Bank of Baroda (Kenya) Ltd.
Regulated by Central Bank of Kenya

Empowering Growth Since 1953 72 Years

Request for Proposal

For

for supply, installation, integration, commissioning, training, and Maintenance of -03- Cash Recyclers

Bank of Baroda (Kenya) Limited

Baroda House,
90, Muthithi Road,
Nairobi, Kenya,
PO 30033-00100

RFP Reference Number: BOBKE/DIGITAL/CRM/2026/1

Invitation for Request for Proposal

Bank of Baroda (Kenya) Limited invites sealed Request for Proposal (RFP) from qualified OEM, authorized distributors/dealer and solution providers for the supply, installation, integration, commissioning, training, and Comprehensive Annual Maintenance (AMC) of Cash Recycler Machines (**-03- no. CRMs**) to be deployed across the Bank's branch network in Kenya.

Bid related details are as mentioned below:

RFP Reference Number	BOBKE/DIGITAL/CRM/2026/1
Availability of RFP document on Bank's website for downloading	15th July 2026
Last Date, Time and Place for bid submission.	04th August 2025, 17:00 hrs Bank of Baroda (Kenya) Limited Head office Baroda House 90, Muthithi Road, Nairobi, Kenya PO 30033-00100.
Last date for query/information/clarification (if any) period for bidders	21st July-2026. (No query will be entertained after the given date)
Technical bid opening date	06th Aug-2026.
Financial bid opening date	13th Aug-2026,
Payment terms	100% upon delivery and installation CRM, post tech live & cash live, for Machine Cost. Recurring services cost/AMC cost will be paid on quarterly basis post completion of the quarter, upon submission of the invoices as per agreement terms.
E-mail ID for Communication	Digital.kenya@bankofbaroda.com
Website and Link	www.bankofbarodakenya.co.ke/tenders

N.B: The above dates are tentative and subjected to change without any prior notice or intimation, (Bidders should continuously check Bank's website www.bankofbarodakenya.co.ke tender page, during the tender period for any changes/addendums to the above dates and/or any other changes to this RFP. However, Bank may at it's discretion choose to inform to bidders via e-mails as well.).

Section A: Introduction and Disclaimer

A.1 Introduction: -

This Request for Proposal document ('RFP document' or RFP) has been prepared solely for the purpose of enabling Bank of Baroda (Kenya) Limited ('Bank') to identify select Bidder/s for supply, installation, integration, commissioning, training, and maintenance of **-03- (Three nos.)** Cash Recyclers Machines for Bank. Bank may decide to increase or decrease the actual number of CRMs at its absolute discretion from the selected Bidder/s at the prices quoted in response to this RFP.

Requirements:		
No.	**Description**	**Quantity**
1.	**New Cash Recyclers: {**supply, installation, integration, commissioning, training, and maintenance (AMC)**}** With one-year warranty and 3 years Comprehensive AMC, then after renewal of comprehensive AMC, subject to satisfactory services at Bank's discretion.	**-03-** **Three nos.**

This RFP is not an agreement and is neither an offer nor invitation by the Bank to the prospective Bidder/s or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their bids pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Bank in relation to the Project[s]. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the Bank, its employees or advisors to consider the investment, objectives, financial situation and particular needs of each party who reads or uses this RFP.

The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each bidder should therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

A.2 Information Provided: -

The RFP document contains statements derived from information believed to be true and reliable at the date obtained; but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the Bank in relation to the scope of this RFP. Neither the Bank nor any of its directors, officers, employees, agents, representatives, contractors, or advisers gives any representation or warranty (whether oral or written), express or implied, as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFP document.

Neither the Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers has carried out or will carry out an independent audit or verification or investigation or due diligence exercise in relation to the contents of any part of the RFP document.

The Bank may, at it's absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

A.3 For Bidders/ Respondent only: -

The RFP document is intended for the information of the party/(ies) to whom it is issued ("the **Bidders**" or "the **Respondent**") and no other person or organization.

A.4 Disclaimer: -

Subject to any law to the contrary, and to the maximum extent permitted by law, the Bank and its directors, officers, employees, contractors, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities, expenses or disbursements incurred therein or incidental thereto) or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, ignorance, omission, default, lack of care or misrepresentation on the part of the Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers

The Bank and its directors, officers, employees, agents, representatives, contractors, and advisers disclaim any liability, pecuniary or otherwise that may accrue or arise from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting due to the information contained herein and/or by virtue of copying, adopting, reproducing, any of the material which may be the copyright material or any other Intellectual Property of a third party who may claim ownership of the same.

A.5 Costs Borne by Bidders/Respondents: -

All costs and expenses (whether in terms of time or money) incurred by bidders/Respondents in anyway associated with the development, preparation, and submission of responses, including but not limited to attendance at meetings, discussions, etc. and providing any additional information required by the Bank, will be borne entirely and exclusively by the Respondent.

A.6 No Legal Relationship: -

No binding legal relationship will exist between any of the bidder(s) / Respondent(s) and the Bank until execution of a contractual agreement to the full satisfaction of the Bank.

A.7 Bidders Obligation: -

It is the bidder’s responsibility to ask for any necessary information contained in the RFP document and the meaning and impact of that information from the Bank through the given e-mail id.

A.8 Evaluation of Offers: -

Each bidders acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of the bidder/s for **supply, installation, integration, commissioning, training, and maintenance of -03- Cash Recycler Machines** and not limited to those selection criteria set out in this RFP document.

The issuance of RFP document is merely an invitation for short-listing the bidders who meet the eligibility criteria and must not be construed as any agreement or contract or arrangement. The bidders unconditionally acknowledge by submitting the response to this RFP document that it has not relied on any idea, information, statement, representation, or warranty given in this RFP document.

A.9 Errors and Omissions: -

Each Recipient should notify the Bank of any error, omission, or discrepancy found in this RFP document. Notification should be made to the address found in Section **B.6 – Requests for Information / Clarification** but not later than last date of receiving clarifications as specified in **Invitation for Request for Proposal –** Last date of submission of any query / reporting any error is 21st July 2026 (no query will be entertained after the said date.)

A.10 Acceptance of Terms: -

A Bidder/s will, by responding to the Bank with a submission, be deemed to have accepted the terms of this Introduction, RFP and Disclaimer.

A.11 Standards: -

All standards to be followed, will adhere to ISO specifications or other acceptable standards.

Section B – RFP Response terms

Lodgment of RFP

RFP Submission Details

RFP responses must be submitted as follows:

One Set of bid documents (paper copies) containing Technical and Commercial responses (Each in separate sealed envelopes); must be supplied in master sealed envelope superscripted “Bank of Baroda (Kenya) Ltd, RFP – Cash Recycler Bid – 2026” and addressed to:

Dy. Managing Director
Head office,
Baroda House,
3rd floor,
90, Muthithi Road,
Nairobi, Kenya,
P.O: - 30033-00100

Submission of Bids

The bids shall be in three parts viz.

1. Technical Proposal and
2. Commercial Proposal

Technical and Commercial Proposals each shall be submitted in separate sealed envelope super-scribing “**Technical Proposal for supply, installation, integration, commissioning, training, and maintenance of - 0 3 - Cash Recycler Bid–2026” and “Commercial Proposal for supply, installation, integration, commissioning, training, and maintenance of -03- Cash Recycler Bid – 2026”** on top of the respective envelopes containing Technical and Commercial bid. These separate sealed envelopes should be put together in the sealed master envelope super-scribing **“Bank of Baroda (Kenya) Limited RFP – Cash Recycler Bid – 2026”.**

All pages of the proposal are to be numbered and signed by an authorized signatory on behalf of the Respondent. The numbers should form a unique running series across the entire document.

All the aforesaid documents are to be submitted at once at the time of submission.

The respondent will submit the response only in the manner detailed herein. A submission in a different manner, including a **submission through Fax or Email, will not** be accepted by the Bank and will be summarily rejected.

The sealed bid envelope should be delivered to Head office of Bank of Baroda (K) Ltd, at the above said address. Bids submitted anywhere else would be liable for rejection.

All the envelopes (inside the master envelope) should have the following information on the front side:

1. **Name of the bidder:**
2. **Type of offer: Technical, Commercial.**
3. **Date of submission:**
4. **Contact numbers (mobile) and email address of the single point of contact of the bidder for this RFP.**

Please note that in the following cases, Bank may reject the Bids responses from the bidders -

1. Submission of Bid after the time stipulated in this RFP Document.
2. Misleading/incomplete information or documentation
3. Bid submission without bidder’s name
4. Price information provided anywhere other than ‘Commercial Bid’
5. Any conditional offers or assumption with or without information to the Bank
6. Envelopes are not in order as requested in this document
7. Submitted bid through Fax or email
8. Submitted more than one bid. In case bidder is submitting more than one bid all the bids submitted by the bidder shall be disqualified.
9. Bidder not able to demonstrate the services/facility requested in RFP and proposed by bidder at the time of visit by Bank’s evaluation team.

B.1.1 Technical Proposal: -

The Technical Proposal should be complete in all respects and contain all information asked for, in this document. It is mandatory to submit the technical details in the prescribed formats duly filled in, along with the offer. The Technical Proposal must be submitted in an organized and structured manner. (Any supporting documents for technical specification of the Machines can be attached with the Technical bid format).

The technical proposal shall be organized and submitted as per the following sequence:

1. Functional specifications
2. Technical Bid template

B.1.2 Commercial Proposal

The Commercial Proposal should be complete in all respects and contain all information asked for as per Commercial Bid Template.

B.2 Opening of Bids

Opening of Bids shall be strictly as per schedule under this RFP and no request for change in date shall be entertained. However, Bank reserves the right to change the date and time of the Schedule of RFP under unavoidable circumstances, if any, without assigning any reasons.

The bid shall be cancelled at any stage if the Bank detects that information / facts is contrary / undisclosed to what has been submitted in the bid.

The envelope containing **Technical Bid** will be opened first and will be evaluated as per Technical Evaluation Metrics of Bank.

B.3 Offer Validity Period

RFP responses must remain valid and open for evaluation, according to their terms, for a period of at least **180 days** from the RFP opening date.

B.4 Registration of RFP Submission

Upon receipt of a submission, the Bank shall register the response. **Incomplete or partial or faulty Submissions shall be rejected forthwith.**

All submissions, including any accompanying documents, shall become the property of the Bank. Hence, submission of response to the RFP shall be deemed as respondents' license, and grant all rights to the Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, notwithstanding any copyright or other intellectual property right that may subsist in the submission or accompanying documents.

B.5 Late RFP Submission Policy

Within time submission of responses is strongly encouraged and recommended. RFP responses received after the deadline for lodgment of RFPs will not be admitted / accepted for registration.

B.6 Requests for Information / Clarification

Respondents/bidders are required to direct all communications related to this RFP to:

Dy. Managing Director
Head office,
Baroda House,
3rd floor,
90, Muthithi Road,
Nairobi, Kenya
PO 30033-
00100.

Bidder should use the following format for their above-said communication -

Name of the Respondent/Bidder:

Date:
Contact Person from Respondent/Bidder in case of need.
Name:
Designation:
Mail ID:
Tel / Mobile No:

Sr. No.	Page No. of RFP	Clause No	Original RFP Clause	Bidder's Query
1				
2				
3				

All queries/clarifications requested must be in writing and should be forwarded by the nominated point of contact of bidder in the above format in MS-EXCEL format. The queries to be e-mailed to: **digital.kenya@bankofbaroda.com** with subject as "**Pre bid queries on BOB Cash Recyclers RFP - 2026**".

Bank shall not answer any communication initiated by respondents after the last date of query submission. Bank may in its absolute discretion seek additional information or document from any respondents after the RFP closes for supplementary information and better evaluation. All such information and document provided must be taken to form part of that Respondent's response.

Bank is not bound to reply to queries not pertaining to this RFP. Replies shall be at Bank's discretion. Bank's replies shall be final and acceptable to all bidders.

B.7 Notification

The Bank will notify the Respondents in writing as soon as practicable after the RFP Evaluation Completed, about the outcome of the RFP evaluation process, including whether the Respondent's RFP response has been accepted or rejected. The Bank is not obliged to provide any reasons for any such acceptance or rejection.

B.8 Disqualification

Any form of canvassing / lobbying / influence / query regarding short listing, status etc. will be considered as disqualification.

B.9 Language of Response

The response prepared by the Bidder/s, as well as all correspondence and documents relating to the Response exchanged by the Bidder/s and the Bank and supporting documents and printed literature shall be in English language only.

B.10 Formats for Responses

The Bidder /s should strictly use the formats prescribed by the Bank in the RFP for submitting the Eligibility-cum-Technical and Commercial bid responses.

B.11 Erasures or Alterations

All details must be completely filled up. All the corrections or alterations, if any, should be authenticated. **In the case of the corrections / alteration are not properly authenticated, the offer shall be rejected.**

There should be no hand-written material, corrections or alterations in the offer. Filling up of the forms using terms such as "OK", "Accepted", "Noted", "As given in Brochure / Manual" are not acceptable to the Bank. Offers not adhering to these guidelines may not be accepted by the Bank.

B.12 General Terms and Conditions

B.12.1 Adherence to Terms and Conditions

The Bidders who wish to submit responses to this RFP should note that they should abide by all the terms and conditions contained in the RFP. If the responses contain any extraneous conditions put in by the respondents, such responses may be disqualified and may not be considered for the selection process.

B.12.2 Execution of SLA

The successful Bidder will execute Service Level Agreement (SLA), which would include all the services and terms and conditions of the services to be extended as detailed herein and as may be prescribed by the Bank.

The successful Bidder/s will execute the SLA within one month from the date of acceptance of Letter of Appointment / Purchase Order. The contract shall be executed by the authorized signatory of the Bidder/s.

B.12.3 Other Terms and Conditions:

Bank reserves the right to:

1. Reject any and all responses received in response to the RFP;
2. Waive or Change any formalities, irregularities, or inconsistencies in proposal format delivery;
3. Extend the time for submission of all proposals;
4. Select the most responsive Bidder/s (in case no Bidder/s satisfies the Eligibility-cum-Technical criteria in totality);
5. Select the next most responsive Bidder/s if negotiations with the Bidder/s of choice fail to result in an agreement within a specified time frame;
6. Share the information/clarifications provided in response to RFP by any Bidder/s, with any other Bidder(s) / others, in any form;

7. Cancel the RFP at any stage, without assigning any reason whatsoever;
8. Change the time schedule of the RFP for inviting the bids or evaluation thereof;

B.12.4 Substitution of Project Team Members

During the assignment, the substitution of key staff identified for the assignment will not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the Bidder/s can do so only with the concurrence of the Bank by providing other staff of same level of qualifications and expertise. If the Bank is not satisfied with the substitution, the Bank reserves the right to terminate the contract and recover whatever payments (if any) made by the Bank to the Bidder/s during the course of this assignment besides claiming an amount, equal to the contract value as liquidated damages. However, the Bank reserves the right to insist the Bidder to replace any team member with another (with the qualifications and expertise as required by the Bank) during the course of assignment.

B.13 Professionalism

The Bidder /s should provide professional, objective and impartial advice at all times and hold the Bank's interest paramount and should observe the highest standard of ethics while executing the assignment.

B.14 Adherence to Standards

The Bidder /s should adhere to laws of the land and rules, regulations and guidelines prescribed by various Regulatory, Statutory and Government authorities.

B.15 Audit

The Bank or other Regulatory authorities reserves the right to conduct an audit / ongoing audit of the services provided by the Bidder /s.
The Bank reserves the right to ascertain information from the Banks and other institutions to which the Bidders have rendered their services for execution of similar projects.

B.16 Expenses

Bank will not pay any amount / expenses / charges / fees / travelling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses etc. related to this RFP.

B.17 Single Point of Contact & Direct Support

Bank intends that the vendor shall have **Single Point of Contact (SPOC)** for fulfilling all obligations and providing all deliverables and services required for successful implementation of this project. The vendor may appoint / procure services of third party suppliers, to perform all or part of the obligations contained under this RFP and that the Bank may for convenience, enter into arrangements, including tripartite agreements, with such third party if required.

B.18 Limitation on promotion

The Successful Bidder /s shall agree to make no reference to the Bank for the procurement of products and services hereunder or the agreement in any literature, promotional material, brochures, sales presentation or the like without the express prior written consent of the Bank.

B.19 Publicity

Successful Bidder/s shall not use the name and / or trademark / logo of Bank, its group companies or associates in any sales or marketing publication or advertisement, or in any other manner without prior written consent of Bank.

B.20 Assignment

Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the Bidder /s, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the Bank.

B.21 Penalty and Liquidated Damages

If the selected Bidder/s fails to complete the due performance of the contract in accordance to the specifications and conditions agreed during the final contract negotiation, the Bank reserves the right either to cancel the contract or to accept performance already made by the Bidder/s. The Bank reserves the right to recover an amount equal to 10% of the contract value as Liquidated Damages for non- performance.

Both the Penalty and Liquidated Damages are independent of each other and are applicable separately and concurrently.

Penalty and Liquidated Damages are not applicable for reasons attributable to the Bank and Force Majeure.

B.22 Force Majeure

The Successful bidder/s shall not be liable for penalty / liquidated damages or termination for default if and to the extents that delay on its part in performance or other failure to perform its obligations under the Contract, is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the either party to the contract and not involving anyone's fault or negligence and not foreseeable. Such events may include, but are not restricted to, such as War, Strike, Riot, Crime, or an Act of God / Nature (such as Hurricane, Flooding, Earthquake, Volcanic Eruption, etc.), which prevents one or both parties from fulfilling their obligations under the contract. If a Force Majeure situation arises, the Successful Bidder /s shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Successful Bidder /s 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.

If under this clause the Bidder/s is / are excused performance of any obligation for a continuous period of ninety (90) days, then the Bank may at any time hereafter while such performance continues to be excused, terminate this agreement without liability, by notice in writing to the other.

B.23 Indemnity

The Successful Bidder/s shall, at its own expense, defend and indemnify the Bank against all third party claims for infringement of Patent, Trademark, design or copyright arising from use of products, services or any part thereof supplied / provided by Bidder /s. Bidder /s will provide infringement remedies and indemnities for third party products, on a pass through basis. The Successful Bidder /s shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the Successful Bidder /s shall be fully responsible to pay such compensation along with all costs, damages and attorney's fees and other expenses that a court may finally awards, in the event of the matter being adjudicated by a court or that be included in a Bidder /s approved settlement. The Bank will issue notice to the Bidder /s of any such claim without delay and provide reasonable assistance to the Bidder /s in disposal of such claim, and shall at no time admit to any liability for, or express any intent, to settle the claim. The Successful Bidder /s shall also reimburse all incidental costs, which the Bank incurs in this regard.

In the event of the Bidder /s not fulfilling its obligations under this clause within the period specified in the notice issued by the Bank, Bank has the right to recover the amounts due to it under this provision from any amount payable to the Bidder /s under this project.

The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this RFP.

B.24 Authorized Signatory

The selected Bidder /s shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the contract.
The selected Bidder /s shall submit at the time of signing the contract, a certified copy of the extract of the resolution of their Board, authenticated by Company Secretary/authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements / contracts with the Bank.
The Bidder /s shall furnish proof of signature identification for above purposes as required by the Bank.

B.25 Applicable Laws and Jurisdiction of court

The Contract with the selected Bidder /s shall be governed in accordance with the Laws of Kenya for the time being in force and will be subject to the exclusive jurisdiction of Courts at Nairobi (with the exclusion of all other Courts).

B.26 Arbitration

In the event of a dispute or difference of any nature whatsoever between Bank and the Bidder/s during the course of the assignment arising as a result of this proposal, the same will be settled through the process of arbitration conducted by a sole Arbitrator appointed by the Bank and the award of the sole arbitrator shall be final and binding on the parties.

Arbitration will be carried out at Bank's office that placed the order. The language of arbitration shall be English.

B.27 Cancellation of Contract and Compensation

The Bank reserves the right to cancel the contract of the selected Bidder /s and recover expenditure incurred by the Bank on the following circumstances;

1. The selected Bidder/s commit a breach of any of the terms and conditions of the bid / contract.
2. The Bidder /s go into liquidation voluntarily or otherwise.
3. An attachment is levied or continues to be levied for a period of 7 days upon effects of the bid.
4. The progress regarding execution of the contract, made by the selected Bidder /s is found to be unsatisfactory.
5. If deductions on account of Penalty exceeds more than 10% of the total contract price.
6. Supply of sub- standard material shall lead to cancellation of order. The Bank reserves its right to cancel the order in the event of delay in delivery / installation / commissioning of equipment and charge liquidated damages for the delay.

After the award of the contract, if the selected Bidder /s do not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected Bidder /s is bound to make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.

B.28 Non Payment of bidder Charges / Fees (wherever if applicable)

If any of the items / activities as mentioned in the Commercial bid is not taken up by the Bank during the course of this assignment, the Bank will not pay the bidder fees/charges quoted by the Bidder /s in the Commercial Bid against such item / activity.

B.29 Subcontracting

The Bidder /s shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the Bidder /s under the contract without the prior written consent of the Bank.

B.30 Confidentiality

This document contains information confidential and proprietary to the Bank. Additionally, the Successful Bidder /s shall be exposed by virtue of the contracted activities to the internal business information of the Bank. Disclosures of receipt of this RFP or any part of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the Bidder /s, premature termination of the contract, and / or legal action against the Bidder /s for breach of trust.

The Bidder /s (and its employees) shall not, unless the Bank gives permission in writing, disclose any part or whole of this RFP document, of the proposal and / or contract, or any specification, plan, drawing, pattern, sample or information furnished by the Bank (including the users), in connection therewith to any person other than a person employed by the bidder /s in the performance of the proposal and / or contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance. The employees or the third party engaged by the bidder shall maintain strict confidentiality.

The Successful Bidder /s, its employees and agents shall not, without prior written consent from the Bank, make use of any document or information given by the Bank or its Authorized personnel, except for purposes of performing the contract awarded. In case of breach, the Bank shall take such legal action as it may be advised. The Bidder /s have to maintain confidentiality even after completion / termination of the contract.

B.31 Limitation of Liability

The Successful bidder /s aggregate liability in connection with obligations undertaken as a part of this Project whether arising under this project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual.

Bidder/s liability in case of claims against the Bank resulting from Willful Misconduct or Gross Negligence of the Successful bidder /s, its employees and Sub-contractors or from infringement of Patents, Trademarks, Copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

The Bank shall not be held liable for and is absolved of any responsibility or claim / litigation arising out of the use of any third party software or modules supplied by the Successful bidder /s as part of this Agreement.

B.32 Set-Off

Without prejudice to other rights and remedies available to Bank, Bank shall be entitled to set-off or adjust any amounts due to Bank from bidder /s against payments due and payable by Bank to bidder /s for the services rendered.

B.33 Vicarious/ In-direct Liability

Successful Bidder /s shall be the principal employer of the employees, agents, contractors, subcontractors, etc., if any, engaged by Successful Bidder /s and shall be vicariously liable for all the acts, deeds, matters or things, whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in Bank shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc., by Successful Bidder /s for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees, agents, contractors, subcontractors etc., of Successful Bidder /s shall be paid by Successful Bidder /s alone and Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of Successful Bidder /s employees, agents, contractors, subcontractors etc. Successful Bidder /s agrees to hold Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to Bank through the action of Successful Bidder /s employees, agents, contractors, subcontractors, etc…

B.34 Corrupt and Fraudulent Practices

It is required that Bidders / Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution.

AND

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

B.35 Right to Reject Bids

Bank reserves the absolute and unconditional right to reject the response to this RFP if it is not in accordance with its requirements and no correspondence will be entertained by the Bank in the matter. The bid is liable to be rejected if –

- It is not in conformity with the instructions mentioned in the RFQ document.
- It is not properly or duly signed by the authorized signatory.
- It is evasive or contains incorrect information.
- There is canvassing of any kind or any influence is brought upon.
- It is submitted anywhere other than the place mentioned in the RFQ.

Or for any other unseen reason/s which may not be in conformity and the Bank deem fit and desirable for rejection

Section C:- Opening of Bids:-

Opening of Bids shall be strictly as per schedule under this RFP and no request for change in date shall be entertained. However, Bank reserves the right to change the date and time of the Schedule of RFP under unavoidable circumstances, if any, without assigning any reasons.

Technical Bid shall be evaluated, first to identify the qualified Bidder/s as per Eligibility Criteria as stipulated in this RFP document. A bidder to qualify for evaluation of Technical bid must mandatorily comply with ALL requirements under the Eligibility criteria. Non-compliance of even one condition will render the bid ineligible for further processing of the Technical bid.

The bid shall be cancelled at any stage if the Bank detects that information / facts is contrary /undisclosed to what has been submitted in the bid.

Commercial Proposal shall be opened only for the technically qualified bidders who has scored as per the minimum benchmark of Technical Evaluation Metrics.

Technical Evaluation consisting of Document evaluation, Presentation by Bidders and Site visit (if applicable) will be done as per the requirement of the Bank or as advised by the ICT committee of Bank as per the Bank’s Policy.

It is to be noted that the criteria mentioned in this section are only indicative and Bank, at its discretion, may alter these criteria without assigning any reasons. Bank also reserves the right to reject any / all proposal(s) or take a decision on ratio of order distribution amongst two successful bidders for Machine procurement in any manner whatsoever, as per the Bank's discretion, without providing any specific reasons.

All deliberations and evaluations performed by Bank will be strictly confidential and will be maintained as property of Bank exclusively and will not be available for discussion to any respondent of this RFP.

Responses from Respondent/Bidders will be evaluated based on under mentioned evaluation process.

Evaluation Process: -

The Bank has established following criteria for evaluating bids –

1. Bidders profile / Experience / relationship/ Management
2. Industry and Business Process Expertise
3. Technical and Functional capabilities of the Cash Recycler
4. Recycling capacity
5. Security features of the Cash Recycler
6. Acceptance of terms and conditions laid down
7. Footprint of Cash Recycler Height(mm), Width(mm), Depth(mm) and Weight(Kg)
8. County wise support facility with number of support centers and qualified / trained Engineers.
9. Remote health monitoring capability
10. Bidder's standing and installed base
11. Compliance of technical specifications as per Bank's requirement.
12. Ability of the Cash Recycler to meet the functional requirements outlined by POC.
13. Bidder's Manufacturing/supply capacity in Kenya and abroad (wherever applicable)

At the sole discretion and determination of the Bank, the Bank may add any other relevant criteria for evaluating the proposals received in response to this RFP. Bank reserves the right to waive any of the Technical / Functional specification if in the Bank's opinion it is found to be minor / deviation or acceptable deviation.

Bank may, at its sole discretion, decide to seek more information from the bidders in order to normalize the bids. However, respondents shall be notified separately, if such exercise as part of the technical evaluation is resorted to. Bank may choose to visit site where offered model of Cash Recycler is currently operational / live. If the Bank chooses not to visit the site, then the bidder shall arrange for a tele / video conference call with relevant resources of the Bank where the said Cash Recycler is operational.

The bidder has to give a demonstration/POC of their proposed solutions and existing live site at their cost (if any). This will be a part of technical assessment to ensure compatibility with bank's systems/requirements.

Commercial Evaluation:

Commercial Evaluation – The commercial proposals of technically qualified bidders shall then be opened and evaluated for completeness. If the commercial quote is incomplete either for not providing quote for all required components or omitting to provide quote for a sub-component, it shall be presumed that the component(s) / sub-component shall be provided without any additional cost to the Bank. The Bank may, however, in its absolute discretion disqualify a bidder whose commercial quote is found to be incomplete. If it is found at any stage (before or after selection or any at any stage) that there is a calculation (addition, subtraction, multiplication or division) mistake, then the final totaled price, notwithstanding the mistake, shall be considered as the offer price for evaluation. However, the price payable shall be the lower of the "**correct total**" and "**incorrect total**".

Commercial proposal should give all the relevant price information. No information should be kept blank. Offer should be in strict conformity with the format specific.

1. The best and firm price should only be quoted (as per the Commercial format enclosed)
2. The bidder must quote in KES only.
3. The prices and other terms offered by the bidder must be firm for an acceptance period of 180 days from the last date for submission of tender document to the Bank.
4. The prices quoted by the bidder shall be inclusive of Tax/Duties/Insurance/Freight/procurement / maintenance / development / coding / Licensing and all other charges relating to setting up and management.
5. The prices offered shall be on a fixed price basis and should not be linked to variables like foreign exchange rate.
6. Any contradictory information, conditional pricing, exclusion of any item in Total Cost of Ownership (TCO) computation or error in computation may lead to summary disqualification of the bid as per sole discretion of bank.

TCO (Total Cost of ownership) shall be calculated on the basis of all the cash outflows, for the -04- years period (i.e. -01- year warranty + -03- years AMC), for bank as proposed by the bidder.

Commercial bids shall be opened only for those bidders who comply with all the technical requirements detailed in the Technical and Functional specifications. The final selection of the Bidder /s shall be based on lowest commercial quote criteria.

The bid will be evaluated by a committee of the Bank. If warranted the Bank may engage services of external consultants for evaluation of bid. It is Bank's discretion to decide at the relevant point of time.

Bank may, at its sole discretion, decide to seek more information from the bidders in order to normalize the bids. However, respondents/bidders will be notified separately, if such normalization exercise as part of the technical evaluation is resorted to.

Section D: Background & Existing infrastructure

D.1 Background & Purpose

Bank of Baroda (Kenya) Limited consists of a branch network of 14 branches and 07 Cash Recyclers/ATMs. While Bank has network of Branches, Bank's operations also automated and the customers of the Bank avail of various alternate channels of delivery.

D.2 Existing Infrastructure

Bank has existing arrangement of Switching of an ATM / Debit cards through local switch M/S. Interswitch E.A Ltd in Kenya & is connected to VISA.

Bank has already installed 07 Cash Recyclers connected to local switch M/S. Interswitch E.A Ltd and are connected through separate network lines. CRMs are enabled for functionalities like Cash Withdrawal (ON US and Acquiring) using Debit card, PIN change, Balance Inquiry, Mini Statement, cash withdrawal with or without card through M-Pesa App, cardless deposit features in SBA & CAA. Bank may also explore to enable various features in CRMs.

Bank desires to install **03** Cash Recyclers machines from the successful Bidders / Respondents under this RFP to spread the coverage of banking and associated facilities, being provided and proposed to be provided to the customers as per detailed scope of work given in this RFP and finally agreed upon with the finally selected Bidders / Respondents.

Sr. no.	**New CRM to be installed at Branch/Offsite Location**
1	Nakuru
2.	Nyali
3.	Eldoret

Bank may add or delete sites for CRM Installation at it's own discretion, as per requirement during the RFP.

Section E: Scope of Work

Delivery, Installation and Operationalization of CRMs with given specification

1. The Bank proposes to procure and install **-03-** Cash Recyclers with rear loading, through the window along with two Digital Image cameras / Surveillance systems.
2. Cash Recycler should be able to recycle (accept & dispense) at the minimum KES100/-,200/-,500/-,1000/- denominations notes (and cassette configuration as per Bank's requirement) from the same cassettes where the cash is accepted. Ability to recycle all denominations would be required.
3. Cash Recycler should also verify the genuineness of the notes while re-cycling currency notes for both depositing & dispensing.
4. Cash recycling functionality has to be made available from ab-initio stage.
5. Cash Recycler should have the capability of impounding counterfeit and suspect currency.

6. Cash recycler must provide for adherence to CBK Note Authentication and Fitness Sorting Parameters. Document for technical process for configuration of the parameter must be provided. Bidder/s has/have to share all technical documentation.

7. 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/extended AMC. Successful Bidder should immediately undertake to upgrade the counterfeit currency detecting software whenever upgrades are released or noticed but not later than 2 weeks after the date of such release. The Bidder to ensure that machine does not accept ATM unfit/Torn currency.

8. Cash Recycler should accept and dispense Bulk cash with facility to recognize genuine currency (as per CBKs Note Authentication and Fitness Sorting parameters) of multiple denominations and accept / dispense at least 200 notes at one go / single bunch.

9. Cash Recycler should have Capacity of notes storage up to a minimum of 15,000 notes with four storage recycling cassettes or higher and each cassette should have minimum capacity of 2500 notes or higher for recycling. Reject / Universal cassette (All denominations, non issuable currency, ATM Unfit currency which cannot be recycled, cash retracted currency etc.) having minimum storage capacity of 2500 notes and cassette for suspicious / counterfeit notes which will be impounded will be in addition to these storage cassettes.

10. Cash Recycler should dispense currency (KES only) using any Bank's Debit cards/Credit Cards, without cards using M-Pesa wallet or similar other wallet and having option of using authentications with biometric (optional), using Voice authentication (optional), using Bar code reading and using QR code reading also (optional) for future requirements.

11. Cash Recycler should accept currency (KES Only) using BOB (K) Ltd Debit cards, without cards as Cardless deposit and having option of using authentications with biometric (optional), using Voice authentication (optional), using Bar code reading and using QR code reading also (Optional) for future requirements.

12. Cash Recycler should be able to perform all the normal and value added services like Balance Inquiry, Pin Change, Mini Statement printing, any future addition. The bidder should ensure that any future addition to the functionalities are to be provided to bank without any extra cost to the bank.

13. All cassettes of the Cash Recycler or part should be configurable for cash Deposit and Withdrawals. The Bidder shall reconfigure the cassettes as per business requirements of Bank without any additional cost to Bank as & when required.

14. Cassette Configuration can be assigned individual denomination-wise or can be even configured to have more than one or all denomination per cassette.

15. Cash Recycler must have pilfered proof camera able to capture the images (face) of the

user / customer at the time of accepting / dispensing and also capture images at the cash slot evidencing acceptance / dispensation of cash besides images of the user. The bidder must provide comprehensive warranty of one year from the date of installation of Cash Recycler and AMC for a period of -03- years. The warranty and AMC will cover the Cash Recycler, Image VSS systems, and all parts of the Cash Recycler. The bidder will have to rectify the defects / replace the defective parts and equipment wherever required, free of cost during the said warranty and AMC period. However, during the period of AMC due to any Force Majeure reasons or due to any reasons not attributable to the Vendor, the same shall be brought before the bank for its due consideration depending upon the merit. The bidder must justify the reasons for Force Majeure up to Bank's satisfaction.

16. The replacement of such damaged part shall be carried out in -04- working days failing which penalty shall be levied.

17. Bidder to ensure that customer data are saved in the machine as per the format/controls specified by regulator/Bank.

18. Bidder will be responsible for EJ pulling and must coordinate with Switching vendor to ensure that EJ pulling services are not disrupted and done on frequent interval and made available to Bank as per requirements of regulator or minimum -90- days.

19. All machine-wise / Transaction-wise EJs must be stamped with the 'Event Time'. All EJs must also contain information regarding Counterfeit / Suspicious Notes detected and impounded.

20. The Bidder must ensure before delivery that operating system is encrypted and hardened to block the services which are not required. Bidder has to provide comprehensive white listing solution to prevent the machine from any cyber-attack, intrusion, virus, worm, malware, any other malicious software or similar vulnerability known as on date as well as future emergence. The bidder to ensure timely Updation of antivirus to safeguard the machine and its OS from any of above vulnerabilities time to time without any extra cost to Bank. The bidder to ensure implementation of only essential services and the security to the satisfaction of Bank's IT Security team. In case of any deviation / vulnerability, bidder to revert back to system hardening, post blocking as specified by Bank at no extra cost to Bank within shortest possible time.

21. Bidder to ensure that the admin access to the OS is controlled by dynamic password.

22. The Bidder must ensure before delivery that Cash Recycler BIOS is such that the CR will ONLY boot from the primary HDD and nothing else. After this configuration changes, protect this configuration with the BIOS (non-generic) password, which will be managed by the bidder.

23. The Bidder should have provision for end to end solution and implementation, suitable for visually challenged persons (with audio support) for all above CR in English, in pursuant to the any regulatory norms in future. The CR should have Voice Guidance flow enabled for the visually challenged along with Text to Speech, web extension

services, functional keys based voice guidance support with internal speakers & jack. The Bidder should also participate in the testing and end to end implementation and rollout without any additional cost to the Bank.

24. In future, pursuant to CBK or any other regulatory authority's directives for any development / implementation for any functionality, or due to Industry level changes, (which may require software / hardware changes), the same should be provided to the Bank without any additional cost.

25. Bank may require starting new product/functionality/features in future on these machines. The Bidder to provide any patch support (if required for such new functionality/feature) free of cost to the Bank during contract period for successful implementation.

26. The Bank proposes to connect the CRMs to the local switch M/s. Interswitch E.A. Ltd. The successful Bidder will take total responsibility for supplying & Installation of CRMs with Network arrangements with local network providers, installation of Cash Recycler and making them operational with integration to switch within -07- days from the date of delivery of the Machine at the site. Bidder/s have to ensure that such compatibility must also be available with any other Switch that the Bank may go in the future, during the period of the contract.

27. The successful Bidder /s should provide one Cash Recycler of same/similar configuration/ features as a test bed to the Bank free of cost for POC. The same has to be delivered and installed at address advised by the Bank, as per Bank's requirement, if any.

28. The Bidder shall deliver Cash Recycler at the respective sites within -03- weeks from the date of receiving the intimation over e-mail / letter from the Bank and install / operationalize within -01- week (from the date of delivery of the CRMs on respective sites), failing which the Bank reserves its right to levy penalties / liquidated damages as prescribed elsewhere in the document. In case of existing sites, bidder should verify the earthling voltage and submit a report to the Bank to ensure proper earthling voltage to avoid damage to Cash Recycler parts. Bidder shall undertake site survey / verification to assess the feasibility of the site for installation of the Cash Recycler and submit a report without any additional cost to Bank. The delivery and operationalization of the machine including site survey / verification must be completed with a period of 1 to 2 weeks failing which the Bank reserves its right to levy penalties / liquidated damages as prescribed elsewhere in the document.

29. Bidder is required to submit one set of OEM's complete technical documentation in soft as well as hard copies.

30. Bidder is required to enter into SLA for end user uptime guarantee of minimum 99% (in a 24 hour cycle) for each machine for minimum 4 years (One year warrantee + 3 years AMC).

31. Bank reserves right to request diversion of machines from one site to another either in transit or yet to be dispatched except for diversions from non-entry / road permit

county sites to county that require entry / road permit. If any such machine is yet to be shipped or are in transit the Bidder shall bear the entire expenditure incidental to such diversion. For any machine delivered and/or installed at the initial location Bidder should undertake the shifting of Cash Recycler upon request from the Bank on actual basis. The shifting will include all work incidental to shifting including de-installation, dismantling, packing, loading, transportation, transit insurance, unloading, unpacking and reinstallation at the new site / location.

32. The Bidder shall undertake complete end-to-end installation & operationalization of Cash Recycler.

33. Bidder should provide the patch cord of required length at the site from I/O port to Cash Recycler without any extra cost to Bank.

34. If required, Bidder may be asked to install remote monitoring systems to monitor the health of Cash Recyclers on a 24X7 basis and initiate trouble shooting. The system should be capable of sending alerts to switch/ESQ, to be sued for a monitoring tool. Switch/ESQ feed will be provided for monitoring CR health status. The Bidder should do two-way integration with the switch/ESQ feed with their systems, if required by the Bank in future.

35. The Bidder should also undertake to deploy and manage centrally customized display screens in graphic mode in any language and also for touch screen format for all transactions undertaken on Cash Recycler. It will be the responsibility of the Bidder to deploy the required screens in the Cash Recycler. It is also a responsibility of the Bidder to deploy the display screens in Cash Recycler whenever Bank makes any modifications in screens without any extra cost during the tenure of the contract. Bank shall arrange for the screens and bidder shall be responsible for centrally loading (or any other feasible mode) of the screens on the machines without any cost to Bank.

36. In the event of Microsoft ceasing support to the existing operating system the bidder shall upgrade and install the latest higher version of operating system and all application software supporting the operating software for satisfactory function of Cash Recyclers on all Cash Recyclers deployed with no extra cost to Bank. The bidder shall also upgrade hardware required to support the higher version of operating system at no extra cost to Bank.

37. Even though we do not expect that the Cash Recycler would under any circumstances accept / dispense any counterfeit note, as a matter of abundant precaution, in the rarest of rare case if the Cash Recycler accepts / dispenses any counterfeit notes, this will be reported to the bidder and bidder has to make good for the loss immediately. The configuration of the Cash Recycler should be checked immediately and rectified.

38. Cash Recycler should have design which provides protection from Pests, Rats, Rodents etc. to infiltrate in the machine. The successful bidder /s have to arrange for replacement of the damaged part / replacement of machine as the case may be during the life of Cash Recycler in case of any loss due to Pests, Rats, Rodents etc. Bank will not entertain any claim of any part damages by Pests, Rats, Rodents etc., however Bank will arrange for pest control at sites.

39. In case of cities/county having Road Permit / Entry Tax, the Bidder will have to liaison with Local Tax Authorities at each of the locations to obtain the necessary permissions from the respective authorities.

The Bidder to obtain transit insurance cover for the Cash Recycler from their factory / warehouse to the Bank site and such insurance cover should be available till installation of the Cash Recycler or till 15 days post-delivery, whichever is later.

Summary of the RFP

OBJECTIVES

The objectives of this procurement are to:

1. Improve customer convenience through self-service banking.
2. Reduce branch cash handling costs.
3. Enhance operational efficiency.
4. Increase transaction migration from teller counters.
5. Support cash recycling to optimize branch cash management.
6. Improve availability of banking services beyond banking hours.
7. Support digital banking initiatives of the Bank.

BASIC TECHNICAL REQUIREMENTS: -

Cash Deposit Functionality

The CRM shall:

- Accept mixed denomination deposits of Kes 100/-,200/-,500/-,1000/-.
- Support Kenyan currency notes.
- Validate note authenticity.
- Detect counterfeit notes.
- Detect folded notes.
- Detect double notes.
- Generate customer receipts.
- Support instant account credit.

Cash Withdrawal Functionality

The CRM shall:

- Dispense multiple denominations of Kes 100/-,200/-,500/-,1000/-
- Support intelligent denomination selection.
- Support partial dispense recovery.
- Support account-based withdrawals.
- Support card-based withdrawals.
- Support cardless withdrawals.

Cash Recycling

The CRM shall:

- Recycle deposited cash.
- Separate fit and unfit notes.
- Automatically manage note inventory.
- Reduce branch cash replenishment frequency.

Supported Transactions

The CRM should support:

- Cash Deposit.
- Cash Withdrawal.
- Balance Inquiry.
- Mini Statement.
- PIN Change.
- Green PIN Generation.
- Funds Transfer.
- Cardless Cash Withdrawal.

MINIMUM HARDWARE SPECIFICATIONS

Item	Requirement
Touch Screen	Minimum 14-inch
Display	Anti-glare
Processor	Intel i5 or higher
Memory	Minimum 8 GB RAM
Storage	Minimum 500 GB to 1 TB SSD
Card Reader	EMV Certified
Receipt Printer	Thermal Printer
Barcode Scanner	Optional
Camera	Integrated Surveillance Camera
Audio Support	(Optional)
Safe	UL291 / CEN Approved
Cash Capacity	Minimum 12,000 Notes
Recycling Cassettes	Minimum 4 +1
Reject Bin	Minimum 1

NOTE RECOGNITION REQUIREMENTS

The CRM shall accurately process:

- KES 100
- KES 200
- KES 500
- KES 1,000

The machine must support future CBK currency upgrades through software updates.

SECURITY REQUIREMENTS

The CRM shall include:

Physical Security

- UL291 Safe.
- Anti-Gas Attack Protection.
- Anti-Drilling Protection.

Fraud Prevention

- Anti-Skimming Device.
- Anti-Cash Trapping.
- Anti-Fishing Protection.

LOCAL SUPPORT REQUIREMENTS

The bidder must:

- Maintain a support office in Kenya.
- Have trained engineers based in Kenya.
- Maintain spare parts inventory in Kenya.

Minimum local experience:

- At least 2 years supporting banking self-service devices in Kenya.
- At least 1 references from commercial banks operating in Kenya.

TRAINING REQUIREMENTS

Vendor shall provide training for:

- Cash Management.
- Reconciliation
- First-Level Support.
- Customer Assistance.
- Incident Reporting.

SERVICE LEVEL AGREEMENT (SLA)

Parameter	Requirement
Support Availability	24x7
Incident Logging	Immediate
Response Time (Critical)	2 Hours
Resolution Time (Critical)	4 Hours
Resolution Time (Major)	8 Hours
Resolution Time (Minor)	24 Hours
Preventive Maintenance	Quarterly
Uptime Requirement	Minimum 99%

Documents to submitted by the Bidders

The bidder shall provide:

1. Certificate of Incorporation.
2. Valid Data Protection Compliance Certificate.
3. Valid KRA Tax Compliance Certificate.
4. CR12 (or equivalent company registration documents).
5. Manufacturer Authorization Letter.
6. Proof of local support capability.
7. Product Certifications.
8. PCI-DSS Compliance.
9. Details of CRMs installed in Other Bank/FI

WARRANTY REQUIREMENTS

Vendor shall provide:

- Minimum 12 months' comprehensive warranty.
- Free replacement of defective components during warranty.

- Software updates and security patches.
- Fee Preventive maintenance on quarterly basis till AMC period.

DELIVERABLES

The successful bidder shall deliver:

- Cash Recycler Machines.
- Application Software.
- Integration Services.
- User Manuals.
- Training Materials.
- Training to the Bank’s Staff/CIT, wherever applicable.
- Test Reports.
- Acceptance Certificates.
- Warranty Documentation.
- Network Arrangements at the site.
- Integration with the network
- Tech-live of CRMs
- Support in Cash live.

PAYMENT TERMS

payment structure:

- **100% upon delivery, installation post tech live & cash live.**