



PBL/HO/COD/NOTICE/568 /2023

02 April 2023

Tender invitation for supply of Through The Wall ATM, CRM and related Electrical Cabling, DB Board and Earthing work at ATM/CRM Booth of our Bank.

Sealed Quotation are hereby invited from bonafide vendor for supply of Through The Wall ATM, CRM and related wiring at the Booth of our Bank as per terms & conditions stated below.

1. Name of Company :
2. Address :
3. Contact Person :
4. Telephone No. :
5. E-mail address :
6. Strength of the bidder :
 - a) Experience : Please mention the experience of supplying mentioned ATM/CRM's in commercial Bank/any reputed organization and copies of distributorship/business partnership certificate for the products (**Proper evidence need to be submitted**).
 - b) Manpower : Please mention.
 - c) After sale & service facility : Please mention.

Terms and Conditions:

1. Eligibility of the bidder:

- ✓ The principal of the ATM/CRM vendor shall have more than **10 years** of experience in ATM/CRM supply worldwide.
 - ✓ The bidder or the principal should have at least **3 years** of experience of undertaking for ATM/CRM supply and installation for scheduled banks in Bangladesh. Besides, related Electrical works are to be done through license holder issued by Electricity licensing Board.
 - ✓ The bidder shall supply ATM/CRM's from authorized manufacturer only.
 - ✓ The bidder shall have at least **03 or more successful projects** of supplying TTW ATM/CRM locally in scheduled Bank of Bangladesh.
 - ✓ The bidder shall have adequate support engineers and capability for support & service at any location of our Bank within schedule time.
 - ✓ The offer must be submitted through "**Technical and Financial sheet**" enclosed with this notice.
2. The amount (**Unit rate of ATM/CRM**) is to be quoted both in figures and in words properly in BDT. The quoted rate must be inclusive of finished jobs including total handling of materials, incidental charges-overhead, all types of taxes and VAT as per prevailing government rules, delivery, installation, manual labour charge and any kind of charge thereof.
 3. Delivery of ATM/CRM may be at any branch of Pubali Bank Limited/ any location within the country as per our supply order.
 4. Bank will procure ATM and related electrical wiring system from the selected vendor on case to case basis as and when required to meet up our future requirement within 01 (one) year period.
 5. Amount of **Tender Security is Tk. 5,00,000/- (Taka five lac only)** which will be in the form of **Payment Order** in favour of Pubali Bank Limited or **Bank Guarantee** of the same amount will be accepted. Tender security will be refunded to the unsuccessful bidders. **Performance security is 10%** (Ten percent) of bid amount for successful bidder which will be accepted in the form of Bank Guarantee and will be retained for 01 (One) year on award of order.

M. Raza



6. Failing to supply the ATM/CRM's within 07 working days after work order, each week delay will charge 2% of total work order amount as penalty and will be deducted from final payment.
7. In the event of supply any item which do not match with the required terms & specification, the bank reserves the right for outright rejection of the goods and the supplier will have to take back those at their own cost and will replace with bank demand.
8. Payment of the bills will be made from Card Operation Division, Head Office through Payment Order, after successful **delivery & installation** of the ATM/CRM at the Branch/office/location of our Bank and also fulfill all others terms & conditions of the Supply Order.
9. Necessary **VAT & TAX** will be **deducted** from the bill as per prevailing government rules prior payment of the same.
10. The successful bidder shall have to inform the Bank **02 (Two)** month before if they want to discontinue supply of the ATM/CRM to our Bank.
11. The authority reserves the right either to accept or to reject all or any offer without assigning any reason.
12. Bank is not bound to accept the lowest Quotation. To be successful in the bid, quality of the offered items, financial capability and reputation etc. of the tenderer as assessed by the Bank are the prime factors for consideration.
13. Photocopy of Trade License, TIN Certificate, VAT registration Certificate, Financial Solvency Certificate, Major client List and Company profile to be submitted with the Quotation.

Sealed quotations (Technical and Financial offers in envelopes) have to be submitted in the Tender Box kept at the Pubali Bank Limited, Establishment Division (12th floor), 26 Dilkusha C/A, Dhaka-1000 on or before the **16 April 2023 by 11.00 am** which will be opened on the same day at **11.30 a.m.** in presence of the bidders (if any).

(Md. Mizanur Rahman)
Senior Officer (Computer)

(Ashim Kumar Roy)
GM & Division Head



Financial Offer for Automated Teller Machine (ATM):

Machine, Earthing and Wiring Cost:

Sl.	Items	Quantity	Unit Price including VAT and Tax (BDT)
1	Automated Teller Machine (ATM)	As per Bank's requirement within 01 year	
2	Electrical Cabling with DB Board work at Booth		
	Earthing work at Booth		
Total price			

Total in word: TakaOnly.

Annual Maintenance Cost (AMC):

Sl.	Item	Per year price including VAT and Tax (BDT)
1	AMC price for ATM	

Seal & Signature
With Name of the participating vendor

Maher Ali



Financial Offer for Cash Recycler Machine (CRM):

Machine, Earthing and Wiring Cost:

Sl.	Items	Quantity	Unit Price including VAT and Tax (BDT)
1	Cash Recycler Machine (CRM)	As per Bank's requirement within 01 year	
2	Electrical Cabling with DB Board work at Booth		
	Earthing work at Booth		
Total price			

Total in word: Taka Only.

Annual Maintenance Cost (AMC):

Sl.	Item	Per year price including VAT and Tax (BDT)
1	AMC price for CRM	

Seal & Signature
With Name of the participating vendor

Mahn



Technical offer for ATM (Through The Wall)

Sl.	Particulars	Required Specifications	Bidder's Response
01	Brand	Renowned Brand	
02	Model	Please Specify.	
03	Country of origin	Please Specify.	
04	Protocol and Application Software	NDC, NDC+, DDC and XFS update license version.	
05	OS	Windows 10 Update Licensed Version (Capable to update higher version) with free of cost	
06	Motherboard	Please Specify	
07	Display	Please Specify	
08	Functionalities	High Dispensing Speed, Fast Cash, Cash Withdrawal, Fund Transfer, PIN Change , Top Up, Utilities Bills, Credit Card Bill, Balance Inquiry, mini statement etc.	
09	Dispenser Technology	Friction/Vacuum Technology,multiple layer checking to protect over dispense, upgrade dispenser	
10	Dispenser Authentication	Please Specify	
11	EPP	EPP PCI certified, PIN Shield PCI Standard Update Version, water/dust/vandal proof,Beep responding on keys press, RKL, Temper resistant security module	
12	Number of Cassettes with details	Cassettes Notes Capacity 2500+ with reject and Retract CompartmentCapacity 1000 notes.	
13	Processor	Minimum Core i5 or update processor with latest generation	
14	Card Reader	Motorized/ DIP Card Reader (Supported booth Magnetic and Chip Card, PA-DSS certified with update version, EMV Update VersionCertified, CROPF(Card Return on Power Fail). Anti Skimming Card Reader, Anti Vandal/ Anti Drill-Surface Destruction Sensor.	
15	Printer	Receipt Thermal Printer.	
16	Storage	1 TB SSD	
17	Loud Speaker	Yes	
18	RAM	Minimum 8 GB, Upgradable Up to 16 GB.	
19	Network Port	Please Specify.	
20	Security requirement	Default 2 Camera(One is for face detect and one is for cash receive) Camera application having capability to send camera status to ATM Controller SWITCH, Vault attack loud emergency alarm.Anti-virus (built in)/Anti malware solution/Application level security (Application white-listing) with USB protection, videos clip with card number as well as date & time	

Seal & Signature

With Name of the participating vendor

M. Raha



Sl.	Particulars	Required Specifications	Bidder's Response
21	Communication	International Standard.	
22	Operation	User Friendly	
23	Keyboard/ Mouse	Please Specify	
24	ATM Upper and Lower Chamber Security	Different Key for Upper and Lower Chamber (Combination lock with separate cassettes key) & vault material type – CEN certification standard. Unique key for every ATM.	
25	Vault Lock	Minimum 2 combination lock	
26	Security alert	Please Specify	
27	Power Requirement	Please Specify	
28	Physical Dimension	Please Specify	
29	Warranty	Warranty period will be applicable from the date of ATM installation	
30	Other feature (if any)	Please mention	

Seal & Signature
With Name of the participating vendor

Mr. Raheem



Technical offer for CRM (Through The Wall):

Sl.	Required Items & Specifications	Bidders Response in Details
1	Brand	Please Specify
2	Type	Through The Wall
3	Model	Please Specify
4	Country of Origin	Please Specify
5	Country of Manufacturer & Shipment	Please Specify
6	PC Specification	
6.1	Processor	Minimum Intel Core i5
6.2	RAM	Minimum 8GB
6.3	Mother Board	Please Specify
6.4	Storage	Minimum 1TB SSD
6.5	Audio	Mandatory
7	Card Reader Features	
7.1	Card Reader	Please Specify
7.2	EMV Level – 1 & 2 Certified with expire date	Please Specify
7.3	Read/Write Magnetic Stripe HICO/LOCO Card in Track 1, 2, 3 and Read/Write IC CARD	Please Specify
7.4	Anti-Skimming Enabled	Should be support
7.5	Other Functionality	Capability to read NPSB/Visa/Master Card and other Chip Cards
8	Real Time Cash Deposit	
8.1	Real Time Deposit	Machine need to be capable of detecting and authenticating all types of Bangladesh currency including BDT 10, BDT 20, BDT 50, BDT, 100, BDT 200, BDT 500 to BDT 1000. Incorporation of new version of any denomination or new denomination should be complementary
8.2	Other functionality	Fake Note Detection and Separation Spoiled Note Detection & Return to Client Deposit Slip Printing with note serial number
8.3	Note Serial Number Recognition (both Bangla and English), tracking with e-journal reflection and void note full image captured	Please Specify
9		
9.1	Specially designed card entry slot to protect against skimming attack	Yes/No
9.2	Anti-skimming solution	Mandatory
9.3	Fraudulent Device Inhibitor (FDI)	Mandatory
9.4	Fraudulent Device Detector (FDD)	Mandatory
9.5	Card entry slot anti-destroy sensor mask	Mandatory
9.6	Electromagnetic jamming solution	Please Specify
9.7	Anti-Lebanese Loop Protection	Mandatory
9.8	Anti-trapping Kit (ATK)	Mandatory
9.9	OUT-OF-SERVICE Mode (CRM must go to OUT-OF-SERVICE Mode automatically if skimming device detected) also any kind of hardware fault.	Mandatory
9.10	Anti-vandal Design slot with fireproof capability	Mandatory
9.11	Electromagnetic signal protection	Mandatory

Seal & Signature
With Name of the participating vendor

M. Raha



Sl.	Required Items & Specifications	Bidders Response in Details
10		
10.1	Size of LCD Display	Minimum 15 inch
10.2	Vandal resistant.	Mandatory
10.3	Dust and Water Protection	Mandatory
10.4	Display Privacy Filter	Mandatory
10.5	Touch Screen	Mandatory
10.6	(2x4) Function Display Keys (FDK)	Please Specify
10.7	Biometric Reader	Please Specify
10.8	Indicators for all input output module (i.e. Indicator for Card Reader, Receipt Printer, Cash Shutter, EPP)(Pls. Add)	Please Specify
11	Encrypted PIN PAD (EPP) Features	
11.1	Encrypted PIN PAD	PCI V4.0 or higher Certified
11.2	PCI/DSS Complaint (Provide certificate)	PCI PTS Certified EPP
11.3	Triple DES Complaint	Mandatory
11.4	(4x4) Metal Tactile Keypad (PIN PAD)	Mandatory
11.5	Temper Pads Installed	Mandatory
11.6	Vandal Resistant	Mandatory
11.7	Built in self-destruction mechanism	Mandatory
11.8	EPP Shield	Mandatory
12		
12.1	Recycling, Deposit & Dispense Function	Mandatory
12.2	Dispense/Deposit Method	Please Specify
12.3	Retract Mechanism Details	Mandatory
12.4	Maximum notes per transaction	Please Specify
12.5	Dispensing speed	Please Specify
12.6	Depositing speed	Please Specify
12.7	Total no. of cassettes	Please Specify
12.8	Separate reject and retract (Withdraw and deposit) Compartment	Please Specify
12.9	Cassette capacity	Please Specify
12.10	Note serial number recognition and tracking (in deposit and in dispense)	Please Specify
12.11	Cassette internal structure	Please Specify
12.12	Cassette with key lock	Please Specify
12.13	Ready note version for recycling capacity	Please Specify
13	Receipt Printer Features	
13.1	Thermal receipt printer	Please Specify
13.2	Receipt paper bin (support Retract of receipt left by the customer)	Please Specify
13.3	Receipt paper roll details (Support minimum 200mm diameter thermal paper roll (preferable))	Please Specify
13.4	Support graphic printing	Please Specify
14	Electronic Journal Log Features	
14.1	Electronic Journal (EJ) Log Enabled	Please Specify
14.2	Support EJ Pulling to Remote Server	Please Specify
14.3	Support File Transfer Protocol (with secured SFTP/SSL/SSH)	Please Specify
15		
15.1	Ethernet Adapter	Please Specify
15.2	Support TCP/IP Protocol	Mandatory
15.3	Support Wireless (optional)	Please Specify
16	Safe Lock Features	
16.1	Vault Lock	Please Specify

Seal & Signature
With Name of the participating vendor

M. Rahman



Sl.	Required Items & Specifications	Bidders Response in Details
17	Security Features	
17.1	Physical security features of upper and lower chambers	Please Specify
17.2	Built-in security camera	Must have min 2 cameras, one for face capture and one for cash delivery slot (with camera control software). Solution should have capability to send camera health status following NDC protocol.
17.3	Consumer awareness mirror (preferable)	Please Specify
17.4	Fraudulent Device Detector (FDD)	Mandatory
17.5	Anti-malware solution with following features - Application white listing. - USB protection. - XFS layer protection - Dispenser Encryption.	Mandatory
18	Software Features	
18.1	Operating System – windows 10 with licensed. Supplier will ensure upgradable OS, without any investment on Operating System.	Mandatory
18.2	Support protocols	Should be preloaded with either DCC/NDC/NDC+/ISO
18.3	Application Software.	Mandatory
18.4	Version of Application Software	Please Specify
18.5	Conformable to CEN/XFS standards	Please Specify
18.6	EMV Level-2 Certified	Kernel version with expire date
18.7	PA-DSS Certified (with version)	Mandatory
18.8	Customization requirement with switching system, Card less transaction support	Please Specify
18.9	Support remote distribution and upgrade of device firmware (preferable)	Please Specify
19	Operator Maintenance Features	
19.1	Maintenance with keyboard and mouse	Mandatory
19.2	Graphical and user-friendly maintenance interface	Mandatory
19.3	Standard diagnostic tools	Mandatory
19.4	Provision for using diagnostic tools and diagnosis problem(s) remotely	Mandatory
20	Environment Features	
20.1	Power requirement (i.e. AC (220± 20)V, 50Hz)	Please Specify
21	Physical Dimension & Color	
21.1	Physical Dimensions (height, Width, Depth and Weight)	Please Specify
21.2	Color	Please Specify
22	Other Features	
22.1	Floor mounting Option	Please Specify.
	Experience in Bangladesh Market for TTW Recycler	Please Specify with proper documents

Seal & Signature

With Name of the participating vendor

M. Raha



Technical Offer for Electrical Cabling with DB Board and Earthing work
at ATM/ CRM Booth

Wiring offer will be submitted as per our below mentioned specification considering ATM/CRM with Online UPS, one split type air cooler and LED panel lights.

Part A: Wiring work details		
Work and items details	Brand/ Qty.	price
Type of wiring -Conceal wiring with related pvc pipe and grouping of walls and fill up by sand and cement.		Only for wiring work
Switch (for Light connection)	Brand-Superstar/energypac and Quantity-6 pcs	
Combined switch socket	Brand-Superstar/energypac and Quantity-4 pcs and 1 for air cooler	
DB board	Local brand, 1 pcs	
Circuit breaker	Brand: Superstar/energypac and Quantity-16Amp.- 3 pcs. and 63Amp. - 01 pcs.	
Cable/wire brand: BRB/ Bizli		
Cable/Wire uses, types & size details :		
1. Booth main power/meter to DB Board	6 rm cable Bank/landlord will arrange Electrical connection from PDB source to ATM Booth i.e meter In case of main power connection from branch meter or landlord specified meter location (must adjacent to the ATM booth), the vendor will provide the cable and connection by using 6 rm or as suggested/ specified by an electrical engineer.	
2. DB Board to combined switch socket (ATM/Online UPS/ air cooler)	4 rm cable	
3. DB board to Switch board of light	2.5 rm cable	
4. i) from switch to upside of false ceiling ii) PDB power failure backup line for 02 lights from online UPS upto false ceiling.	1.5 rm cable (Wiring vendor will keep provision of wire lines only for light connection that the decoration vendor can install and connect the lights in false ceiling.	
Part B: Earthing in ATM Booth:		
Earthing with a bimetallic cap on the pipe end and to the grounding bus bar (copper, GI pipe) resistance of >2 ohms 120 ft deep:		Only for Earthing work
<ul style="list-style-type: none"> ✓ Boring Work-minimum 120 ft ✓ MGB with Support ✓ PIT ✓ Civil Work for PIT ✓ GI Pipe ¾", 10 feet (in between PIT Ground Level) ✓ Copper Strip (8 swg wire, 120 ft) ✓ Copper Rod end of the strip (1 meter, Dia ½ inche) ✓ Earthing value will be 0.3 to 1.0 volt 		
Total price Part A+ Part B		
Warranty for wiring and Earthing: 1or 2 Years Comprehensive		

Seal & Signature

With Name of the participating vendor

M. Raheem