



PBPLC/HO/COD/NOTICE/130(A-B)/2024

5 May 2024

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

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

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

Terms and Conditions:

1. Eligibility of the bidder:

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



পূবালী ব্যাংক পাবলিক লিমিটেড
PUBALI BANK PLC.

CARD OPERATION DIVISION

A-A Bhaban (3rd Floor)
23, Motijheel C/A, Dhaka-1000
Telephone: +8802-9512035, 9512051, 9512061
card@pubalibankbd.com | www.pubalibangla.com

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


Sealed quotations (Technical and Financial offers in envelopes) have to be submitted in the Tender Box kept at the Pubali Bank PLC, Establishment and General Services Division(12th floor), 26 Dilkusha C/A, Dhaka-1000 on or before the **19 May 2024 by 11.00 am** which will be **opened** on the same day at **11.30 am** in presence of the bidders (if any).

Sd/-
(Khaled Al Masud)
Senior Principal Officer

Sd/-
(Ashim Kumar Roy)
GM & Division Head

CC to:

1. The Member Secretary, Purchase Committee, Pubali Bank PLC, Head Office, Dhaka for information and necessary action.
2. The Division Head, Pubali Bank PLC, ICT Operation Division, Head Office, Dhaka with request to publish the same at Bank's website.


Senior Principal Officer
08/05/24


GM & Division Head



Financial Offer for Cash Recycler Machine (CRM):

Machine, Earthing and Wiring Cost:

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

Total in word: Taka Only.

Annual Maintenance Cost (AMC):

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

Seal & Signature
With Name of the participating vendor

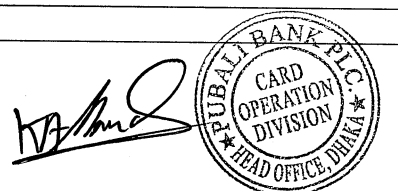




Technical offer for CRM:

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

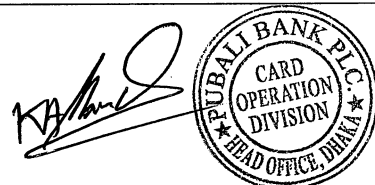
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Sl.	Required Items & Specifications	Bidders Response in Details
10	Consumer Operating Interface Feature	
10.1	Size of Display	Minimum 15 inch
10.2	Display Type	Please Specify
10.3	Vandal resistant.	Mandatory
10.4	Dust and Water Protection	Mandatory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

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Sl.	Required Items & Specifications	Bidders Response in Details
17	Security Features	
17.1	Physical security features of upper and lower chambers	Please Specify
17.2	Built-in security camera	Must have min 2 cameras, one for face capture and one for cash delivery slot (with camera control software). Solution should have capability to send camera health status following NDC protocol.
17.3	Consumer awareness mirror (preferable)	Please Specify
17.4	Fraudulent Device Detector (FDD)	Mandatory
17.5	Anti-malware solution with following features - Application white listing. - USB protection. - XFS layer protection - Dispenser Encryption.	Mandatory
17.6	Other Security Feature	Please Specify
18	Software Features	
18.1	Operating System – windows 10 with licensed. Free of upgradable to higher version.	Mandatory
18.2	Windows Patch	Quarterly patch update or update to last release of patch.
18.3	Support protocols	Should be preloaded with either DCC/NDC/NDC+/ISO-8583
18.4	Application Software.	Mandatory
18.5	Version of Application Software	Please Specify
18.6	Conformable to CEN/XFS standards	Please Specify
18.7	EMV Level-2 Certified	Kernel version with expire date
18.8	PA-DSS Certified (with version)	Mandatory
18.9	Customization requirement with switching system, Card less transaction support	Please Specify
18.10	Support remote distribution and upgrade of device firmware (preferable)	Please Specify
19	Operator Maintenance Features	
19.1	Maintenance with keyboard and mouse	Mandatory
19.2	Graphical and user-friendly maintenance interface	Mandatory
19.3	Standard diagnostic tools	Mandatory
19.4	Provision for using diagnostic tools and diagnosis problem(s) remotely	Mandatory
20	Environment Features	
20.1	Power requirement (i.e. AC (220± 20)V, 50Hz)	Please Specify
21	Physical Dimension & Color	
21.1	Physical Dimensions (height, Width, Depth and Weight)	Please Specify
21.2	Color	Please Specify
22	Other Features	
22.1	Floor mounting Option	Please Specify.
22.2	Experience in Bangladesh Market for CRM	Please Specify with proper documents

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

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

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

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