



INVITATION FOR TENDER

FOR SUPPLYING, INSTALLING AND COMMISSIONING OF CASH RECYCLING MACHINE (CRM)

Tender Ref. SIBL/HO/LSD/2024/713
Date: 17/04/2024

| | |
|-------------------------|------------|
| Publish Date | 17.04.2024 |
| Registration Close Date | 19.05.2024 |
| Submission date | 20.05.2024 |

Section A: General Information

| | | | | | | | |
|----|--|--|--------------|------------|-----------------|------------|------------------------|
| 1 | Name of the Bank | Social Islami Bank PLC | | | | | |
| 2 | Procuring Entity Name | Logistic Support Division | | | | | |
| 3 | Invitation of tender for | Sealed tenders are hereby invited FOR SUPPLYING, INSTALLING AND COMMISSIONING OF CASH RECYCLING MACHINE (CRM) as per technical specifications detailed in "Section C" hereunder from the eligible and enrolled/ registered vendors/ suppliers/ distributors/ local agents | | | | | |
| 4. | Invitation for Quotation Ref. & Date | SIBL/HO/LSD/2024/713 | | | date:17/04/2024 | | |
| 5 | Procurement Method | Open Tendering Method | | | | | |
| 6 | Source of Fund | Social Islami Bank PLC | | | | | |
| 7 | Tender Security (conditionally refundable) | Tk. 250,000 (Taka two lac fifty thousand) The tender security shall be deposited in the form of Payment Order (conditionally refundable either partly or in full) favoring "Social Islami Bank PLC". | | | | | |
| 8 | Registration of bidders & price of Tender Document: | The interested eligible bidders have to enroll their name by submitting a prayer along with a non-refundable registration/enrollment fee Tk. 2,000.00 (Taka two thousand) only in the form of "Payment Order" in favor of "Social Islami Bank PLC" before submission of tender. No Tender documents will be sold physically. The bidder have to copy or download this tender documents from the website: www.siblb.com and place them on their own letterhead to submit their bid. | | | | | |
| 9 | Important Tender Process Dates & Times | Tender Process | Registration | | Submission | | Opening |
| | | | Start | End | Start | End | (Technical Offer only) |
| | | Date | 18/04/2024 | 19/05/2024 | 20/05/2024 | 20/05/2024 | 20/05/2024 |
| | | Time | 10.00 am | 5.00 pm | 10.00 am | 3:00 pm | 3:30 pm |
| 10 | Tender Validity | 12 months from the date of submission. | | | | | |
| 11 | Quantity & Delivery Schedule | 05 (Five) nos of CRMs. | | | | | |
| 12 | Place of opening tender documents | Social Islami Bank PLC, Level-29, City Centre, 90/1, Motijheel C/A, Dhaka-1000 | | | | | |
| 13 | Composition of bid Price | The price shall be inclusive of applicable VAT and Taxes. | | | | | |
| 14 | Delivery Address | At any place in Bangladesh as instructed by the bank time to time. | | | | | |
| 15 | Mode of payment | The bill payment process may take a cycle of 45 to 60 days. The process includes the time of collecting clearances from the end users. | | | | | |
| 16 | Performance Security | The successful bidder to whom supply order might be issued shall have to submit performance security at the rate of 10% (ten percent) of the entire order amount in the form of Bank Guarantee for a period of 12 months from the challan date of last batch or 18 months from the 1 st challan date which comes later. Otherwise, the performance security money shall be kept from the bills payable against the supply of the order. | | | | | |
| 17 | Submission of bidders qualifications/ eligibility and oath of bidder (Section B) | The interested registered bidder shall copy the "bidders' qualification" form (Section B) from the webpage and place them on their own letterhead write their qualifications and individual information in the designated fields and submit the form along with the supporting documents as proof of the provided information and the tender security as specified in serial No. 7 hereinabove in a separate sealed envelope with proper labeling mentioning- "Bidder's Eligibility/Qualifications-CRM, Name of the bidder & Registration No. All papers and information shall be signed and authenticated by the bidder. | | | | | |

| | | |
|----|--|--|
| 18 | Submission of Technical Specifications (Section C) | The interested registered bidder shall copy the Asked Technical Specifications form (Section C) from the webpage and place them on their own letterhead write their own specifications and part numbers in the designated fields and submit the document along with the supporting original brochure, detail color picture in a separate sealed envelope with proper labeling mentioning- "Technical Specifications-CRM", Name of the bidder & Registration No. All papers and information shall be signed and authenticated by the bidder. |
| 19 | Submission of Financial Offer (Section D) | The interested registered bidder shall copy the Financial Offer form from the webpage and place them on their own letterhead and write their price offer for Section D in the designated field(s) and submit the document in a separate sealed envelope with proper labeling mentioning- "Financial Offer-CRM", Name of the bidder & Registration No. All papers and information shall be signed and authenticated by the bidder. |
| 20 | Name and address of the Office for receiving tender(s) | Senior Vice President and Head Logistic Support Division Social Islami Bank PLC Level-29, City Centre, 90/1, Motijheel C/A, Dhaka-1000 |
| 21 | Address of Official Inviting Tender | Do. |
| 22 | Contact Details | Telephone No. 09612001122- Ext: 50292 & 50299, email: chspd@sibl-bd.com |
| 23 | Special Instruction | The Bank Authority reserves the right to - <ol style="list-style-type: none"> 1. Explain or clarify the terms of this tender notice in its own way, 2. Bring necessary changes in the notice 3. Increase or decrease the tender quantity 4. Reject the lowest, 5. Reject any or all bids, 6. Select any bidder deems fit and proper by them The bank authority can perform all the above things without assigning any reason. The bidder/supplier shall have no right to challenge the decision of the Bank Authority in any court of law or to any arbitrator. |

Senior Vice President and Head

Logistic Support Division
Phone- 09612001122- Ext-50292, 50299
E-mail address: chspd@sibl-bd.com

FOR SUPPLYING, INSTALLING AND COMMISSIONING OF CASH RECYCLING MACHINE (CRM)

Section B: Bidder's Information and Qualifications/Eligibility

| SN | Description | Qualification | Response | Remarks |
|----|---|-----------------------------------|--|--|
| 01 | Name of the Bidder | Required | | Attach NID copy |
| 02 | Designation of the Bidder | Required | | |
| 03 | Company Name | Required | | |
| 04 | Company Type | Required | Proprietorship, Partnership, Private Limited, Public Limited etc | |
| 05 | Website address of the company | Required | | |
| 06 | Bidder's Office Phone No. | Required | | Attach bill copy |
| 07 | Bidder's email address | Required | | Send "Hello" mail to chspd@sibl-bd.com |
| 08 | Bidder's Mobile No. | Required | | |
| 09 | Verified Business Address | Required | | Attach proof |
| 10 | Name of Contact Person | Required | | Attach NID copy |
| 11 | Designation of the contact Person | Required | | |
| 12 | Official email address | Required | | Send "Hello" mail to chspd@sibl-bd.com |
| 13 | Valid Trade License No. | Required | | Attach proof |
| 15 | Valid VAT Registration No. | Required | | Attach proof |
| 15 | Valid ETIN | Required | | Attach proof |
| 16 | Valid IRC No. | Required | | Attach proof |
| 17 | Authorization of the Principal | Required | | Attach proof |
| 18 | Bank solvency certificate | Required | | Attach proof |
| 19 | Are you adequately solvent to sale on credit for a period of 6 months or more? | Yes/No. | | |
| 20 | Experience (optional) | Expected Bank- WO- Date- Quantity | | Attach proof |
| 21 | Principal's Name, Postal Address, Web address | Required | | Might be verified |
| 22 | Are you Banned by any bank authority or government agency? | Yes/No | | |
| 23 | Will you import the product from original equipment manufacturer? If no, who will import your products give its details | Yes/No./details | | |

Statement of the bidder: All the above information provided hereinabove are true. We will supply the order from genuine, valid and lawful sources and will pay all admissible Taxes & other duties as per rule of the Government of Bangladesh.

Signature of the Bidder:
Name of the Bidder:
Designation of the Bidder:

Company Name:
Business Address:
Mobile No.:

Section C: Technical Specifications of Cash Recycle Machine (CRM)

| | | |
|----------|---|---|
| 1 | CRM Model & Stock & Training Resources | |
| 1.1 | Brand | To be mentioned |
| 1.2 | Model | To be mentioned |
| 1.3 | Type | Lobby Type |
| 1.4 | Access | To be mentioned |
| 1.5 | Country of Origin | To be mentioned |
| 1.6 | Country of Manufacture/ assembly | To be mentioned |
| 1.7 | Year of Manufacture/ assemble | To be mentioned |
| 1.8 | Country of Shipment | To be mentioned |
| 1.9 | Upper Chamber Key Lock | Should be Unique Key Lock system |
| 1.10 | Stock position | Ready Stock expected |
| 1.11 | Delivery Time | Please specify, not more than 45 days. |
| 2 | Controlling PC Specifications: | |
| 2.1 | PC Type | Industrial Type/ To be mentioned |
| 2.2 | Processor | The processor should be minimum Intel@ Core™ i5 or Higher configuration to support Operating System- Windows 11 |
| 2.3 | Operating system | Windows 10 or 11 with perpetual OEM License and Upgradable to next version. |
| 2.4 | CPU | Mention brief specification |
| 2.5 | RAM | 8 GB RAM as default (Minimum), shall have option for upgrading up-to 16 GB RAM |
| 2.6 | HDD | <ul style="list-style-type: none"> • Minimum 2 TB (1TB x 2) for storage - 1 TB HDD and 1 TB SSD mandatory. • HDD encryption solution mandatory. |
| 2.7 | Audio | Loudspeakers, headset jack with volume control |
| 2.8 | Functional Display Keys | Touch Screen, Bidder need to specify more details. |
| 2.9 | Key Board & Mouse | Standard Key Board with Functional Keys & Mouse. |
| 2.10 | Indicators for Input output Module | To be mentioned |
| 3 | Display | |
| 3.1 | Monitor | Minimum 15" LCD Monitor with multi-touch screen or Function Display Key (FDK) & full color Graphics display. |
| 3.2 | Privacy Display Filter | Mandatory |
| 3.3 | Sunlight View-ability | Preferable, Bidder to specify |
| 3.4 | Voice Guidance | Preferable, Bidder to specify |
| 3.5 | Guide Language | The application should support both English and Bangla voice & text guidance |
| 4 | PIN PAD Features | |
| 4.1 | PIN Pad Material | Polycarbonate/Stainless Steel encrypted PIN PAD Level 1 & 2 Certified |

| | | |
|----------|--|---|
| 4.2 | PIN PAD | Payment Card Industry (PCI) compliant Encrypting PIN Pad (EPP) |
| 4.3 | EPP | PCI PTS certified EPP & PCI Compliant EPP Shield |
| 4.3 | Blind mark | PIN Pad should have blind marks and PIN PAD with Braille Features will be preferable. |
| 4.4 | PIN Pad Encryption | Triple DES compliant |
| 4.5 | Privacy PIN Pad Shield | VISA & Master compliant |
| 4.6 | Temper PADs | PCI Standard |
| 4.7 | PIN Pad resistance against Environment and criminals | Dust proof, water proof & Vandal resistance |
| 4.8 | PIN Pad Destruction Mechanism | Built-in self-destruction mechanism |
| 4.9 | Beep respond | Beep responding on keys will be preferable. |
| 5 | Other Advance Features | |
| 5.1 | Biometric | Should be available |
| 5.2 | QR Code | Should be available |
| 5.3 | NFC | Should be available |
| 5.4 | Other advance features (If any) | To be mentioned |
| 6 | Software Features | |
| 6.1 | Required Functionalities | <ul style="list-style-type: none"> • Deposit, Dispense and recycling functions • Fast Cast • Cash Withdrawal • Balance Inquiry • Fund Transfer • PIN Change • Cheque Book Request • Mini Statement Inquiry • Advice Slip Printing • Mobile top up • Credit Card bill payment • Disbursement (Card & Without Card) • Other options (As per Bangladesh Bank Regulatory requirements) |
| 6.2 | Supported Protocols | Preloaded with NDC or DDC or XFS Protocols. Please mention other protocols if any |
| 6.3 | EMV Certifications | EMV Level-1 & 2 certifications with latest version |
| 6.4 | PA-DSS Certifications | Mandatory |
| 6.5 | PCI DSS Compliance | Mandatory |
| 6.6 | Customization option | Comfortable for customization as per switch and bank's requirements |
| 6.7 | Built-in Firewall Software For network | Will be Preferable, please specify |
| 6.8 | Built-in Firewall Software for Application | Will be Preferable, please specify |
| 6.9 | Domain Support | Will be Preferable, please specify |

| | | |
|----------|--|--|
| 7 | Card Reader Features | |
| 7.1 | Card Processing | Motorized card reader or Deep insert Card Reader with the capability of reading both Magnetic & Chip Cards. But Hybrid motorized card reader will be preferable. |
| 7.2 | Certification | EMV Level-1 & 2 |
| 7.3 | Read & Write | Read & write supported trac 1, 2, 3 |
| 7.4 | Protection | An Anti-manipulation & Tamperproof card slot |
| 7.5 | Illumination throat if not removed | Card retracted if not removed |
| 7.6 | Illumination throat if power fails | Card returned if power fails |
| 7.7 | Card Return on Power failure (CROPF) Support | Mandatory |
| 7.8 | Retracted Card Bin | Minimum capacity for 10 cards |
| 7.9 | Retract Bin | Secure Retract Bin |
| 7.10 | Preparatory Kit | Hi Co-write function |
| 7.11 | Biometric Reader Module | Finger Print/ Vein/ Iris/ Face (Optional) |
| 7.12 | Contactless Reader | Integrated contactless reader |
| 8 | Intelligent Anti-skimming Solution Features | |
| 8.1 | Anti-skimming Module | Mandatory, Which card trapping has been noticed |
| 8.2 | Card reader design | Card entry slot protect against attachment of Skimming device |
| 8.3 | Jittering | Controls and varies the speed of movement of a card |
| 8.4 | Alert System | Capacity to send Alert to the host in case of skimming or fraudulent device detected, if host has such arrangements. |
| 8.5 | Foreign object detection | The technologies should alert when a skimming device is added on the fascia of CRM, if host has such arrangements. |
| 8.6 | Electromagnetic Jamming Protection | Mandatory, the technology should produce an electromagnetic protection field in the vicinity of the card entry slot. |
| 8.7 | Anti-Phishing module | Anti-Phishing module must be installed |
| 8.9 | OUT-OF-SERVICE Mode | Mandatory, CRM will go to Out-Of-Service Mode automatically if skimming device detected and only will come back to Online after removal of the skimming device. |
| 8.10 | Anti-Vandal Design | Shall be designed with anti-vandal and Fireproof capability |
| 8.11 | Tilt & Vibration protection | Mandatory |
| 9 | Cash Processing Unit | |
| 9.1 | Currency | At least 4 denomination |
| 9.2 | Cash Validation or Requirements of supporting BDT denominations, note size and versions for recycling facility | Recycling capacity of Tk 100, Tk. 200, Tk 500 & Tk 1000 with validation for both deposit and withdrawal. Note Size: All size Version: all version of circulated notes by Bangladesh bank from time to time |
| 9.3 | Capable of doing UAT for different denomination and version consisting of fake notes, torn notes, mutilated notes, soiled notes) | Mandatory, Please Specify |

| | | |
|------|---|---|
| 9.4 | No. of Security features for considered notes. i.e. Should incorporate Bangladesh Bank's Security Features. | Mandatory, Please Specify |
| 9.5 | Escrow mechanism with capacity | Escrow capacity: 300 notes per transaction |
| 9.6 | Dispense Method | Bidder will specify a) Feeding Technology b) Bundle Deposit and Dispense Mechanism c) Counterfeit Note Detection d) Other dispense mechanisms |
| 9.7 | Dispense & Deposit Speed | Please specify in note per second |
| 9.8 | Cash Dispense & Deposit Capacity | Bidder will specify Maximum notes per transaction for both Dispense & Deposit. |
| 9.9 | Cash retract & reject | Secure & Separate compartment for reject and retract both dispense & Deposit is preferable. Bidder need to specify in details. |
| 9.10 | Cassette Capacity- currency | Bidder will specify Maximum note/currency cassette Recycling Cassette Capacity – 2000 Notes or above preferable. |
| 9.11 | Cassette Capacity- retract | Maximum Notes/Retract cassette for both dispense and deposit |
| 9.12 | Cassette Capacity- reject | Maximum note/ Reject Cassette |
| 9.13 | Note serial No. tracking | Mandatory, Serial number recognition and tracking of all Bangladeshi valid notes and storing images in secure drive in HDD during cash deposit and dispense |
| 9.14 | Cassette safety | Should have key lock system |
| 9.15 | Total number of Cassettes | Expected- recycling Cassette 4 & acceptance cassette 1 both total 5 cassettes. |
| 9.16 | Dispense Type | Friction/suction |
| 9.17 | Separate Reject and Retract Compartment | Preferable, Bidder need to specify. |
| 10 | Security Features | |
| 10.1 | Cash Security Lock system | Dual combination lock: 1 digital or 1 Mechanical and mandatory key lock |
| 10.2 | Lock security | Audible alarm preferable, when incorrect code is entered three times, it will go into lockdown mode for few minutes and another attempt cannot be made that time limit is up. |
| 10.3 | Physical security | CEN 1 or Equivalent or Higher secured safe mandatory. |
| 10.4 | Security Camera | Shutter & portrait Camera mandatory |
| 10.5 | Security camera control software | Please specify the feature |
| 10.6 | USB protection | USB protection mandatory. |
| 10.7 | Consumer Awareness | Consumer Awareness mirror |
| 11 | Physical Dimension | |
| 11.1 | Booth Size required | Minimally required Height, width, depth |
| 11.2 | Machine Dimensions | Height, width and depth to be mentioned |

| | | |
|------|--|---|
| 11.3 | Color | To be mentioned. |
| 11.4 | Weight | To be mentioned. |
| 12 | Receipt Printer Features | |
| 12.1 | Receipt printer | Graphic printing supported thermal Receipt Printer |
| 12.2 | Receipt paper bin | Receipt Paper Bin with retract optional capability |
| 12.3 | Receipt Paper Roll specifications | Please specify details |
| 12.4 | Note Serial Number Printing for deposit & withdrawal | To be mentioned. |
| 13 | Electronic Journal Log Features | |
| 13.1 | Electronic Journal (EJ) Enable | Random save in secure drive of HDD in order |
| 13.2 | EJ Pulling | Support EJ pulling to Remote Server |
| 13.3 | File Transfer Protocol | Supported standard file transfer protocol |
| 13.4 | Electronic Journal (EJ) printing | To be printed details transactions log |
| 13.5 | EJ status | CRM goes to out-of-service mode automatically when EJ not writing |
| 14 | Network Communication Features | |
| 14.1 | Hardware | Ethernet adapter |
| 14.2 | Technology | TCP /IP protocol |
| 14.3 | Port | 10 / 100 BASE – T Ethernet & USB |
| 14.4 | Required Bandwidth | Please mention |
| 14.5 | Enable to work in Wifi/GSM modem | Please mention |
| 14.6 | Support protocols | NDC, NDC+ & DDC Supported |
| 15 | Environmental Features | |
| 15.1 | Temperature requirement | Specify Operating Temperature |
| 15.2 | Power requirement | AC Power requirement |
| 15.3 | UPS Capacity | Please Specify minimum power in Kw |
| 15.4 | Grounding Resistance | Please Specify highest grounding resistance in Ohms and voltage drop |
| 15.5 | Allowable humidity | Please specify |
| 16 | Application -Level Security | |
| 16.1 | USB Protection & hardware Validation | USB should be Protected through USB protection except white listed portable /USB drive. White listed device should be authorized for connectivity. |
| 16.2 | Dispenser Module Encryption | Dispenser module need to be encrypted so that it cannot compromise at any manner even if it attached with OEM's other Hardware. |
| 16.3 | XFS Layer binding | XFS layer need to be banned so that other application cannot take control on CRM's peripherals. As CRM hardware are managed from XFS layers so this layer should be protected from being compromised. |

| | | |
|---|--|--|
| 16.4 | File & registry protection | File & registry should be protected so that other application cannot use those resources. |
| 16.5 | Host IP & Port Authentication | Authentication needed before executing any command so that malicious command cannot be executed on terminal. |
| 16.6 | Standard Process/steps validation for cash dispense before cash out | Application-level security software should have capacity to validate transaction flow and steps before execution of dispense command for protecting execution of unusual dispense by CRM |
| 16.7 | Anti-Malware Mechanism | Latest anti-malware protection Mechanism / software need to be Installed |
| 17 | Life, Service assurance & Maintenance | |
| 17.1 | Expected life | Minimum 8 years expected |
| 17.2 | Service assurance | Minimum 8 years expected |
| 17.3 | Warranty | Minimum 1 st year at free of cost including spares from the date of live of CRM. |
| 17.4 | Contractual Maintenance feature | Vendor shall submit a draft of a standard Maintenance contract with usual terms & conditions. Payment shall be monthly/quarterly/annually. Period shall be 3 years with renewable feature. Service assurance shall be for expected life of CRM inclusive of all spares, software & hardware update and services. Year wise service price (before VAT) shall be quoted for entire life. |
| 18 | Regulatory & Host Certification and Compliance | |
| 18.1 | Bangladesh Bank Certification/Inspection Certificate of Bangladesh Bank /NOC from Bangladesh Bank regarding note recognition mechanism | Mandatory, Please Specify |
| 18.2 | Certification with HOST/Switch (ITCL) | Certification of the offered brand and model must be certified and tested with the SIBL Host/Switch -ITCL. |
| 18.3 | EMV Compliance | Comply with Hardware & Software of the offered brand and model must be EMV Compliant. |
| 18.4 | PCI DSS/PA DSS Compliance | Comply with Hardware & Software |
| 18.5 | OEM License and feature update | Have to provide OEM license for every hardware and software. Vendor have to update License/kernel/version/patch once released from OEM or to meet requirements from compliance authority. |
| 19 | Training, Experience & Professionals | |
| 19.1 | Experience in successful CRM supply | Experience in supplying and commissioning of CRM is must. It is also mandatory to have experience to install CRM under the same Q-Cash host of SIBL. Please mention Bank name and place of installation. More experience will carry advantages. Please attach proofs. |
| 19.2 | Training (Local or Foreign) for SIBL employee | The bidder should have training resources and facilities to train up SIBL officials Mandatory, please specify |
| 19.3 | List of Technical peoples | Please mention their name, contact number, education, trainings, experiences, length of service with bidder's company |
| 20 | Other features | Please mention if any |
| Technical Grading will be done based on offered specifications and response of the bidder as per industry best practice. | | |

INVITATION FOR TENDER

FOR SUPPLYING, INSTALLING AND COMMISSIONING OF CASH RECYCLING MACHINE (CRM)

Tender Ref. SIBL/HO/LSD/2024/713

Date: 17/04/2024

Section D: Financial Offer- CRM

| SN | Name of Item | Quantity | Unit Rate | Total |
|-----------|---|-----------------|------------------|--------------|
| 01 | Cash Recycling Machine (CRM) Brand: (provide brand) Model No. (Mention model No.) Country of Manufacturing : (mention Manufacturing/Assemble country) Country of Origin: (mention country of Origin) As per provided specifications and Inclusive of VAT & Tax and all costs of supplying, installing and commissioning at different locations all over the country, etc | 5 units | Tk. | Tk. |

In words: Total Taka.....

Signature of the Bidder:
Name of the Bidder:
Designation of the Bidder:
Email:

Company Name:
Business Address:
Mobile No.: