functioning of the system and for ensuring its compatibility with the existing setup shall be provided by the vendor without any extra cost.		

Biometric Scanner Specifications:

All Micro ATM devices should use the STQC certified Scanner + Extractor to meet the technical specifications and compliant with the latest RD service as defined by UIDAI. The RD service license shall be provided by the vendor till the Warranty/AMC Period of the device. Any changes to the RD service specifications, mandated by UIDAI, should be complied with by the vendor, at no extra payment liability on the Bank. The cost of RD service should be included with the warranty period and the cost of RD service for AMC period is to be mentioned as a separate line item.



Detailed guidelines on the STQC certification process, and list of certified devices are available on the STQC website:

Parameters	Specification
Minimum Platen Area	<p>Optical/multispectral/capacitance technology</p> <p>If platen area is 15.24 mm x 20.32 mm or more: Provisional certificate would be issued without any field testing. Final certification would be subject to sensor-extractor meeting <2% FRR in Aadhaar authentication system (at FAR of 0.01%) for which details guidelines will be published by STQC.</p> <p>If platen area is 12.8 mm x 16.5 mm or more but less than 15.24 mm x 20.32 mm, certification would be subject to sensor-extractor meeting <2% FRR in Aadhaar authentication system (at FAR of 0.01%) for which detailed guidelines will be published by STQC.</p> <p>Any other Technology <2% FRR in Aadhaar authentication set up (at FAR of 0.01%) for which details guidelines will be published by STQC.</p>



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Image Quality	Must be listed on “IFAS Certified Product List” posted on https://www.fbibiospecs.org/IAFIS/Default.aspx under “PIV Single Finger Capture Devices” OR Lab Test conformance report-showing compliance to ISO 19794-4 Annexure A OR any other equivalent conformance report (to be approved for equivalence by expert committee appointed by Competent Authority)
Extractor Quality	MINEX compliance Number of Minutiae generated by extractor to be in conformance to ISO Specification. Tested for at least 12 Minutiae points generated under test conditions
NFIQ Quality Software	Inbuilt NFIQ quality software either at device level or extractor level.
Resolution	Minimum 500 DPI with 5% margin on the lower side
Grey scale / Image type	8 bit, 256 levels
Extractor & Image Template Standard	ISO 19794-2 for fingerprint minutiae template and ISO 19794-4 for Fingerprint Image Template
Latent detection	Preferable
Platen	Rugged, minimum IP 54 rating preferable Prefer scratch resistant features
Preferred Operating Temperature	0 to 45 degree Centigrade
Preferred Storage Temperature	0 to 50 degree Centigrade
Preferred Humidity	10 to 90%
ESD	>= 8Kv
Environment, health and safety	ROHS certification
Safety	UL or IEC60950 compliance
EMC compliance	FCC class A or equivalent
Operating system environment	Vendor needs to declare the compatible operating system
Connectivity	Standard USB connectivity for PC based application. Connectivity for POS devices.



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Annexure 8 - Functional Specifications/Compliance

Sl.No	Specification	Compliance (Yes/No)
1	Each Micro ATM device must have a unique terminal ID.	
2	The Micro ATMs should be a single integrated system for easy to carry of use. The Micro ATMs must be all-in-one integrated device system for easy to carry of use with external or integrated PCI PED certified PINPAD.	
3	The Micro ATM device must be brand new and manufactured as per the latest technology.	
4	The Micro ATM device must be tamper resistant to avoid unauthorized use.	
5	The Micro ATM device & its peripherals provided by the bidder should be robust, easy-to-use and reliable.	
6	Bidder should maintain the equipment in good condition. The faulty equipment is replaced without delay. Bidder should maintain stocks and spares parts of equipment at support centers.	
7	Technical specifications & Functionality of equipment in the Micro ATM must be fully compliant with extant standards & certifications of IBA/IDRBT/UIDAI & RBI and should be robust enough to conform & upgrade to the changes mandated by IBA/IDRBT/UIDAI/RBI or any other statutory authorities from time to time.	
8	The Device should be of Micro ATM standards version 1.5.1 as prescribed by IDRBT / RBI / NPCI / UIDAI / IBA or its latest revision and must comply with the UIDAI.	
9	The Micro ATM device (Smartcard Scanner / Reader) should be capable to use Contact Smart Cards for customer & BCs Authentication.	
10	The Micro ATM devices must be fully compliant on the Secure Biometric Scanner as per defined Standards issued by IBA / IDRBT / UIDAI / RBI / GOI etc. and be compatible and easily integratable with the Bank's application & FI Gateway solution.	
11	The Micro ATM device must be certified for Aadhaar authentication as per the latest certification requirements laid down by UIDAI. Voice enablement of Authentication output in local language.	



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12	The Micro ATM device must be capable of conducting two finger authentication transactions in the same session as laid out on the authentication process documents.	
13	The Micro ATM device should have capability to port application for standard perform basic Banking services (eKYC account opening, Withdrawal, Deposit, Fund Transfer, Balance enquiry & mini statements) Rupay, AEPS and e-KYC services	
14	The Micro ATM device should be capable of hosting multiple applications and should seamlessly interface with the existing Bank's FI-Gateway solutions.	
15	The Micro ATM devices should have maximum compatibility with the Bank's existing FI- gateway, Bank ATM Switch, core-banking system. In a way, the messaging protocols and transaction-settlement mechanism of the supplied Micro ATM be based on processes in use in the Bank for on-us & off-us transactions.	
16	The Micro ATM devices should support & capable of processing both On-us and off-us transactions of the Bank. In case of AePS and Rupay card based transactions, On-us transactions be processed internally as within the Bank. Off-us transactions be routed through multilayer gateway / switches for payment & settlement.	
17	The machine should have user interface with the peripherals and Bank's FI - Gateway / Computer / Server through Bank's secured LAN / WAN.	
18	The Micro-ATM must be fully compliant with extant standards (API & STQC & RD) & other certifications of UIDAI and should be robust enough to conform & upgrade to the changes mandated by UIDAI from time to time. During the pendency of the project, they will need to upgrade the certification if it is mandated by UIDAI. They may do so by supplying additional hardware/software for achieving the same as and when need arises with no extra payment liability on the Bank.	
19	The Micro ATM should have provision for a SAM (secured access module) card. SAM card is used only for the authentication and not for storage.	



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20	The Micro ATM device should support IRIS authentication module and provision to integrate IRIS reader.	
21	The Micro ATM device should be able to print transaction report slip for customers for all type of transactions immediately. Language for transaction report slip / reports is upon the banks requirement.	
22	The Micro ATM device & its application should support transactions, generation of reports, voice guidance in English/local regional language.	
23	As a fallback to biometric authentication, the Micro ATM device must implement the OTP API and OTP authentication capability.	
24	Device must support “Best Finger Detection” software as per Aadhaar Best Finger Detection API Released by UIDAI.	
25	The Bidder to provide entire operational and data-sheet specification manuals.	



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Annexure 9 - Non - Disclosure Agreement Format **(To be printed on Stamp Paper & To be included in Technical Bid)**

Strictly Private and Confidential

To,
The General Manager,
Chaitanya Godavari Grameena Bank,
Head office, 3rd Floor, Raghu mansion,
4/1 Brodipet, Guntur - 522 002

Dear Sir,

Date:

Reference No: 099/51/RFP/2024-25/09, Date: 05.11.2024
Confidentiality Undertaking

We acknowledge that during the course of the Engagement for RFP for Supply, Installation and Maintenance of 300 Micro-ATMs at Bank Branches / Offices and BC Points across Bank. We shall have access to and be entrusted with Confidential Information. In this letter, the phrase "Confidential Information" shall mean information (whether of a commercial, technical, scientific, operational, administrative, financial, marketing, business, or intellectual property nature or otherwise), whether oral or written, relating to Chaitanya Godavari Grameena Bank and its business that is provided to us pursuant to this Agreement.

In consideration of the bank making Confidential Information available to us, we agree to the terms set out below:

1. We shall treat all Confidential Information as strictly private and confidential and take all steps necessary (including but not limited to those required by this Agreement) to preserve such confidentiality.
2. We shall use the Confidential Information solely for the preparation of the Engagement and not for any other purpose.
3. We shall not disclose any Confidential Information to any other person or firm.
4. We shall not disclose or divulge any of the Confidential Information directly or indirectly to any other client of ours.
5. We shall seek the bank's prior written consent to disclose the information, except in cases where such disclosure is required by any rule or requirement of law or any regulatory authority with which we are bound to comply
6. This Agreement shall not prohibit disclosure of Confidential Information:



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Head Office, Raghu Mansion, 4/1, Brodipet, Guntur-522 002, A.P.
Reference No: 099/51/RFP/2024-25/09, Date: 05.11.2024

- i. To our employees who need to know such Confidential Information to assist with the Engagement and in the review processes
 - ii. To our professional advisers for the purposes of our seeking advice. Such professional advisers will be informed of the need to keep the information confidential.
 7. This Agreement shall not apply to Confidential Information that:
 - i. Is in the public domain at the time it is acquired by us
 - ii. Enters the public domain after that, otherwise than as a result of unauthorized disclosure by us
 - iii. Is independently developed by us.
 8. This Confidentiality Agreement shall continue for two years after the completion of the engagement unless and to the extent that the bank may release it in writing.
 9. We acknowledge that the Confidential Information will not form the basis of any contract between the bank and us.
 10. We warrant that we are acting as principal in this matter and not as agent or broker for any person, company, or firm.
 11. We acknowledge that no failure or delay by the bank in exercising any right, power, or privilege under this Agreement shall operate as a waiver thereof, nor shall any single or partial exercise thereof or the exercise of any other right, power, or privilege.
 12. This Agreement shall be governed by and construed in accordance with Indian laws and any dispute arising from it shall be subject to the exclusive jurisdiction of the Indian courts.
- We have read this Confidentiality Undertaking carefully and confirm our agreement with its terms.

With kind regards
Yours sincerely

Authorized Signatory:

Name:
Title/position:
Date:
Company Seal:

Duly authorized for and on behalf of



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Annexure 10

PRE CONTRACT INTEGRITY PACT (Printed on Stamp Paper)

Chaitanya Godavari Grameena Bank hereinafter referred to as "The Principal",
andhereinafter referred to as
"The Bidder/ Contractor"

Preamble

The Principal intends to award, under laid down organizational procedures,
contract/s forThe 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(a)
and / or Contractor(s).

In order to achieve these goals, the Principal will appoint Independent
External Monitors(IEMs) who will monitor the tender process and the execution
of the contract for compliance with the principles mentioned above.

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 Office and
in addition can initiate disciplinary actions.

Section 2 - Commitments of the Bidder(s)/ Contractor(s)



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- i) The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s)/ Contractor(s) commit themselves to observe the following principles during 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.
- e. The Bidder(s)/Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
- f. Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.



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(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 their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process. The firm will be banned from all future business dealings also.

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 equivalent to Earnest Money Deposit/Bid Security.
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 company 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.

Section 6 - Equal treatment of all Bidders/ Contractors

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



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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

1. The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. 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/her functions neutrally and independently. The Monitor would have access to all contract documents, whenever required. It will be obligatory for him/her to treat the information and documents of the Bidders/Contractors as confidential. He/she reports to the Chairman, Chaitanya Godavari Grameena Bank
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/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
4. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Sub-contractor(s) with confidentiality. The monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform chairman, Chaitanya Godavari Grameena Bank and recuse himself/herself from that case.
5. 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.
6. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request



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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.

7. The Monitor will submit a written report to the Chairman, Chaitanya Godavari Grameena Bank 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.
8. If the Monitor has reported to the Chairman, Chaitanya Godavari Grameena Bank, a substantiated suspicion of an offence under relevant IPC/PC Act, and the Chairman Chaitanya Godavari Grameena Bank 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.
9. The work '**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. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

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 Chairman of Chaitanya Godavari Grameena Bank.

Section 10 - Other Provisions

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

1. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
2. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
3. 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.



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4. Issues like Warranty/Guarantee etc. shall be outside the purview of IEMs.
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)

(For & On behalf of Bidder/Contractor)
(Office Seal)

Place :

Date :

Witness 1:
(Name & Address) _____

Witness 2 :
(Name & Address) _____



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Annexure 11
Undertaking for not being Black Listed
(To be submitted on bidder's letter head)

To,
The General Manager
Chaitanya Godavari Grameena Bank
Head Office, 3rd Floor, Raghu Mansion
4/1, Brodipet, Guntur

Date:

We _____ (bidder name), hereby undertake that

- We have not been blacklisted at any time by the Central/ any of the State Governments in India or any Financial Institution in India.
- We also undertake that we were never involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to bank.

Yours faithfully,

Authorized Signatories

(Name, Designation and Seal of the Company)



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Annexure -12 Authorization letter from OEM certifying Channel Partner/ Authorized Dealer

**(This format has to be issued by Original Equipment Manufacturer on their
Letter Head duly signed by authorized signatory/ies)**

To,
The General Manager
Chaitanya Godavari Grameena Bank
Head Office, 3rd Floor, Raghu Mansion
4/1, Brodipet, Guntur

Date:

Dear Sir,
RFP Ref. No.099/51/RFP/2023-24/05, Dt. 30/11/2023
We hereby certify that M/s. (Name & Address) is an Authorized
Channel Partner/ Authorized Dealer (Strike out the not applicable) for Supply,
installation, support and maintenance of Software /Hardware
..... supplied by our company for the last (Specify) years.
Further, we certify that the Authorized Channel Partner/ Authorized Dealer
ship agreement with M/S is in force and is valid up to (Specify
Period).

Further, we hereby certify that M/S is authorized to participate in
the tender process for supply and implementation of proposed solution on our
behalf and submit bids. We undertake to honor the Warranty and AMC terms &
conditions as per the tender documents independent of continuation of the
channel partnership / authorized dealership arrangement with M/S
.....

We hereby undertake that the Model offered & empaneled will be available &
supplied during the currency of the empanelment. Further, we confirm that
the undersigned is authorized to issue this letter.

Yours Faithfully,

(Name, Designation, Address, Phone Number of the
Authorized Signatory with Company Seal)



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ANNEXURE-13

FORMAT OF PERFORMANCE BANK GUARANTEE

(To be submitted on Non-Judicial stamp paper of appropriate value purchased in the name of the issuing Bank)

To
The Chairman,
Chaitanya Godavari Grameena Bank,
Head Office, Raghu Mansion,
4/1, Brodipet,
GUNTUR - 522002.

Whereas (Name and address of the selected vendor) (hereinafter referred to as "the vendor") has undertaken for supply, installation, testing and commissioning of Passbook Printers at branches/controlling offices of Chaitanya Godavari Grameena Bank sponsored by Union Bank of India as per the purchase orders issued vide Lr.No.099/51/RFP/2023-24/___ dated _____ (hereinafter referred to as "the purchase orders")

And whereas in terms of the Conditions as stipulated in the purchase orders, the Vendor is required to furnish, a Bank Guarantee by way of Performance Guarantee, issued by a Scheduled Commercial Bank in India, in your favour, to secure due and satisfactory compliance of the obligations by the vendor on their part, in accordance with the contract, (which guarantee is hereinafter called as "the Performance Guarantee")

And whereas the vendor has approached us, (Name of the issuing Bank) for providing the Performance Guarantee,

And whereas in consideration of the fact that the vendor is our valued constituent and the fact that he has entered into the CONTRACT with you, WE (Name of the Bank) having our Registered Office at, _____ and local office at _____, India have agreed to issue the Performance Guarantee,

Therefore, we (Name of the issuing Bank) through our local office at _____ India furnish you the Performance Guarantee in manner hereinafter contained and agree with you as follows:



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We (Name of the issuing Bank), undertake to indemnify you and keep you indemnified from time to time to the extent of Rs._____/-(Rupees _____ only) an amount equivalent to 3% of the Contract Value against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the vendor of any of the terms and conditions contained in the purchase orders and in the event of the vendor default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the Contract or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs._____/-(Rupees _____ only) claimed by you on account of breach on the part of the vendor of their obligations in terms of the Contract.

Notwithstanding anything to the contrary we agree that your decision as to whether the VENDOR has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Performance Guarantee but will pay the same forthwith on your demand without any protest or demur.

This Performance Guarantee shall continue and hold good until it is released by you on the application by the vendor after expiry of the relative guarantee period of the Contract and after the vendor had discharged all his obligations under the Contract and produced a certificate of due completion of the work under the Contract and submitted a "No Demand Certificate" provided always that the guarantee shall in no event remain in force after the day of _____ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

Should it be necessary to extend Performance Guarantee on account of any reason whatsoever, we undertake to extend the period of Performance Guarantee only on a request from the vendor till such time as may be required by your Bank.



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You will have the fullest liberty without affecting Performance Guarantee from time to time to vary any of the terms and conditions of the Contract or extend the time of performance of the Contract or to postpone any time or from time to time any of your rights or powers against the vendor and either to enforce or forbear to enforce any of the terms and conditions of the Contract and we shall not be released from our liability under Performance Guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the vendor or any other forbearance, act, or omission on your part or any indulgence by you to the vendor or by any variation or modification of the Contract or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs. _____/- (Rupees _____ only) as aforesaid or extend the period of the guarantee beyond the said day of _____ unless expressly agreed to by us in writing.

The Performance Guarantee shall not in any way be affected by your taking or giving up any securities from the vendor or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the Vendor.

In order to give full effect to the guarantee herein contained, you are entitled to act as if we were your principal debtors in respect of all your claims against the vendor 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 any of the provisions of Performance Guarantee.

Subject to the maximum limit of our liability as aforesaid, Performance Guarantee will cover all your claim or claims against the vendor from time to time arising out of or in relation to the Contract and in respect of which your claim in writing is lodged on us from the date of expiry of Performance Guarantee.

Any notice by way of request, demand or otherwise hereunder may be sent by registered post to the Bank addressed as aforesaid and if sent by registered



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post, it shall be deemed to have been given at the time when it would be received and duly acknowledged by the bank at its counters.

The Performance Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing un-cancelled and that Performance Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

The Performance Guarantee shall not be affected by any change in the constitution of the vendor or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will endure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.

The Performance Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.

We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the vendor.

Notwithstanding anything contained herein

- i. Our liability under this guarantee shall not exceed Rs. _____/- (Rupees _____ only).
- ii. This guarantee shall be valid up to _____ and;
- iii. We are liable to pay the guaranteed amount or any part thereof under this guarantee only and only if you serve upon us a written claim or demand at _____ on or before _____ (mention period of the guarantee as found under clause ii. above plus claim period).

We have the power to issue Performance Guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute Performance Guarantee under the Power of Attorney to him by the Bank.



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Dated this _____ day of _____ 2024

For and on behalf of

Branch Manager

Seal

Address

Place



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Head Office, Raghu Mansion, 4/1, Brodipet, Guntur-522 002, A.P.
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Annexure - 14 Bid Security Declaration Form

To
The General Manager,
Chaitanya Godavari Grameena bank,
Head office, 3rd Floor, Raghu Mansion,
4/1, Brodipet,
Guntur - 522 002.

We, the undersigned, declare that:
We understand that bids must be supported by a Bid Securing Declaration.

We accept that we may be disqualified from bidding for any contract with the bank for a period of five years from the date of notification if we are in a breach of any obligation under the bid conditions,

- The bidder withdraws his bid before opening of the bids.
- The bidder withdraws his bid after opening of the bids but before acceptance of "Letter of Intent" or "Purchase Order".
- The selected bidder withdraws his bid / proposal before furnishing an unconditional and irrevocable Performance Bank Guarantee.
- The bidder violates any of the provisions of the terms and conditions of the RFP in the process of evaluation and up to submission of Performance Bank Guarantee.

We understand this Bid Securing Declaration shall cease to be valid if we are not the successful Bidder or after the expiration of the validity of our Bid.

Yours sincerely
Authorized Signatory:

Name:
Title/position:
Date:
Company Seal:



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COMMERCIAL BID FORM-A

Place:

Date:

To

The General Manager

Chaitanya Godavari Grameena bank

Head office, 3rd Floor, Raghu Mansion

4/1, Brodipet, Guntur - 522 002.

Dear Sir,

Reg: Submission of Commercial Bid for RFP for Supply, Installation and Maintenance of 300 Micro-ATMs at Bank Branches / Offices and BC Points across Bank.

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to RFP for Supply, Installation and Maintenance of 300 Micro-ATMs at Bank Branches / Offices and BC Points across Bank, in conformity with the said Bidding documents for the sum of Rs.....() or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, RFP for Supply, Installation and Maintenance of 300 Micro-ATMs at Bank Branches / Offices and BC Points across Bank in accordance with the delivery schedule specified in the Schedule of Requirements/ purchase orders issued from time to time.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to prescribed percent of the each of Purchase Order Price, placed on us, for the due performance of the Contract in the form prescribed by the Bank.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your 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 above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988". We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this..... Day of..... 2024

(Signature)

(Name) (in the capacity of)

Duly authorized to sign Duly authorized to sign



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COMMERCIAL BID FORM-B

Name of Bidder :

Address of Corporate Office :

TABLE I. Total Cost of Ownership (with 5 years' warranty)

SI No.	Item of purchase	Make/Model	Unit Price (a)	GST/taxes /any other charges (b)	Unit price incl. of GST [c = a+b]	Quantity(d)	Total Price [e = c*d]
1	Micro ATM					300	

***Quantities mentioned above are purely indicative. Total quantities would be 300 (with variance of +25% or -25%)**

OTHER TERMS & CONDITIONS:

Supply and Installation:

Expected delivery period should not exceed 3 weeks from the date of acceptance of Purchase Order.

The quoted price should be all-inclusive price (i.e., including Technical Service Charges, if any, Excise Duty, GST, any other applicable duties and taxes, Packing, Freight and Forwarding, Transit Insurance, Local transportation, Hamali Charges, completing the Road permit formalities, if required, Installation and warranty period charges. The total price shall also include Technical/User Manuals, Driver/ Utility Compact Disk) and shall be applicable uniformly to any part of Andhra Pradesh since the Micro ATMs are to be delivered Two Locations in Andhra Pradesh. No additional charges/ management fee of any kind will be reimbursed.

Bank's Standard payment terms are only applicable. No advance will be paid against the Purchase Order. As per the present policy, 50 % of the cost of the equipment will be paid against proof of delivery of equipment and production of invoice, delivery challans and remaining 50 % will be paid after installation. In the case of a situation where the vendor could not install the equipment procured due the problem of site not ready for a period of one month from the date of delivery, the successful bidder should give an undertaking letter agreeing that the installation will be done under PO terms as & when required by the bank. Bank will not consider any other payment terms even if it is mentioned in the offer letter.



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The prices quoted shall be valid for a minimum period of 180 Days from the last date for submission of offers and applicable for the quantity projected for procurement by the bank.

Bank reserves the right to charge penalty for delayed deliveries at the rate of 0.50% per week without prejudice to its other rights, if not delivered as per the agreed terms & conditions of delivery schedule as per Bid submitted. The penalty may be increased to 1% per week for the delay beyond 2 weeks from the stipulated delivery date. However, the penalty will be a maximum of 5% of the total order value. Also, Bank reserves right to cancel the Purchase Order not executed as per terms of offer under this tender documents and initiate steps de-empanel the bidder from the empaneled list if the agreed time lines for delivery are not met by the bidder or defaults in supply of equipment under the Purchase Orders placed.

The bank has the right to place order partially or full, as per the item-wise commercials quoted in **COMMERCIAL BID FORM-B**.

The Bank will be free to either reduce or increase the quantity to be purchased on the same terms and conditions. The Bank reserves the right to alter quantities.

The Bank reserves the right to stagger the deliveries depending upon the readiness of sites at various locations.

Bank reserves the right to reject this invitation, in part or full, or cancel the entire procurement process at any stage without assigning any reason. In such a case, bank will not entertain any correspondence in the matter.

We hereby affirm our commitment to adhere to the information presented above and the stipulations outlined in your tender documentation.

Yours sincerely

Authorised Signatory:

Name:

Designation:

Date:

Company Seal



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Annexure 15 - Service Levels

Successful vendor has to enter into service level agreement with bank and SLA should cover the following.

In terms of response time for support, the following matrix indicates the required SLA along with financial penalties.

Uptime Guarantee of Miro ATM Device (during warranty):

Vendor will have to guarantee a minimum uptime of 99.95%, calculated on a monthly basis. Uptime percentage will be calculated as (100% less Downtime Percentage) for each device. Downtime percentage will be calculated as Unavailable Time divided by Total Available Time, calculated on a monthly basis. Total Available Time is 24x7x365. Unavailable Time is the time involved while any part of the core configuration or system software component is inoperative or operates inconsistently or erratically. The downtime meter is supposed to have commenced from such time the trouble tickets are raised by the Bank.

If Vendor fails to meet the uptime guarantee in any month then the vendor will have to pay 1% of per unit cost i.e. base price of the machine per day subject to maximum of 25% per unit cost per month. The Vendor should immediately provide Bank with an equivalent standby device in case of failures.

Uptime percentage - 100% less Downtime Percentage

Downtime percentage - Unavailable Time divided by Total Available Time, calculated on a monthly basis.

Total Available Time - 24 hrs per day for seven days a week

Unavailable Time - Time involved while the Device is inoperative or operates inconsistently or erratically.

Uptime Percentage	Penalty Details
A >= 99.95%	No Penalty
A < 99.95%	Penalty at an incremental rate of 1% of per unit cost i.e. base price of the machine per day subject to maximum of 25% per unit cost per month

Penalties, if any shall be calculated for every month and recovered from the vendor on monthly Basis. Vendor has to provide Banker's cheque for the downtime charges within 7 days from the date downtime report provided by the Bank. Failure to provide the Banker's cheque Bank will invoke the Performance Bank guarantee.



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Annexure 16 - Purchase Preference

Department for Promotion of Industry and Internal Trade under Ministry of Commerce and Industry vide letter no. P-45021/2/2017-PP (BE-II) dated 16/09/2020 has issued revised order on Procurement (Preference to Make in India) order 2017 to encourage Make in India and promote manufacturing and production of goods and services in India.

1. Definitions:

- a. Local content' means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.
- b. 'Class-I local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, meets the minimum local content criteria i.e., equal to or more than 50% as prescribed for Class I Local Supplier.
- c. 'Class-II local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, meets the local content criteria i.e., more than 20% but less than 50% as prescribed for Class I Local Supplier.
- d. 'Non - Local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content less than or equal to 20% as prescribed for Class II local supplier.
- e. The Margin of purchase preference shall be 20%.

2. Eligibility of 'Class-I local supplier'/ 'Class-II local supplier'/ 'Non-local suppliers' for different types of procurement:

- a. In procurement of goods, services or works in respect of which the Nodal Ministry/Department has communicated that there is sufficient local capacity and local competition, only 'Class-I local supplier', shall be eligible to bid irrespective of purchase value.
- b. Only 'Class-I local supplier' and 'Class-II local supplier' shall be eligible to bid, except when Global tender enquiry has been issued. In global tender enquiries, 'Non-local suppliers' shall also be eligible to bid along with 'Class-I local suppliers' and 'Class-II local suppliers'.

3. Purchase Preference

- a. In the procurements of goods or works, which are covered under point 2.b above and which are divisible in nature, the "Class-I local supplier' shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure:



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- i. Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract for full quantity will be awarded to L1.
- ii. If L1 bid is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case some quantity is still left uncovered on Class-I local suppliers, then such balance quantity may also be ordered on the L1 bidder.
- b. In the procurements of goods or works, which are covered under point 2.b above and which are not divisible in nature, and in procurement of services where the bid is evaluated on price alone, the 'Class-I local supplier' shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure:
 - i. Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract will be awarded to L1.
 - ii. If L1 is not 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.
 - iii. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, the contract may be awarded to the L1 bidder.
 - iv. "Class-II local supplier" will not get purchase preference in any procurement.
4. Purchase preference for domestic manufacturer/local supplier, methodology of its implementation, value addition to be achieved by domestic manufacturers, self-certification, compliance, monitoring and other terms & conditions shall be as per the aforesaid Guidelines/Notifications. The Guidelines may be treated as an integral part of the tender documents.
5. The preference to 'Public Procurement (Preference to Make in India) Order 2017' shall be subject to meeting technical specifications and full compliance of other terms and



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conditions of the RFP and Contract.

6. Verification of local content:

- a. The 'Class-I local supplier' / 'Class-II local supplier' at the time of bidding shall be required to indicate percentage of local content and provide self-certification, as part of bid documents, that the item offered meets the local content requirement for 'Class-I local supplier' / 'Class-II local supplier', as the case may be. Bidders shall also give details of the location(s) at which the local value addition is made.
- b. In cases of bidding for a value in excess of Rs.10 Crores, the 'Class-I local supplier' / 'Class-II local supplier' shall be required to provide a certificate (as per Annexure), as part of bid documents, from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.
- c. False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.

7. Ministry of Electronics and Information Technology (MeitY):

In furtherance to the Public Procurement (Preference to Make in India) Order 2017 notified vide reference cited above, Ministry of Electronics and Information Technology, Government of India has notified thirteen (13) electronic products vide reference F.No. W-43/4/2019-IPHW-MeitY dated 07.09.2020.

Bidders (Domestic Manufacturers) are required to indicate the domestic value addition/Local Content in terms of Bill of Material (BoM) for the proposed products, in terms of aforesaid guidelines, in their bid. Bidders, claiming to bid in the status of domestic manufacturer/local supplier on behalf of domestic manufacturer are also required to give an undertaking that Domestic value addition is as per the MeitY guidelines, comply with the same and deviation or incorrectness will lead to disqualification of the bidder for three years from the procurement.