

Social Islami Bank Limited

Logistic Support Division

Level 29, City Center

90/1, Motijheel C.A, Dhaka

INVITATION FOR TENDER (IFT) FOR SUPPLYING INSTALLING, COMMISSIONING AND MAINTAINING CASH RECYCLING MACHINE (CRM)

SIBL Tender Reference no. SIBL/HO/LSD/2021/1786

Date: 25/11/2021

Bidder's Application for participation no. & date.....

Bidder's Registration No. (Given by tender inviting official)

Name of the bidder: [to be filled by the bidder]

Address of the bidder: [to be filled by the bidder]

Date & Time of Submission of proposal: 09.12.2021 from 10.00 am to 3:00 pm.

Date & Time of Opening of technical proposal: 09.12.2021 at 3:30 pm.

Refundable Tender Security: Tk. 2,00,000/- (two lac) in the form of PO favoring "Social Islami Bank Limited"

Nonrefundable Registration Fee: Tk. 2,000/- (two thousand) only in the form of PO favoring "Social Islami Bank Limited"

Contact No. 09621001122 Ext. 50292,50299

Contact Email No. chspd@sibl-bd.com

Upon receiving of tender registration fee by PO No. Issued on Bank Name.....

The above-named bidder is allowed to participate in the IFT for "Supplying, installing, commissioning and maintaining CRM".

Designation and address of the Official Inviting & Receiving Tender:

Vice President & Head

Logistic Support Division

Social Islami Bank Limited

Level-29, City Centre,

90/1 Motijheel C/A, Dhaka-1000

Social Islami Bank Limited

Logistic Support Division

Head Office, City Centre

90/1, Motijheel C/A, Dhaka-1000

Web: www.siblb.com; email: chspd@sibl-bd.com

IFT FOR SUPPLYING INSTALLING, COMMISSIONING AND MAINTAINING CRM

Bidder Reg. No.

Tender Ref. SIBL/HO/LSD/2021/1786

Date: 25/11/2021

Bidder's Ref. No.

Submission Date: 09.12.2021

Section A: General Information

1	Name of the Bank	Social Islami Bank Limited					
2	Procuring Entity Name	Logistic Support Division					
3	Invitation of tender for	Sealed tenders are hereby invited for SUPPLYING INSTALLING, COMMISSIONING AND MAINTAINING CRM as per technical specifications detailed in "Section C" hereunder from the eligible and registered intending bidders					
4.	Invitation for Quotation Ref. & Date	SIBL/HO/LSD/2021/ 1786			Date: 25/11/2021		
5	Procurement Method	Open Tendering Method					
6	Source of Fund	Social Islami Bank Limited					
7	Tender Security (conditionally refundable)	Tk. 2.00 lac (Taka two lac thousand). The tender security shall be deposited in the form of Payment Order (conditionally refundable either partly or in full) favoring "Social Islami Bank Limited". The refundable tender security money shall be attached with <u>technical documents</u> form along with a forwarding mentioning details of attached PO.					
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 Limited" 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/media#tender and place them on their own letter head to submit their bid.					
9	Important Tender Process Dates & Times	Tender Process Date	Registration		Submission		Opening
		Time	Start	End	Start	End	
			28/11/2021	08/12/2021	09/12/2021	09/12/2021	09/12/2021
			10.00 am	6.00 pm	10.00 am	3:00 pm	3:30 pm
10	Tender Validity	12 months from the date of submission.					
11	Quantity & Delivery Schedule	The ordered CRMs shall be commissionable and ready with the awarded bidder within 60 days of order. The CRMs shall be delivered in consultation with Head of ADC department upon preparation of installation sites selected by the bank. The site may be located anywhere in Bangladesh.					

12	Place of opening tender documents	Social Islami Bank Limited, Level-29, City Centre, 90/1, Motijheel C/A, Dhaka-1000
13	Composition of bid Price	The CRM price shall be inclusive of all costs of hardware, licensed operating system software, all licensed applications and appliances, all value added service up to delivery, installation and commissioning. CRM price shall also be inclusive of applicable VAT. Price of Maintenance service shall be quoted before VAT. Bank will pay applicable VAT on maintenance price at the time of real transactions.
14	Delivery Address	At any place in Bangladesh as instructed by the bank time to time.
15	Payment process timing	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. No payment shall be allowed before commissioning of CRM.
16	Performance Security	Amount : 10% (ten percentile) of the bill amount Duration: 1 (one) calendar year from the date of commissioning. Method of collection: Verified Bank Guarantee or deductions from Bills payable
17	Submission of bidders qualifications/ eligibility (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 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-ATM”, 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-ATM”, Name of the bidder & Registration No. All papers and information shall be signed and authenticated by the bidder.
20	Enveloping Entire Bid Document	All bid documents in separately labeled envelopes are to be enclosed in a single envelope labeling – “IFT FOR SUPPLYING INSTALLING, COMMISSIONING AND MAINTAINING CRM”, Bidder’s name, Registration number, Date and time of opening etc and address of the tender receiver.
21	Name and address of the Office for receiving tender(s)	Vice President and Head Logistic Support Division Social Islami Bank Limited Level-29, City Centre, 90/1, Motijheel C/A, Dhaka-1000
22	Address of Official	Vice President and Head

	Inviting Tender	Logistic Support Division Social Islami Bank Limited Level-29, City Centre, 90/1, Motijheel C/A, Dhaka-1000
23	Contact Details	Telephone No. 09612001122- Ext: 50292 & 50299 (within office hours), email: chspd@sibl-bd.com
24	Special Instruction	The Bank Authority reserves the right to - <ul 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.

Vice President and Head

Logistic Support Division

Phone- 09612001122- Ext-50292,50299

E-mail address: chspd@sibl-bd.com

IFT FOR SUPPLYING INSTALLING, COMMISSIONING AND MAINTAINING CRM

Bidder Reg. No.

Tender Ref. SIBL/HO/LSD/2021/1786

Date: 25/11/2021

Bidder's Ref. No.

Submission Date:

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	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" email 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" email 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	Adequately solvent to sale on credit months	Credit period: 6+ months		
20	Experience (if any)	Mention Bank name, PO no., Supply Year, Quantity		Attach proof
21	Principal's Name, Postal Address, Web address	Required		Might be verified
22	History of banning any bank authority or government agency?	Mention if any		
23	Are you importer of tender item from original equipment manufacturer? If no, who will import your products give its details	Yes/No./details Mention details		

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.:

IFT FOR SUPPLYING INSTALLING, COMMISSIONING AND MAINTAINING CRM

Bidder Reg. No.

Tender Ref. SIBL/HO/LSD/2021/1786

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Bidder's Ref. No.

Submission Date:

Section C: Technical Specification of CRM

Sl.	Feature	Bank Requirement's / Feature	Vendor's Response
1: CRM Model & stock & Training Resources			
1.1	Brand	To be mentioned	
1.2	Model	To be mentioned (The model should have certification with existing switch service providers and hosts is mandatory)	
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	
1.12	Training resources	The bidder should have training resources and facilities to train up SIBL officials	
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 64 bit Operating System- Windows 11	
2.3	CPU	Mention brief specification	
2.4	RAM	8 GB RAM as default (Minimum), Option shall be for upgrading up-to 16 GB RAM	
2.5	HDD	Minimum 1 TB or higher. HDD may be comprising of 500 GB HDD + 500 GB SSD including HDD encryption solution.	
2.6	Audio	Loudspeakers, headset jack with volume control	
2.7	Functional Display Keys	To be mentioned if any	
2.8	Key Board & Mouse	Standard Key Board with Functional Keys & Mouse.	
2.9	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	To be mentioned	
3.3	Sunlight View-ability	Sunlight viewable TFT LCD (Optional)	
3.4	Voice Guidance	Digitized voice guidance (optional)	
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	Keyboard	Payment Card Industry (PCI) compliant Encrypting PIN Pad (EPP)	
4.3	Blind mark	PIN Pad should have blind marks	
4.4	PIN Pad Encryption	Triple DES compliant	
4.5	Privacy PIN Pad Shield	VISA 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	
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 features (If any)		
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 • Utility Bill Payments • Cheque Book Request • Mini Statement Inquiry • Advice Slip Printing • Mobile top up • Credit Card bill payment • Card-less transaction • Disbursement (Card & Without Card) • Other option (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	Operating system	Windows 10 or 11 with perpetual OEM License and Upgradable to next version.	
6.4	EMV Certifications	EMV Level-1 & 2 certifications with latest version	
6.5	PA-DSS Certifications	Payment Application Data Security Standard (PA-DSS)	
6.6	PCI DSS Compliance	PCI DSS Compliant (Optional)	
6.7	Customization option	Comfortable for customization as per switch and bank's requirements	
6.8	Built-in Firewall Software For network	Please specify	
6.9	Built-in Firewall Software For Application	Please specify	
6.10	Domain Support	Please specify	
7: Card Reader Features:			
7.1	Card Processing	Hybrid motorized card reader with the capability of reading both Magnetic & Chip Cards	
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	HiCo-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	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	Alarm/message sent to the host in case of skimming or fraudulent device detected	
8.5	Foreign object detection	The technologies should alert when a skimming device is added on the fascia of CRM	
8.6	Electromagnetic Jamming Protection	The technology should produce an electromagnetic protection field in the vicinity of the card entry slot.	
8.7	Anti-Phishing module	Anti-Phishing module need to be installed	
8.9	OUT-OF-SERVICE Mode	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	Recycling, Deposit & Dispense	Cash Recycler Module with configurable Deposit, Dispense and Recycling function within the same module	
9.2	Cash validation	Recycling Tk. 100, Tk. 500 & Tk.1000 with validation for both deposit and withdrawal.	
9.3	Number of denomination & dispensing currency	Minimum 4 denomination dispenser & cassettes.	
9.4	Escrow mechanism with capacity	Escrow capacity: 300 notes per transaction	
9.5	Dispense Method	Please specify	
9.6	Dispense & Deposit Speed	Please specify in note per second	
9.7	Cash Dispense & Deposit Capacity	Maximum notes per transaction for both Dispense & Deposit	
9.8	Cash retract & reject	Secure & Separate compartment for reject and retract both dispense & Deposit	
9.9	Cassette Capacity-currency	Maximum note/currency cassette	
9.10	Cassette Capacity-retract	Maximum Notes/Retract cassette for both dispense and deposit	
9.11	Cassette Capacity-reject	Maximum note/ Reject Cassette	
9.12	Note serial No. tracking	Serial number recognition and tracking of all Bangladeshi valid notes and	

		storing images in secure drive in HDD during cash deposit and dispense	
9.13	Cassette safety	Should have key lock system	
9.14	Total number of Cassettes	Expected- recycling Cassette 4 & acceptance cassette 1 both total 5 cassettes.	
9.15	Dispense Type	Friction/suction	
9.16	Separate Reject and Retract Compartment	To be mentioned.	
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 when incorrect code is entered three times the goes into lockdown mode for 5 minutes and another attempt cannot be made that time limit is up.	
10.3	Physical security	Minimum CEN 1 or Highly secured safe required	
10.4	Security Camera	Shutter & portrait Camera mandatory	
10.5	Security camera control software	Please specify the feature	
10.6	USB protection	USB protection and Parts Validation	
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, depth	
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	
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 needed	
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	Certification from Bangladesh Bank	Please specify	
18.2	Certification with HOST	Certification of the offered brand and model need to be certified with the Host Switches.	
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	
19: Experience & professionals			
19.1	Experience in successful CRM supply	Experience in supplying and commissioning of CRM is expected. It is also expected 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	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	

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

Company Name:
Business Address:
Mobile No.:

INVITATION FOR TENDER
FOR SUPPLYING INSTALLING AND COMMISSIONING
CASH RECYCLING MACHINE (CRM)

Bidder Reg. No.

Tender Ref. SIBL/HO/LSD/2021/1786

Bidder's Ref. No.

Submission Date:

Section D: Financial Offer

1. For CRM (Inclusive of VAT)

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

In words: Total Taka.....

2. For Annual Maintenance of CRM (Before VAT)

(All prices will be inclusive of cost of spare, software upgrading and services)

1. **1st year** - **0.00** (Free of cost during warranty period)
2. **2nd year** - (Before VAT price per CRM per year)
3. **Onward** - (Up to 8th year)

Signature of the Bidder:

Name of the Bidder:

Designation of the Bidder:

Company Name:

Business Address:

Mobile No.:

Email: