

## **“Request for Proposal (RFP) for Procurement of 50 (Fifty) Units Cash Recycler Machine (CRM)”**

**Eastern Bank PLC.** intends to procure 50 (Fifty) brand new Cash Recycler Machines and invites prospective vendors to participate in the procurement process, ensuring compliance with the requirements described in the following paragraphs:

Respective Vendors are advised to send sealed RFPs both Technical and Commercial addressed to **The Chairman, Purchase Committee, Eastern Bank PLC., 100 Gulshan Avenue, Dhaka-1212.**

### **Tender Box Location:**

Eastern Bank PLC., Basement-1  
100 Gulshan Avenue, Dhaka-1212

### **RFP Submission Information Details:**

Offer Reference: EBL/DB/CRM/NP/01/05/24  
Date of commencement of issue of RFP document: May 08, 2024  
Date & Time of closure of RFP document: **May 19, 2024 at 04:00PM**  
Queries (if any) to be mailed by: May 15, 2024

### **Contact person (for any query before submission of RFP):**

Maruf Ahammed  
Telephone: +88 09666777325, Ext: 1772  
Email: maruf.ahammed@ebl-bd.com

### **Disclaimer:**

The information contained in this Request for Proposal (RFP) is provided to the Bidders on the terms and conditions set out in this RFP document.

The RFP document is not an offer by EASTERN BANK PLC., but an invitation for the Bidders response. The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals related to procurement of 50 (Fifty) Cash Recycler Machine. Moreover, the information provided by the eligible bidders in response to this RFP Document will become the property of EASTERN BANK PLC. and will not be returned in any case.

Eastern Bank PLC. may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. The Bank reserves the right to reject any or all the proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of the Bank shall be final, conclusive and applicable for all the parties.

Bidders who intend to submit bids for CRMs are required to submit separate technical specification described in **Annexures**. Commercial bids must also indicate the price for the CRMs in the Bill of materials with the specific model names and quantity.

## **"Request for Proposal (RFP) for Procurement of 50 (Fifty) Units Cash Recycler Machine (CRM)"**

### **1. Background:**

Eastern Bank PLC., a leading private commercial Bank in Bangladesh is planning to expand its alternate channel operation by installing Cash Recycler machines at onsite and off-site locations across the country. The bank is looking for a vendor who complies with the following criteria and can supply, install, commission and maintain 50 (Fifty) Cash Recycler Machines as per the requirements, terms and conditions mentioned in this RFP.

### **2. Qualification Criteria (Eligibility of the Bidder):**

The qualification criteria (Eligibility of the Bidder) have been set keeping in mind the requirements of the Bank for supply, delivery and services covering the length and scope of business strategy. Since the support and services offered by the Bidder will have a direct bearing on the reputation of the Bank, bidders need to have a proven track record, minimum installed base, sufficient means and net worth.

- a) The bidder submitting the offer should be a registered company having minimum turnover of BDT 10 million in the last fiscal year. The company should be in sound financial condition as judged by Eastern Bank PLC.. for this purpose. The bidder should be in business of supplying, installing, commissioning and maintaining ATMs/CRMs in Bangladesh for a period of at least 03 years.
- b) The bidder should have exclusive CRM support infrastructure to service all ATM booth locations of EASTERN BANK PLC. and provide 24X7X365 support, and should also be capable of expanding the support infrastructure in keeping with the requirements of bank. Bidder is required to support such installations and will have to enter into SLA for uptime guarantee.
- c) The bidder should have a minimum of one own service center in Bangladesh and its own service engineer should be located within a maximum distance of 60 KM from any Eastern Bank PLC. ATM Booth location.
- d) The bidder should be Original Equipment Manufacturer of the cash recyclers or the local authorized distributor partner of OEM. The Bidder must be in position to provide support / maintenance / up gradation during the period of contract with the Bank and must be having back-to-back support from OEM.
- e) Eastern Bank PLC. has been installing CRMs across the country. Vendor is required to support such installations and will have to enter into Service Level Agreement (SLA) for uptime guarantee. CRMs offered should be capable of being fully integrated with the existing EASTERN BANK PLC. systems immediately on installation without any modifications/testing and providing the same functionalities as existing CRMs installed by EASTERN BANK PLC..
- f) The production unit/ factory of the brand of CRMs being quoted should be ISO9001:2000 certified. If the production units are outside Bangladesh, it should meet equivalent international standards.
- g) Vendors must comply with all above-mentioned criteria. Non-compliance of any of the criteria will entail rejection of the offer summarily. Photocopies of relevant documents and certificates should be submitted as proof in support of the claims made. EASTERN BANK PLC. reserves the right to verify /evaluate the claims made by the vendor independently. Any decision of EASTERN BANK PLC. in this regard shall be final, conclusive and binding on the bidder.

- h) If EASTERN BANK PLC. is not satisfied with technical specifications and the feasibility of the technical offers, the commercial offers will not be opened in the purchase process. Technically disqualified offers will not be taken up for further process and no discussions/ interface will be granted to such bidders.
- i) The bidder should submit an undertaking by authorized competent authority, certifying that all the components/parts/assembly/software mentioned/used in the Cash Recycler Machine were completely new/original and no duplicate/second hand components/parts/assembly/software were being used or would be used. Bidder to submit the certificate as per format provided in Annexures of the RFP along with the technical bid specification.
- j) The bidder should submit a letter of undertaking affirming to agree to abide by all the terms and conditions specified by the Bank in the RFP including all annexes for the supply and installation of cash recycler machines.
- k) Technical specifications, terms and conditions and various formats for submitting the offers are described in the RFP document and it's Annexure.
- l) Offers/bids (technical & commercial) in **TWO COPIES** must be submitted at the same time, giving full particulars in separate sealed envelopes at EASTERN BANK PLC. address given above and the Date is mentioned.
- m) The bidders shall submit their offers strictly in accordance with the terms and conditions of the RFP documents. Any bidder, who stipulates conditions contrary to the conditions given in the RFP document, is liable for rejection forthwith. Any decision of EASTERN BANK PLC. in this regard shall be final, conclusive and binding on the bidder.
- n) The bidder should have expertise in ATM/CRM business and must have undertaken similar kind of projects for other Banks. The bidder should provide proof that he has provided all ATM/CRM related services in large Public Sector/Private/Foreign Banks similar to the models/services being offered to EASTERN BANK PLC. in the past. The bidder should provide proof that the ATMs/CRMs supplied by him can be connected to any network switch including EASTERN BANNK PLC. ATM switch.
- o) EASTERN BANK PLC. is looking for well-proven branded products, which is volume produced and are used by a large number of users in Bangladesh and abroad. All products quoted should be associated with specific model numbers and names and with printed literature describing configuration and functionality. Any departures from the printed specifications should be clearly identified in a separate Annexure titled 'Deviations', which must be supplied by the bidder along with the RFP document.
- p) The bidder should not substitute any internal components or subsystems of CRMs by similar items from different manufacturers, without adequate justification that is acceptable to EASTERN BANK PLC..
- q) EASTERN BANK PLC. reserves the right to accept or reject in part or full any or all the offers without assigning any reasons thereof. Any decision of EASTERN BANK PLC. in this regard shall be final, conclusive and binding on the bidders.
- r) The price quoted by the bidder will be an all-inclusive price i.e. it shall include all taxes, levies, duties, insurance, transportation, etc.

The offer should be submitted in two (2) parts in two (2) separate envelopes for each category. The details is thereof are as follows:

### **3. ENVELOPE-I (Technical Offer): (2 Copies)**

The Technical Offer (TO) should be completed and complied with in all respects and contain all information asked for, except prices. The TO should include all items asked for in Annexure B. The TO should not contain any price related information. It is mandatory to submit technical details in the prescribed format (Annexure B) duly filled in along with the offer. EASTERN BANK PLC., at its sole discretion, may not evaluate a TO in case of non-submission or partial submission of technical details.

### **4. ENVELOPE-II (Commercial Offer): (2 Copies)**

The Commercial Offer (CO) should give all relevant price information and should not contradict the TO in any manner. These two envelopes containing the Technical Offer and Commercial Offer should be submitted separately in the following address. Please note that if any envelope is found to contain both TO and CO, then that offer will be rejected summarily by EASTERN BANK PLC. Any decision of EASTERN BANK PLC. in this regard shall be final, conclusive and binding on the bidder.

#### **Address:**

The Chairman, Purchase Committee,  
Eastern Bank PLC.  
100 Gulshan Avenue, Dhaka-1212

All the envelopes must be super scribed with the following information:

- a. Type of Offer (Technical or Commercial)
- b. Offer Reference Number (bidder and the Bank's one)
- c. Name of the Bidder

### **5. Important Note:**

If EASTERN BANK PLC. is not satisfied with technical specifications and the feasibility of the technical offers, the commercial offers will not be opened in the purchase process. Technically disqualified offers will not be taken up for further process and no discussions / interface will be granted to such bidders. Any decision of EASTERN BANK PLC. in this regard shall final, conclusive and binding on the bidder. Only the bidders, who fulfill all the qualifications mentioned in "Qualification Criteria" of the offer, are eligible to participate in the bid. However, Technical specifications, terms and conditions and various formats and pro forma for submitting the offers are described in the document and it's Annexure.

### **6. Terms & Conditions:**

Terms and conditions for bidders who participate in the offer for quotes/bid are specified in the section called "Terms and Conditions". These terms and conditions will be binding on all the bidders. These terms and conditions will also form a part of the purchase order, to be issued to the successful bidder(s) on the outcome of the offer process. The bidder shall bear all costs for the preparation and submission of the bid. Eastern Bank PLC. shall not be responsible or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.

- (i) The Bank reserves the right to modify any terms, conditions and specifications of this request for submission of offer and to obtain revised bids from the bidders with regard to such changes. The Bank reserves its right to negotiate with any or all bidders. The Bank reserves the right to accept any bid in whole or in part.
- (ii) The Bank reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder. When the Bank makes any such rejection, the Bank will not be bound to give any reason and/or justification in this regard to the bidder. The Bank further reserves the right to reject any or all offers or cancel the whole tendering process due to change in its business requirement.
- (iii) The bidder should comply all the terms and conditions of RFP.
- (iv) The bidder is solely responsible for any legal obligation related to licenses during contract period for the solution proposed and Bidder shall give indemnity to that effect.
- (v) Eastern Bank PLC. shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers without assigning any reason whatsoever. Eastern Bank PLC. has the right to re- issue RFP. EBL reserves the right to make any changes in the terms and conditions of purchase that will be informed to all bidders and subsequently Bank will not be obliged to meet and have discussions with any bidder, and / or to listen.

## 7. Instructions to Bidders:

(i) **Bid Validity Period:**

Bids shall remain valid for 6 (six) months after the date of bid opening prescribed by EASTERN BANK PLC. The bank holds the rights to reject a bid valid for a period shorter than 6 months as non-responsive, without any correspondence. In exceptional circumstances, EASTERN BANK PLC. may solicit the Bidder's consent to an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. A Bidder granting the request will not be permitted to modify its bid. The decision of EASTERN BANK PLC. in this behalf will be final, conclusive and binding on the bidder.

(ii) **Modification and Withdrawal of Offers/bid:**

The bidder may modify or withdraw its offer after its submission, provided that written notice of the modification or withdrawal is received by EASTERN BANK PLC. prior to the closing date and time prescribed for submission of offers. No offer can be modified or withdrawn by the bidder, subsequent to the closing date and time for submission of offers.

(iii) **Preliminary Scrutiny:**

EASTERN BANK PLC. will scrutinize the offers/bids to determine whether they are complete, whether any errors have been made in the offer/bid, whether required technical, documentation has been furnished, whether the documents have been properly signed and whether items are quoted as per the schedule. EASTERN BANK PLC. may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer/bid. This shall be final, conclusive and binding on all bidders and EASTERN BANK PLC. reserves the right for such waivers.

(iv) **Clarification of Offers/Bids:**

To assist in the scrutiny, evaluation and comparison of offers/bids, EASTERN BANK PLC. may, at its sole discretion, ask some or all bidders for clarification of their offer/bid. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall

be sought, offered or permitted. Any decision of EASTERN BANK PLC. in this regard shall be final, conclusive and binding on the bidder.

**(v) No Commitment to Accept Lowest or any Offer/bid:**

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

**8. Technical Documentation:**

The following information should be furnished along with the technical offer by means of printed technical brochures as per checklist provided.

- Mention the model numbers of all the items quoted for
- Specifications of all items asked along with technical specifications table.
- Version number in case of software. It is required to indicate if the software requires any particular version of the operating system for compatibility.
- Software(s), which will be supplied free, and the ones that will be charged for, should be clearly indicated. Restrictions on software usage, if any, should also be mentioned. It is mentionable that the next version of windows upgrade along with CRM software will be borne by vendor as and when required basis.

**9. Technical Details Submission:**

The Technical offer (TO) should be complete in all respects and contain all information asked for in this document. It is mandatory to provide the technical details in the exact format of technical details/column given in the technical specifications.

- (i) EASTERN BANK PLC. may not evaluate the offer/bid in case of non-adherence to the format or partial submission of technical details as per the format given in the RFP. Any decision of EASTERN BANK PLC. in this regard shall be final, conclusive and binding on the bidder. EASTERN BANK PLC. shall not allow/permit changes in the technical specifications once it is submitted. Any decision of EASTERN BANK PLC. in this regard shall be final, conclusive and binding on the bidder.
- (ii) The relevant product information brand and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the offer/bid. Failure to submit this information along with the offer could result in disqualification (Please refer to the suggested checklist given in this document).
- (iii) It is mandatory to provide make, model and part numbers of all equipment's and their sub components as asked in the technical specification. The offer may not be evaluated and/or will be liable for rejection in case of non-submission or partial submission of make, model and part numbers of the items offered. Please note that substituting this information by just brand name is not enough. Any decision of EASTERN BANK PLC. in this regard shall be final, conclusive and binding on the bidder.
- (iv) The Technical offer/Technical bid must be made in an organized, structured and neat manner. Brochures/leaflets etc. should not be submitted in loose form. The suggested format for submission of technical offer is as follows:

- Index
  - Covering letter (As per Annexure A).
  - Technical Offer/Technical bid with Specifications (As per Annexure B)
  - Details Scope of Work (As per Annexure C)
  - Details of the bidder (As per Annexure D)
  - Details of past installation (As per Annexure E)
  - Details of support centers (As per Annexure F)
  - Reference Site Details (As per Annexure G)
  - Bill of materials and price schedule (As per Annexure H). This table should not contain any price information.
  - Warranty details (for all relevant schedules). This should not contain any price information.
  - Delivery and Implementation Schedule.
  - Technical Documentation (Product brochures, leaflets, manuals etc.). An index of technical documentation submitted with the technical offer/technical bid must be enclosed.
  - Software details. EMV and associated all other certificates.
  - Technical offer/Technical bid must include photocopies of relevant document/certificates for supporting claims and representations made by the bidder.
- (v) The bidder should also include the following information in their technical bid.
- Bidder Capabilities Parameters (Global Installed Base): Please mention the total no of CRMs and installed by bidder's company/principals.
  - No of years in CRM and business: Please mention the CRM operation year and its business, separately.
  - Membership in key Industry forums: List the forums where bidder's organization is a member.
  - Installed Base in Bangladesh: Please mention the total no of CRMs installed of the brand offered by bidder.
  - No. of support centers in Bangladesh: Please list the no of support centers locations and no. of support CRM engineers in Bangladesh.
  - Own production facility in Bangladesh/abroad: Furnish the details of bidder's production facility.

## 10. Normalization of Bids:

All claims made by the bidder will have to be backed by documentary evidence. In case the same are found to be lacking in terms of the claims made, the vendor is liable to disqualification. EASTERN BANK PLC. may request the Bidder to demonstrate all the technical functionalities and features (mentioned as 'compliant' in the bidder's technical bid) as per EASTERN BANK PLC.'s discretion within 7 days of Technical Bid opening. Bidders are requested to keep a Model ready with all functionalities in this RFP on bidding date. Bidders who cannot show a feature or demonstrate the functionality (mentioned as 'compliant' in the bidder's technical bid) will be disqualified.

## 11. Commercial Offer Format:

The Commercial offer/Commercial bid must not contradict the technical offer/Technical bid in any way. The suggested format for submission of Commercial offer/Commercial bid is as follows.

- Index
- Covering Letter
- Commercial Version of Bill of Materials and Price Schedule (as per Annexure H). This must contain all price information, including Warranty, AMC Delivery Details.
- A statement that the bidder agrees to the Payment schedule given in the offer/bid.
- Financial guarantee from the principal/OEM against procurement value.
- Financial guarantee from the principal/OEM for any financial loss occurred upon procurement.
- Local distributor's 'After sales support capacity' (in terms of geographical location, staff skillset, international

certification, installation base in Bangladesh, etc. has to be provided.

- The scope of Anti-hacking guarantee.
- The accountability for protection of Personal data breach.
- Authorization Letter.

## **12. Signing of the Bid:**

The bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested. In the case of a body corporate, the bid shall be signed by the duly authorized officers and supported by internal corporate authorizations.

## **13. Erasures or Alterations:**

The offers/bids containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer/bid. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. EASTERN BANK PLC. may treat offers/bids not adhering to these guidelines as unacceptable. The bid form and the documents attached to it shall not be detached or removed one from the other and no alteration (s) or mutilation (s) (other than filling in all the blank spaces) shall be made in any of the bid documents attached thereto. Any alterations or changes to the entries in the attached documents shall be made by a separate covering letter, in the absence of which it shall be rejected forthwith. Any decision in this regard by EASTERN BANK PLC. shall be final, conclusive and binding on the bidder.

## **14. Costs of Preparation & Submission of Bid:**

The bidder shall bear all costs for the preparation and submission of the bid. EASTERN BANK PLC. shall not be responsible or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.

## **15. Confidentiality of the Bid Document:**

The bidder, irrespective of his/her participation in the bidding process, shall treat the details of the documents as secret and confidential.

## **16. Arithmetical Errors:**

EASTERN BANK PLC. reserves the right to adjust arithmetical or other errors in the bid, in the manner in which EASTERN BANK PLC. considers appropriate or deem fit. Any adjustments so made by EASTERN BANK PLC. shall be stated to the bidder, if EASTERN BANK PLC. makes an offer to accept his bid. The final decision as to any error manifest or otherwise shall be at the sole discretion of EASTERN BANK PLC. and be final, conclusive and binding on the bidder.

## **17. Language:**

The bid prepared by the bidder, as well as all correspondence and documents relating to the bid exchanged by the bidder and EASTERN BANK PLC and supporting documents and printed literature shall be in English.

## **18. Locations of Installation:**

This offer is being floated by the corporate office of EASTERN BANK PLC.. The Cash Recycler Machines being procured through this offer shall be installed and commissioned by the bidder, at various locations (across the country) which



shall be intimated separately.

## 19. Costs & Currency:

The cost of CRM must be indicated as Fixed Price in Bangladesh Taka only, including the following:

- (i) Cost of the CRM including excise/customs duty and all other applicable taxes & levies but excluding Entry tax which will be reimbursed on actual basis against original document of payment.
- (ii) Installation and commissioning charges, if any.
- (iii) Minimum of 12 months comprehensive onsite warranty covering all parts (including currency cassettes and purge bin) & labors. This period will start from date of acceptance of each installation.
- (iv) Transportation and forwarding charges to the site.
- (v) Insurance to cover equipment up to installation of equipment at EASTERN BANK PLC. site and handing it over to EASTERN BANK PLC..

### Important Note:

Prices which are not quoted as above will be summarily rejected. A bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected forthwith. Any decision of EASTERN BANK PLC. in this regard shall be final, conclusive and binding on bidders. No upward price revision relating to increases in customs duty, excise duty, taxes, exchange rate fluctuation etc. will be permitted. However, if there is any reduction on account of government levies/taxes, during the offer/bid validity period, the same shall be passed on to EASTERN BANK PLC.. However the bidder must indicate the tax component of the cost separately and EASTERN BANK PLC. reserves its right to verify the same with documentary evidence.

## 20. Evaluation Criteria:

The vendor evaluation and selection would be done based on a comprehensive Techno-Commercial Evaluation. For the purpose of evaluating prospective vendors, following factors would be considered:

- (i) Ability to provide CRMs, which are capable of being fully integrated with EASTERN BANK PLC. existing systems immediately on installation, without any modifications/testing and providing the same functionalities as existing CRMs.
- (ii) Technical Solution Excellence and
- (iii) Conformity to technical specifications as enumerated in Annexure B
- (iv) Commercial Offer/Commercial bid
- (v) Acceptance of Terms and Conditions

### Important Note:

For the purpose of the above evaluation, the commercials of the Front Loading Lobby and weather protected CRM will be taken into account separately as requested by the EBL in the Technical part. EASTERN BANK PLC would get into further negotiations with the selected bidder to rationalize the prices of the various other components of the offer, based on the other bids received.

## 21. No Negotiation:

EASTERN BANK PLC. will not entertain any enquiries from the bidders post RFP opening on the status of the bid, nor allow any price reductions during the course of the techno-commercial evaluation, till the selected bidder is notified. No bidder shall contact EASTERN BANK PLC. on any matter relating to its offer/bid; from the time of offer opening to the time the contract is awarded. Any effort by a bidder to influence EASTERN BANK PLC. in its decision on offer/bid evaluation, comparison or contract award decisions may result in

the rejection of the bidder's offer/bid forthwith. Any decision of EASTERN BANK PLC. in this regard shall be final, conclusive and binding on the bidder.

## **22. Short-listing of Bidders:**

EASTERN BANK PLC. will prepare a short-list of technically qualified bidders and the commercial offers/bids of only these bidders will be opened at the time of opening of commercial offer/commercial bid.

## **23. Selection Process:**

EASTERN BANK PLC. has formed a process to evaluate both technical and commercial Bid. The bidder who fulfills all criteria in respect of technical bid and with the lowest quote will be considered as the L1 bidder. EASTERN BANK PLC at its sole discretion may request the L2 bidder (bidder with the next lowest quote) to match the price of L1. In case L2 agrees to match the price of L1, EASTERN BANK PLC. may at its sole discretion, split the order in ratio of 60% in favor of the original L1 bidder and 40% in favor of L2 bidder who has matched the price of L1. Notwithstanding the above, EASTERN BANK PLC. shall have the right not to accept the lowest bid.

## **24. Right to Alter Quantities:**

EASTERN BANK PLC. reserves the right to issue Purchase Order in phases or to alter the quantities specified in the offer. EASTERN BANK PLC. also reserves the right to delete one or more items from the list of items specified in offer. Any decision of EASTERN BANK PLC. in this regard shall be final, conclusive and binding on the bidder.

## **25. Ownership and Retention of Documents:**

- (i) EASTERN BANK PLC. shall own the documents, prepared by or for the Vendor arising out of or in connection with the Contract.
- (ii) Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by EASTERN BANK PLC, the Vendor shall deliver to EASTERN BANK PLC. all documents provided by or originating from EASTERN BANK PLC./ Purchaser and all documents produced by or from or for the Vendor in the course of performing the Service(s), unless otherwise directed in writing by EASTERN BANK PLC. at no additional cost.
- (iii) The Vendor shall not, without the prior written consent of EASTERN BANK PLC./Purchaser store, copy, distribute or retain any such Documents.
- (iv) The Vendor shall preserve all documents provided by or originating from EASTERN BANK PLC/ Purchaser and all documents produced by or from or for the Vendor in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of EASTERN BANK PLC./Purchaser in this regard.

## **26. Representations and Warranties:**

In order to induce EASTERN BANK PLC/ Purchaser to enter into the Contract, the Vendor hereby represents and warrants as of the date hereof, which representations and warranties shall survive the term and termination hereof, the following:

- (i) That the Vendor is a company which has the requisite qualifications, skills experience and expertise in providing Service(s) contemplated hereunder to third parties, the technical know-how and the financial wherewithal, the power and the authority to enter into the Contract and provide the Service(s) sought by EASTERN BANK PLC./ Purchaser.
- (ii) That the Vendor is not involved in any major litigation, potential, threatened and existing, that may have an impact of affecting or compromising the performance and delivery of Service(s) under the

Contract/Agreement.

- (iii) That the representations made by the Vendor in its bid are and shall continue to remain true and fulfill all the requirements as are necessary for executing the duties, obligations and responsibilities as laid down in the Contract/Agreement and the Bid Documents and unless EASTERN BANK PLC./ Purchaser specifies to the contrary, the Vendor shall be bound by all the terms of the bid.
- (iv) That the Vendor has the professional skills, personnel and resources/authorizations that are necessary for providing all such Services as necessary to perform its obligations under the bid and this Contract/Agreement.
- (v) That the Vendor shall ensure that all assets including but not PLC to software's, licenses, Databases, documents, etc. developed, procured, deployed and created during the term of the Contract are duly maintained and suitably updated upgraded, replaced with regard to contemporary and statutory requirements.
- (vi) That the Vendor shall use such assets of EASTERN BANK PLC. as the EASTERN BANK PLC. May permit for the sole purpose of execution of its obligations under the terms of the bid, RFP or the Contract. The Vendor shall however, have no claim to any right, title, lien or other interest in any such property, and any possession of property for any duration whatsoever shall not create any right in equity or otherwise, merely by fact of such use or possession during or after the term hereof.
- (vii) That the Vendor shall procure all the necessary permissions and adequate approvals and licenses for use of various software and any copyrighted process/product free from all claims, titles, interests and liens thereon and shall keep EASTERN BANK PLC./Purchaser, its directors, officers, employees, representatives, consultants and agents indemnified in relation thereto.
- (viii) That all the representations and warranties as have been made by the vendor with respect to its bid are true and correct, and shall continue to remain true and correct through the term of the Contract.
- (ix) That the execution of the Service(s) herein is and shall be in accordance and in Compliance with all applicable laws. That They are:
  - a. No legal proceedings pending or threatened against vendor or any sub third party or its team which adversely affect/may affect performance under the Contract; and.
  - b. No inquiries or investigations have been threatened, commenced or pending against the Vendor/or its team members by any statutory or regulatory or investigative agencies.
- (x) That the Bidder has the corporate power to execute, deliver and perform the terms and provisions of the Contract and has taken all necessary corporate action to authorize the execution, delivery and performance by it of the Contract.
- (xi) That all conditions precedent under the Contract has been complied.
- (xii) That neither the execution and delivery by the Vendor of the Contract nor the Vendor's compliance with or performance of the terms and provisions of the Contract:
  - 1. Will contravene any provision of any applicable law or any order writ, injunction or decree of any court or governmental authority binding on the Vendor or
  - 2. Will conflict or be inconsistent with or result in any breach of any or the terms, covenants, conditions or provisions of, or constitute a default under any agreement, contract or instrument to which the Vendor is a party or by which it or any of its property or assets is bound or to which it may be subject or
  - 3. Will violate any provision of the Memorandum and Articles of Association of the Vendor.
- (xiii) That all registrations, recordings, filings and notarizations of the Contract and all payments of any tax or duty, including without limitation stamp duty, registration charges or similar amounts which are required

to be effected or made by the Vendor which is necessary to ensure the legality, validity, enforceability or admissibility in evidence of the Contract have been made.

- (xiv) That the Vendor confirms that there has not and shall not occur any execution, amendment or modification of any agreement/contract without the prior written consent of EASTERN BANK PLC., which may directly or indirectly have a bearing on the Contract or Service(s).

## 27. Terms and conditions of the offer/contract:

- (i) **Price of CRMs:** The short listed bidder should keep the finalized price of the CRMs valid for a period of six months from date of acceptance of the purchase order (effective date) with option to EASTERN BANK PLC. to review the prices every quarter for downward revision of price due to reduction in government levies, taxes, duties etc.
- (ii) **Requirements of Cash Recycler Machines:** Eastern Bank PLC. has a total requirement of 50 units of Cash Recycler Machines which are to be delivered, installed and maintained as per the terms and conditions mentioned here at various locations of the bank.
- (iii) **Payment Terms:** The terms of payment will be as follows:
- No advance payment against purchase order.
  - Vendors need to open an account in EASTERN BANK PLC. All the payment will be paid through this account.
  - In case any components of the CRM is found to be defective/damaged, Payment in respect of such CRM will be withheld by EASTERN BANK PLC. till the defective component or the CRM itself is replaced as per EASTERN BANK PLC's directives. EASTERN BANK PLC.'s decision as regards replacement of the defective part or the entire CRM shall be final, conclusive and binding on the vendor.
- (iv) **Software Drivers & Manuals:** The CRMs will have to be supplied with the complete and legal documentation of hardware, all subsystems, operating systems, system software, software drivers and manuals as applicable. The bidder shall supply operation and maintenance manuals together with drawings of goods and equipment built. These shall be in such details as will enable EASTERN BANK PLC. to operate, maintain, adjust and repair all parts as stated above. The software version installed on the CRMs provided by the vendor should be uniform across all CRMs. The software should support products & services currently offered by EASTERN BANK PLC. through its CRMs. Disk Build/recovery media to be given to Eastern Bank PLC. for each CRM at the time of installation.
- (v) **Training:** For each hardware and other component installed, the bidder will train the designated end-user personnel of EASTERN BANK PLC. or its outsourced agency/agencies to enable them to effectively operate the total system. Such training should be for a maximum duration of one day and carried out during the period of installation of the CRM to ensure proper handling by the designated personnel at the branch/site.
- (vi) **Delivery, Installation and Commissioning:** Product should be ready to deliver within 12 weeks from the date of issuing the purchase order. However, the delivery will be spread over a period of 12 months, as per EASTERN BANK PLC.'s requirement. EASTERN BANK PLC. may extend this period at its discretion. The bidder shall be responsible for delivery and installation of the CRMs ordered at all the sites and for

- making them fully operational at no additional charge within a week from the date of intimation from EASTERN BANK PLC. If the delivery schedule is not maintained from the respective vendor side, a penalty of half percent (0.5%) of order value, (location wise & item wise) for each week or part thereof of the delay subject to a maximum penalty not exceeding five percent (5 %) of the order value (location wise & item wise) will be charged from the expiry of due date. Penalty will be charged on order value for the items for which delivery is delayed.
- (vii) **Delivery of Test Cash Recycler Machine:** Eastern Bank PLC. reserves its right to ask the successful bidder to provide one full set of Cash Recycler (as per technical specification as provided in Annexure of the RFP) for configuration & testing of the Cash Recycler at Digital Bank Head office, Dhaka. Such systems should be provided within 7 (seven) days from the date of request made by the Bank.
- (viii) **Availability of Product and Spares:** The product/configuration offered should be available during the validity of the purchase order including extended period. Product brochures and details should be available on publicly accessible website. Spares for the product offered should be available for at least 10 years.
- (ix) **Comprehensive Onsite Warranty:** The offer must include comprehensive on-site warranty of 12 months from the date of successful installation and commissioning of the equipment. The Vendor shall be fully responsible for the efficient operation of the CRM. Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories etc. covered by the offer. Vendor must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. During the warranty period vendor shall maintain the equipment and repair/replace all the defective components at the installed site, at no additional charge to EASTERN BANK PLC.. Warranty should not become void if EASTERN BANK PLC. buys any other Supplemental hardware/software from a certified third party and installs it with these Equipment. However, the warranty will not apply to such hardware items installed. The obligations under the warranty expressed above shall include all costs relating to labor, spares, maintenance (preventive & unscheduled) and transport charges from site to manufacturer's works and back for repair/replacement at site or any part of the equipment which under normal & proper use and maintenance proves defective in design, material or fails to conform to the specifications.
- (x) **Annual Maintenance Contract:** Should EASTERN BANK PLC. decide to do so, the vendor is expected to maintain the equipment supplied for at least 10 years after the expiry of warranty period Comprehensive on-site maintenance charges (excluding service tax), for the post warranty period, must be quoted in percentage terms on a yearly basis, in the Commercial Offer/bid. The vendor is expected to ensure same maintenance standards as during warranty period. The vendor is also expected to make available the spare parts for the systems for at least 9 years the expiry of warranty period. Thereafter, vendor will give at least twelve months' notice prior to discontinuation of support services. If any of the peripherals components etc. are not available or difficult to procure or if the procurement is likely to be delayed, the replacement shall be carried out with equipment of equivalent capacity or higher capacity at no additional charges to EASTERN BANK PLC, during the currency of warranty period and AMC.
- (xi) **Maintenance Standard during Warranty & Post Warranty Maintenance:** The vendor should ensure **100% uptime of CRM machine** during warranty period and post warranty maintenance contract period. Vendor should also ensure that the maximum response time for onsite service shall be

two hours thirty minutes where there is local support center of the vendor/franchisee. At other locations maximum response time shall not exceed 2 hours Thirty minutes plus the normal travel time from the nearest support center.

(xii) **Furnishing of Information:** The Bidder is expected to examine all instructions, forms, terms and specifications in these documents. Failure to furnish all information required by the documents or to submit a bid not substantially responsive to the documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.

(xiii) Authorized Signatory the selected bidder shall indicate the authorized signatories who can discuss and correspond with EASTERN BANK PLC., with regard to the obligations under the contract.

(xiv) **Dispute Resolution Mechanism:** The Parties shall use their best efforts to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b. The matter will be referred for negotiation between **Head of Digital Financial Services** of EASTERN BANK PLC./Purchaser and a representative of the Vendor. The matter shall then be resolved by them and the agreed course of action documented within a further period of 15 days.
- c. The Parties agree that any dispute between the Parties, which cannot be settled by negotiation in the manner, described above, may be resolved exclusively by arbitration and such dispute may be submitted by either party to arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Dhaka, Bangladesh and conducted in accordance with the provision of Arbitration Act 2001, or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint 1 arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

**Important Note:**

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from the receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and shall be made as provided in this RFP document.

The arbitrators shall hold their sittings at Dhaka, the Republic of Bangladesh. The arbitration proceedings shall be conducted in the English language. Subject to the above, the courts of law at Dhaka alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement even though other Courts in Bangladesh may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of binding upon the Parties and judgment may be entered thereon, upon the application of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

The Vendor shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any disputes between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings. The provision under this section

survives the Contract/Agreement.

- (xv) Notices: Notice or other communications given or required to be given under the contract shall be in writing and shall be hand-delivered with acknowledgement thereof, or transmitted by pre-paid registered post or courier. Any notice or other communications shall be deemed to have been validly given on date of delivery if hand delivered & if sent by registered post than on the expiration of seven days from the date of posting.
- (xvi) **Force Majeure:** Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or EASTERN BANK PLC. as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:
  - a. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
  - b. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos.
  - c. Terrorist attack, public unrest in work area.

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. Similarly, Bank shall also be not liable for any delay or failure in providing required infrastructure or support to the successful bidder to perform its obligations under the contract where such delay or failure is the result of an event of Force Majeure.

**Important Note:**

Provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of such causes. The bidder or EASTERN BANK PLC. shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality and dispute resolution mechanism survive termination of the contract.

- (xvii) Confidentiality: The bidder agrees that they shall hold in trust any Information received by them under the Contract /Agreement, and the strictest of confidence shall be maintained in respect of such information. The bidder also agrees.
  - a. To maintain and use the Information only for the purposes of the Contract/ Agreement and only as permitted by EASTERN BANK PLC..
  - b. To only make copies as specifically authorized by the prior written consent of EASTERN Bank PLC and with the same confidential or proprietary notices as may be printed or displayed on the original.
  - c. To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause and
  - d. To treat all Information as Confidential Information

**Important Note:**

Confidential Information does not include information which. However, the bidder shall have the burden of proving that Clauses (i) or (ii) above are applicable to the information in the possession of the bidder.

- a. The bidder knew or had in its possession, prior to disclosure, without limitation on its confidentiality.
- b. Is independently developed by the bidder without breach of the Contract/Agreement
- c. Information in the public domain as a matter of law

- d. Is received from a third party not subject to the obligation of confidentiality with Respect to such information.
- e. Is released from confidentiality with the written consent of the EASTERN BANK PLC..

Confidential Information shall at all times remain the sole and exclusive property of the disclosing Par EASTERN BANK PLC.. Upon termination of the Contract/Agreement, Confidential Information shall be returned to EASTERN BANK PLC. or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of EASTERN BANK PLC.. Nothing contained herein shall in any manner impair rights of EASTERN BANK PLC. in respect of the Service(s), and Documents, etc.

In the event that EASTERN BANK PLC. hereto becomes legally compelled to disclose any Confidential Information, the Vendor shall disclose to a third party any Confidential Information without the prior written consent of EASTERN BANK PLC.. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the receiving Party applies to its own similar confidential information but in no event less than reasonable care. The provision of this clause shall survive termination of the Contract till such Confidential Information enters public domain.



**ANNEXURE A. OFFER COVERING LETTER****The Chairman, Purchase Committee**

Eastern Bank PLC., 100 Gulshan Avenue, Dhaka 1212

**For Supply, Installation and Maintenance of Cash Recycler Machines, RF No:** EBL/DB/CRM/NP/01/05/24.

Dear Sir,

We have examined the RFP document including all annexure(s) and we the undersigned, offer to supply, install and maintain Cash Recycler Machine (CRM) as per the terms and conditions, technical specifications spelt out, and in accordance with the schedule of prices indicated in the commercial bid and made part of this offer/bid.

If our offer is accepted, we undertake to commence delivery within 12 weeks from receipt of order. We agree to abide by this offer till expiry of the period of validity of our offer and our offer shall remain binding upon us and may be accepted by EASTERN BANK PLC. any time before the expiry of that period.

Until a formal contract is prepared and executed, this offer, together with EASTERN BANK PLC.'s written acceptance thereof and EASTERN BANK PLC's notification of award shall constitute a final, conclusive and binding contract between us.

We also certify that the information/data/particulars furnished in our bid are factually correct. We also accept that in the event of any information/data/particulars proving to be incorrect, EASTERN BANK PLC. will have the right to disqualify us from the bid.

We understand that EASTERN BANK PLC. may reject any or all of the offers without assigning any reason whatsoever. Any decision of EASTERN BANK PLC. in this regard shall be final, conclusive and binding on us.

The above arrangement is binding on our successors and assigns. We agree not to assign these provisions / presents without prior written approval of EASTERN BANK PLC..

Yours faithfully,  
(Name and Designation)

For and on behalf of \_\_\_\_\_

## ANNEXURE B. TECHNICAL REQUIREMENTS FOR CRM

### Cash Recycler Machine Specification:

Sl.	Required Features and Specification	Description	Vendor Response
1	Brand	Any renowned band globally	
2	Model & Machine Type	Please specify	
3	Country of Origin	Please specify	
4	Country of assembly and shipment	Please specify. Proper documentation needs to be submitted during bill submission.	
5	Upper Chamber Key Lock	Please specify if the feature have	
6	Aesthetic and Practical Design	Preferred to have slim, compact and aesthetically state of art design Cash Recycler Machine	
7	Year of Manufacture	Please specify (Not Before 2023)	
<b>7. PC Specification</b>			
7.1	Processor	10 <sup>th</sup> Generation Intel® Core™ i5 Processor or higher with minimum 3.3 GHz or higher clock speed preferred	
7.2	RAM	8 GB DDR4 RAM as default (minimum) or higher. Must have the scalability to upgrade till 32 GB	
7.3	HDD SSD	1 TB SSD (minimum) or higher. Optional upgrade to 5 TB or higher. Dual HDD attachment facility is required as well	
7.4	Audio	Audio support with 2 speakers	
7.5	Keyboard and Mouse	Standard keyboard with functional keys and Mouse	
7.6	EJ/Image push pulling facility	EJ/image push/pulling facilities are required to be functional from the moment Cash Recycler Machine goes live with ensuring 100% system level security. Please specify	
<b>8. Card Reader features</b>			
8.1	Motorized Card Reader / Writer	IMCRW (Integrated Motorized Card Read and Write) with CROPF (Card Return on Power Failure)	
8.2	EMV Certification	Must be EMV LEVEL-1 & Level 2 certified with Expire date. On expiry of certificate, it should be replaced with a valid certificate at no additional cost to the bank. Please specify with documentation	
8.3	Read/Write	Magnetic Stripe HICO/LOCO Card in Track 1,2,3 and Read/Write IC CARD Please specify	
8.4	Support ISO-7816 Standard	Support ISO -7816 standard for Mag-Stripe Cards and ISO 7816 standard for IC Card	
8.5	Jitter Function Enabled	Should be enabled	
8.6	EMV Kernel Version	Must be supported with updated Kernel version. If certification required, it should be completed before go live	

		in production at no additional cost to the bank. Please specify with documentation.	
8.7	NFC Supported	Please specify	
8.8	Card Retract Bin	With the capacity of 15 Pieces or more, please specify	
8.9	Card Return On Power Failure (CROPF) Support	Need to be installed. Please specify	
<b>9. Intelligent Anti-Skimming Solution Features</b>			
9.1	Card Entry Slot	Anti-skimming card entry slot	
9.2	Fraudulent Device Detector(FDD)	Mandatory. Should be detect if any skimming Device is Attached. Alert time should be Configurable. Please specify in details.	
9.3	Entry Slot destroy Detection protection.	Specify in details.	
9.4	Out-Of-Service Mode automatically, if Skimming Device Detected	Mandatory, CRM goes to Out-Of-Service Mode automatically after detection of skimming device and only will come back to online after removal of the skimming device.	
9.5	Anti-Tapping KIT to protect Lebanese attack/loop	Card Protection Solution with Anti-Card Trapping/Anti-fishing mechanism need to be installed.	
9.6	Electromagnetic Jamming protection	Card protection solution with electromagnetic signal jammer to defend against digital, analog and stereo skimming.	
9.7	Awareness Mirrors	Mandatory, Please Specify	
<b>10. Consumer Operating Interface Features</b>			
10.1	Size of display	Preferred 15 inch TFT Color LCD/LED Display with Touch Screen. Touch Screen should be of sturdy make. Please specify	
10.2	Display Privacy Filter	Need to be Installed	
10.3	Function Display Key(FDK)	Physical/Touch/ both Physical & Touch activated FDK (support for visually handicapped through Braille Function Keys). Please specify	
10.4	Indicators for input output module	Indicators for all input output module (i.e. indicators for Card Reader, Receipt Printer, Cash shutter, EPP etc.)	
10.5	Display deposit detail on screen for customer verification.	Required. Please Specify	
10.6	Functionality	Real time Cash withdrawal, cash deposit, PIN Change, Balance enquiry, Fund transfer (Intra and Inter Bank) Utility Bill Payment, Foreign Exchange (2 currencies), Card-less Transaction (using mobile no and OTP) etc. and future scalability as per EBL requirements.	
10.7	Cash Sorting and denomination wise deposit for recycling Function.	Mandatory, Please Specify.	
<b>11. Encrypted PIN PAD(EPP) Features</b>			
11.1	PCI PTS Certified EPP	Certification Version number & expire date. Free Renewal till warranty & AMC period. Please specify with all documentation.	
11.2.	AES Complaint	Please Specify.	

11.3	PIN PAD	(4*4) Metal Tactile Keypad	
11.4	PCI Complaint PIN shield	PCI Complaint PIN Shield need to be installed. Please specify.	
11.5	Temper Pads	As per PCI PTS standard.	
11.6	Remote key Load supported	Please specify	
11.7	Vandal Resistant ( Anti-Vandal Design slot with Fireproof capability)	Please specify	
11.8	Destruction Mechanism	Built in Self Destruction Mechanism is required	

### TECHNICAL REQUIREMENTS FOR ANTI-SKIMMING SOLUTION

Description	Required Information	Standard Specification	Supplier's Specification
Product	Product Information	Please specify	
Origin	Country of Origin	Please specify	
Shipment	Country of Shipment	Please specify	
Anti-skimming Solution	Electromagnetic signal protection	Card Protection Solution from electromagnetic signal protection to defend against digital, analogue and stereo skimming with jamming feature.	
	Tilt and Vibration	Auto protection against cut, saw, drill or melt into the fascia.	
	Anti-Card trapping kit	Detection of a card trapped inside card reader by a criminal loop	
	Power Consumption	Please specify	
	Future adaptability	Please specify	
	Others	Please specify	
PIN Shield	Should be PCI-DSS compliant and supported for specific brands and models. It also has the privacy cover to shield PIN entry security.	Please specify	

**TECHNICAL SPECIFICATION FOR ANTI-MALWARE SOLUTION:**

Sl.	Feature	Description	Vendor Response
1.	Application Whitelisting	Application whitelist which permits only authorized/known application to run on CRM.	
2.	USB Protection	USB should be protected through USB protection except white listed portable/USB drive.	
3.	Zero-day attack protection	The security solution shall be signature independent and should protect CRM machines from zero day attacks.	
4.	File and Registry Access Control	Protect uses or alters of file/registry by any-other application apart from whitelisted applications.	
5.	Cash Dispenser Module (CDM) Security	Should have the features for dispenser module for not to be compromised at any manner.	
6.	Memory Protection	Unauthorized code cannot be injected in memory and authorized code and application protection.	
7.	IP and Port filtering	Only filtered IP and Ports are allowed to communicate CRM device.	
8.	Internal Threat defense	Enable protection so that local and domain admin user accounts cannot disable the protection.	
9.	XFS application binding and authorization	As ATM/CRM hardware are managed from XFS layers so this layer should be protected from being compromised.	
10.	OS hardening security policies	Please specify	
11.	Disable risk port to prevent remote attack	Please specify	
12.	Disabling of guest login	Please specify	
13.	Hard disk Encryption	Have the facility to encrypt all data (user files as well as system files) from a Cash Recycler Machine's hard disk and have the facility to protect data confidentiality when a system is out of operation. Please specify	
14.	Anti-malware Dashboard	Should have the capability to provide the live status of Anti-malware Functionality. Please specify.	

## **ANNEXURE-C: SCOPE OF WORK**

1. Cash Recycler Machine should be able to recycle (accept & dispense) all the denominations (100,200,500 &1000) as and when required from the same cassettes where the cash is accepted. Ability to recycle all denominations would be required at no extra cost to bank during Warranty and AMC Period (cassette configuration as per Bank's requirement).
2. Successful bidder should update the software to support all new variants of currency notes as well as new denominations, discontinuation of any currency note, if any, issued subsequently without any extra cost to the Bank during the period of warranty and AMC. Successful bidder should immediately undertake to upgrade the counterfeit currency detecting software whenever upgrades are released or noticed but not later than 1 month after the date of such release. The Successful bidder to ensure that machine does not accept CRM unfit/Torn currency and undertake to upgrade the counterfeit detecting software minimum once in six months without any additional cost to the bank during the warranty and AMC period.
3. The Cash Recycler Machine shall be calibrated and configured to accept and dispense correct denomination of Currency / Bank notes. If there is any loss on account of erroneous calibration, it is the responsibility of the respective bidder to indemnify the loss to the bank during the contract period including warranty and AMC, period if contracted.
4. Successful bidder should arrange for change of password & Replacement of combination lock in case of required to break or opening the lock of Cash Recyclers without any additional cost to Bank on account of any reason thereof during warranty and AMC period.
5. The successful bidder shall agree that the Bank reserves the right to bring in Multi-vendor software, hardware and if such a solution is contracted with a third party other than the successful bidder. The successful bidder agrees to cooperate with the bank for continued functions during warranty and AMC period.
6. If required for any certification, the next version of windows upgradation, any type of software upgradation/certification, the successful bidder should complete the task without any additional cost to the bank during warranty and AMC period.
7. During the warranty and AMC period, the Successful bidder should extend the On Site Service Support. The scope of Warranty and AMC shall include fixing all types of Cash recycler Machine problems. Upgradation, supply, installation and implementation of upgraded versions of software, rectification of Bugs/defects (if any), Preventive Maintenance of Hardware/Software reinstallation of firmware/software, whenever required without any additional cost.
8. The Successful bidder would be responsible for timely applying/loading of all the software patches into the individual Cash Recycler Machine, other hardware if any during the Warranty and AMC period. This job has to be done as a part of Warranty and AMC support services, without any extra cost. In future, if any configuration changes are required in the Cash Recycler Machines, it should be done by the successful bidder during warranty and AMC period at no extra cost to the Bank.
9. The successful bidder is required to guarantee the implementation of Hard Disk Encryption at no additional cost to the bank, ensuring the security of all data stored on the disk and mitigating the risk of identity theft, fraud or other malicious activities. Furthermore, the successful bidder must provide the Anti-Malware Dashboard facility at no additional cost.
10. During the warranty and AMC period, the Successful bidder is bound to do all hardware spares replacement irrespective of the damage reason without any extra cost to Bank.
11. Preventive maintenance shall be compulsory during Warranty and AMC period. Preventive maintenance activity should be completed every quarter and report should be submitted to the Digital Banking Head Office with a copy to respective branches, ADC centers. Preventive maintenance activity should take care of physical

verification, device configuration verification, device health checkup, cleaning of devices, fine-tuning the configuration, security checkup, verification of bugs/patches, etc.

12. Only licensed copies of software & hardware shall be supplied and ported in the Cash Recycler Machines.
13. Successful bidder will be responsible for EJ/Image pulling and must ensure that EJ/image pulling services are functional from the moment Cash Recycler Machine goes live with ensuring 100% system level security.
14. Successful Bidder should ensure that each new Cash Recycler Machine must be bundled with 03 set of keys (including vault and cassette for both upper & lower chamber) at the time of delivery of the machine without any additional cost to the bank.
15. The Successful bidder must ensure that operating system will be encrypted and hardened to block the services which are not required. Successful bidder has to provide comprehensive white listing solution to prevent the machine from any cyber-attack, intrusion, virus, worm, malware, Trojan any other malicious software or similar vulnerability known as on date as well as future emergence.
16. The Successful bidder must ensure before delivery that Cash Recycler BIOS is such that the Cash Recycler Machine will only boot from the primary HDD and nothing else. After all the configuration is complete and the cash recycler made live with all necessary services including EJ, Image & Screen and Note Serial Number etc. BIOS should be locked with a password, which will be set by the Monitoring unit of Digital Banking. The respective vendor requires to educate the branch/ADC custodian on BIOS password setting. However, the branch custodian/ADC custodians will be educated to keep the BIOS password safe in a sealed envelope under safe custody by Digital Banking.
17. The test machine should be considered as an additional machine to the total count of machines to be supplied by the respective service provider. As the test machine will not be deployed at any offsite location and will be used only for UAT purpose at Digital Banking premises.
18. All repairs and maintenance service described herein shall be performed by qualified maintenance engineers totally familiar with the device. The replaced spare should be original only. The respective service provider should take back the faulty spare after replacement. In case of faulty Hard Disk (HDD), vendor should ensure NO data loss/leakage and entire old data needs to be transferred to the new HDD before taking back the old HDD as per banking policy.
19. All cassettes including reject and retract cassettes must be with lockable in nature with key to ensure highest level of security. If required replacement for any faulty cassette, vendor will be arranged with free of cost under the policy of warranty and AMC period.
20. Successful bidder must be handover all set of CRM keys once all the machines are available at their warehouse.
21. The successful bidder ensured to have the TPM chip device (version 1.2/2.0 or higher) of all CRMs PC Cores at no additional cost to the bank in order to enabling BitLocker system.
22. The Cash Recycler Machines should be robust enough to avoid any cash trap fraud. In future, if any fraud happens due to hardware design of the terminal, then the service provider has to take initiative to address the issue without any additional cost to the bank.
23. The machine should have Near Field Communication (NFC) capability to support NFC based transactions if introduced by the bank in near future without any additional cost to the bank.

**Authorize Signature with Name**

**Office Seal**

**Date:**
**ANNEXURE D. DETAILS OF THE BIDDER**

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

<b>SL</b>	<b>Item</b>	<b>Details</b>
1	Name of The Company	
2	Postal Address	
3	Telephone numbers	
4	Constitution of the Company	
5	Name and designation of the person authorized to make commitments to EASTERN BANK PLC.	
6	email address	
7	Year of commencement of business	
8	Income Tax Number	
9	Whether direct manufacturer or authorized distributor	
10	Name and Address of manufacturer	
11	Location of Manufacturing facility	
12	Brief Description of facilities for manufacture, production, inspection, testing and quality assurance	
13	Brief Description of after sales service facilities available with the offer	
14	Sales value in FY 2023-2024	

**ANNEXURE E. DETAILS OF PAST CRM INSTALLATIONS (Year 2021 till date)**

<b>Bank</b>	<b>Brand &amp; Model</b>	<b>No. of units purchased</b>	<b>Installation period</b>

**ANNEXURE F. DETAILS OF SUPPORT CENTERS**

<b>Location</b>	<b>Office Address</b>	<b>Area of Operation</b>	<b>Number of support engineers and other personnel</b>



**ANNEXURE G. REFERENCE SITE DETAILS**

Please provide details of 3 select reference sites (of different banks) where CRMs of bidder's proposed brand are installed. Preference is for sites of large well-known banks, installed in the last 1 (one) year. The reference site details must be given in the following format. A separate copy of the format should be used for each reference site.

<b>ITEM</b>	<b>DETAILS</b>
Bank name	
Bank address	
Fax number	
Contact person with designation	
Nature of contact person's role in the Project	
Models of CRMs installed	
Implementation date	
Address and location of site	

Note: All information submitted as part of reference site details will be treated as confidential and EASTERN BANK PLC. will not disclose it to any third party.

**ANNEXURE H. BILL OF MATERIALS**

This bill of material must be attached in Technical Offer/Technical Bid as well as commercial offer/Commercial bid. The format will be identical for both technical and commercial offers/bids, except that the technical offer should not contain any price information. Technical offers/bids without the bill of material will be liable for rejection forthwith.

<b>Name of Schedule</b>	<b>Components</b>	<b>Components Quantity</b>
CRM (Lobby)		
CRM (TTW)		

**Request for Proposal for Supply, installation and maintenance of 50 (Fifty) Cash Recycler Machine (CRM)**

**ANNEXURE I. COMMERCIAL OFFER**

Commercial Offer should be submitted as per below format. This bill of material must be attached in commercial offer/Commercial bid also. Bidder must take care in filling price information in the commercial offer/commercial bid, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.

**Commercial details for 50 Units Cash Recycler Machine:**

<b>Particulars</b>	<b>Components Details</b>	<b>Machine Type</b>	<b>Quantity</b>	<b>Per Unit CRM Selling Price in BDT</b>	<b>Total Selling Price (Including VAT,AIT &amp; all other Charges)</b>
Cash Recycler Machine (CRM)		Lobby	45 Units		
		TTW	05 Unit		
<b>Total 50 Units Cash Recycler Machine Selling Price (Including VAT, AIT &amp; all other Charges)</b>					
Warranty					
AMC					

**The End**