

TENDER NOTICE

The Bank Of Khyber invites sealed quotations from income tax and sales tax registered firms for the supply and installation of ATMs for the selected nationwide branches Onsite as well as Offsite locations.

Latest Lobby based configuration with the following features and solutions;

1. Front Cash Loading
2. Rear Cash Loading
3. Advanced Physical Security feature
4. Advanced Anti-Skimming protection (Software + Hardware)
5. Complete Biometric Solution
6. Talking ATM Solution

Note: Further details of Specifications and technical requirements are available on BOK website:

<https://www.bok.com.pk/downloads>

Application complete in all respects, should reach the following address on 02-05-2017 at 11:00 am and the opening timing will be 11:00 am on the same day morning at BOK Training Hall, 2nd floor, SLIC building, Head office Peshawar.

ADC's Department, Head office.

The Bank of Khyber

Ground Floor,

State Life Building, The Mall, Peshawar.

Phone: 091-5253955, 5254031

The Bank of Khyber

Technical Requirements / Specifications for Procurement of ATMs

1	Connectivity Requirements
1 (a)	Capability to connect, any ATM Switches / controllers used in Pakistan. Current ATMs Controller installed at BOK is IRIS.
1 (b)	Must have capability to connect ATMs Monitoring Solution with any International Standard Monitoring & Management.
1 (c)	ATM Software should be EMV capable/ ready
1 (d)	The auto healing software product must allow the ATMs to automatically recover from errors or faults in the ATM without the intervention of service engineers or branch personnel. The product must also maintain logs of all healing actions performed which are available later for analysis.
2	Product Outlook Requirements
2 (a)	Lobby based configuration with Front Access as well as rear Cash Loading Option
2 (b)	ATM Display should have minimum 15-inch LCD. TFT LCD display type Touchscreen with FDK
2 (c)	ATM should have a privacy filter
2 (d)	ATM Receipt Printer should be graphics thermal printer
2 (e)	ATM Journal Printer should be graphics thermal printer
2 (f)	Motorized Card Reader with read/ write SMART option with capability to retain the cards left unattended and to return cards on power failure. The Capture Card Bin should have separate lock key
2 (g)	ATM Card Reader must be EMV capable/ ready along with Magnetic strip
2 (h)	EPP Should be 3DES/AES compliant
3	Dispenser Requirements
3 (a)	Technology for currency notes picking for dispensing new as well as average quality notes currently under circulation in local banking industry.
3 (b)	Dispenser has the capability to reject a signal note which provides better utilization of replenished cash to avoid full purge of notes stack.
3 (c)	Should have 4 Cassettes with reject/retract/ purge capability.
3 (d)	Currency Cassettes with 2500 notes Capacity.
3 (e)	Dispenser should have Anti over fill and Empty cassettes indicators
3 (f)	ATM at minimum should have 60 notes bunch presentment capability
3 (g)	ATM Cabinet should have support of dual Combination Lock
3 (h)	ATM Safes should be at a minimum Cen1/CEN III/ CEN IV certified.

3 (i)	ATM should have Cash Trap Inhibitor capability
3 (j)	Dispenser should have Cassette cash level sensor (low & high)
3 (k)	Dispenser should have note out detect sensor
4	System Requirements
4 (a)	Intel Core i3 or higher
4 (b)	4 GB or higher RAM
4 (c)	500 GB or higher Hard Drive
4 (d)	Optical Storage Device (DVD-RW), USB Ports and Network Port for communication
4 (e)	ATM Operating System should be Microsoft Windows 7 or Higher
5	Security Requirements
5 (a)	ATM should be equipped with Anti-Fraud and Physical security feature to prevent any Fraud and physical Fraudulent/Skimming activities. The Bank at a minimum requires protection at dispenser and card reader level with Anti-Skimming device and alarms (Advanced anti skimming protection software & hardware)
5 (b)	ATM bidder / software should provide Anti-Virus protection and fully configured firewall security. Bidder to be responsible to provide support for configuration management of these software during and after the term of warranty/maintenance
5 (c)	ATM should be equipped with Proprietary solution (Hardware & software enabled) which prevents skimming by detecting foreign devices and blocks card reader access. Note:- It should also be vendor responsibility to bear loss in case of any Skimming incident happening on the provided ATM
5 (d)	ATM should be equipped with Pin Pad shield or make should be in a way that PIN Pad is hidden by default
6	Camera & EJ Solution Requirements
6 (a)	ATM should have built in Camera with image and video logging solution. Must also have the central storing & retrieval mechanism for camera (snaps / videos) at the Bank Head Office (Peshawar).
6 (b)	ATM should support full featured Electronic Journal (EJ) capability enabled in both hard & soft copy formats and also supports Multiple Formats available for EJ.
6 (c)	ATM should be bundle with central storing & retrieval solution of EJ at Central EJ Server and capacity to convert to Electronic Journal remotely with real time retrieval of data at the Head Office of the Bank.
6 (d)	EJ and pictures must be synchronized and available in real time to ensure quick response and better service quality.
6 (e)	Image and EJ must be available in a single view in both hard and soft copy for single or multiple transaction results and ready to share.
7	Bio-metric Solution Requirements
7 (a)	ATM should be with complete Bio-metric solution. Solution implemented in Pakistan on ATMs for card less transactions, integrated with NADRA for at least past two years. The solution should also allow Biometric based account opening from the ATM.

8	Installation & Training Requirements
8 (a)	Bidder should provide complete procedures & applicable compliance standards for local Electrical & Civil formalities to be followed during the installation process. Onsite Training shall be part of installation process
8 (b)	Bidder shall conduct Full exclusive training of 2 days for Monitoring Staff at HO
9	Warranty
9 (a)	Bidder should provide 09 am X 08 pm X 365 Days (repair, replacement and service) comprehensive warranty ATMs for 1 year after the date of installation of hardware at BOK

OTHER REQUIREMENTS

Sr. #	Standard Requirement for Bidders
1	Should have offices/presence in major cities of Pakistan (such as Karachi, Lahore and Islamabad).
2	Bidder should propose the latest ATM model / brand which must be Installed and Operational in all regions and in Pakistan. Original undertaking from Principal supplier/manufacturer should be provided covering end of life up to 07 years along with support and maintenance of proposed Model after the expiry of warranty period.

SUPPORT & MAINTENANCE

Sr. #	Support and Maintenance
1	Bidder should provide a 09 am X 08 pm X 365 days support and maintenance of proposed ATMs for four consecutive years after the date of warranty period
2	Support services would be required for 4-8 hours in Tier 1 cities and within 24 hours in Tier 2 cities
3	Part replacement should not be done in exchange of damaged / faulty parts where cost is involved
4	Comprehensive support would be required for all software solutions provided by vendor at time of participation in bid. It should include Eye & EJ terminal and server support as well as Auto Healing Software. Support hours would be same as mentioned in point on Sr. No 01.

5	Tier 1 Cities Karachi, Lahore, Faisalabad, Rawalpindi, Multan, Hyderabad, Gujranwala, Peshawar, Quetta, Islamabad, Sargodha, Sialkot and Gujrat
6	Tier 2 - All those cities / areas other than Tier 1

TERMS & CONDITION

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1	The Bank of Khyber invites bids from authorized dealers for the supply, delivery and installation of the ATM's for the selected Branches (Onsite) as well as Offsite locations.
2	The Tender Bids must be in sealed envelopes. Proponents applying for bids should submit two separate sealed bids/envelopes, one for Technical Proposal and one for Financial Proposal.
3	The Technical Proposal should contain all the bid items without quoting the price and must list the support during warranty period. Financial bids of the Firms not selected on Technical basis will not be opened.
4	All bids must be accompanied by a call deposit of two percent (2%) of total bid amount in favor of The Bank and must be delivered to the HEAD ADC's Department, THE BANK of KHYBER, within 15 days of publication of this add.
5	The Bank of Khyber will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
6	Bidders shall submit Bids, which comply with the Bidding Documents. Alternative Bids will not be considered.
7	As authority competent to accept the tender, the Purchaser reserves the right to accept or reject any or all the tenders without assigning any reason thereof.
8	Delivery of ATMs must be made within (8-10) weeks from the date of purchase order.
9	All prices quoted must include all Taxes applicable, such as GST, Income Tax, etc. Failure to supply items at such prices would lead to cancellation of order & forfeiture of 2% call deposit money.
10	Failure to supply items within the stipulated time period will invoke penalty as specified in clause 26 of General Instructions for Bidders'. In addition to that, 2% Call Deposit (CDR) amount will be forfeited.
11	Please make sure, the company seal/stamp is with you at the time of bid opening.

12	Bidders must submit at least one bid that matches or is better than the advertised specifications and are free to quote more options each clearly marked as option 1, option 2 etc. All options will be evaluated and BOK reserves the right to select the best option based on Technology and cost.
13	The Bank may wish to visit and examine the site office or warehouse of the vendor so as to examine the proposed model machines available in stock for satisfaction
14	Any pressure applied on the Bidding Committee via any external or political resources will result in automatic disqualification by the Bank of Khyber.
