



**The Nalgonda District Cooperative Central Bank Ltd.,
Nalgonda**

**TENDER
FOR
SUPPLY, INSTALLATION AND MAINTENANCE
OF ATMs**

Tender Reference: NDCCB-IT/ATM/2024-25 Dated: 24-May-2024.

**Head Office: Door No. #6-2-4, Near Clock Tower, Hyderabad Road,
Nalgonda, Telangana-508001.**

TENDER FOR SUPPLY, INSTALLATION AND MAINTENANCE OF ATMs

Schedule of Events

Sl No	Particulars	Remarks
1	Contact details of issuing department (Name, Designation, Mobile No., Email and office address for sending any kind of correspondence regarding this RFP)	Contact-1: Name: G.Praveen Designation: Asst. General Manager Email ID: dgm2.nlg@nlgdccb.org Contact Number: 9948122849 Contact-2: Name: A.Saidulu Designation: Manager Email ID: ndccbsection@gmail.com Contact Number:9154306126 Contact Address: (Nalgonda DCCB, Door No. 6-2-4, Near Clock Tower, Nalgonda-Telangana-508001.)
2	Details of Tender notification Availability & changes/amendments, if any to be issued	Can be downloaded from Bank's website https://nalgondadccbts.org Changes/ amendments will be communicated through mail to the participating bidders who purchased bid document from time to time
3	Last date and time for Bid submission	26.06.2024 05.30 PM
4	Address for submission of Bids	Chief Executive Officer, The Nalgonda District Cooperative Central Bank Ltd., Nalgonda, Head Office, Near Clock Tower, Hyderabad Road, Nalgonda –Telangana-508001.
5	Date and Time of opening of Technical Bids	Authorized representatives of Bidders may be present physical during opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of the Bidder representatives.
6	Opening of Indicative Price Bids	Price bid of technically qualified bidders only will be opened on a subsequent date (will be decided by Technology Evaluation Committee)
7	Tender Fee/ Bid Document Cost	Rs. 3000/- Amount should be deposited in A/c No: 230120010000192 IFSC: TSAB0023001 Account Name: Nalgonda DCCB Parking Account For Clearing Tender fee will be non-refundable.
8	Earnest Money Deposit	Rs.50,000/- Amount should be deposited in A/c No: 230120010000192 IFSC: TSAB0023001 Account Name: Nalgonda DCCB Parking Account For Clearing EMD shall be valid up to 180 days from bid submission date. Bidder should deposit EMD and Tender Fee separately.
9	Bank Guarantee	5% of Project Cost Performance Security in form of BG should be valid for 5 year(s) and three months from the effective date of the Contract.
	BG should be obtained for the entire period of contract plus three (3) months.	
	Note: The Bank reserves the right to change the schedule mentioned above or elsewhere mentioned in the RFP, which will be communicated by placing the same as corrigendum on the Bank's website.	

Introduction

The Nalgonda District Cooperative Central Bank Ltd., Nalgonda, Head Office, Nalgonda (hereinafter referred to as "Bank") invites bids (hereinafter referred to as "bid/tender") for Supply, Installation and Maintenance of Automated Teller Machines ("hereinafter also referred to as "ATM") based on the requirements, specifications, terms and conditions laid down in this tender and its Annexes.

In order to expand its ATM network, the Bank intends to install ATMs on the terms and conditions mentioned below:

REFERENCES:

RFP – RFP stands for RFP document (Project Specific Terms & Conditions, Annexure, General Terms and Conditions), subsequent amendments made to the RFP, if any.

ATM: For the purpose of this RFP and its related documents, ATM refers to ATM with associated Software and Peripherals.

SUCCESSFUL BIDDER: For the purpose of this RFP and its related documents the terms SB refers to Successful Bidder or Successful Bidders or Vendor or Vendors, i.e. the bidder or bidders to whom work order will be eventually issued on completion of tendering process.

Bid Validity Period:

The Offer submitted and the prices quoted therein shall be valid for 6 calendar months from the last date for submission of the offer (BID).

KEY FACTORS:

QUANTITY: Bank intends to deploy 10-ATMs over a period of 12 months through a rate contract. Quantity mentioned above is only indicative and likely to increase or decrease based on Bank's requirement. Bank will issue specific work order for each of the installation with location details.

PERIOD: Bank intends to place work order with SB for installation of ATM at the specified location under this RFP over a period of 1 year from the date of accepting the contractor to such extended period. SB to execute such work order as per terms and conditions as specified in the RFP.

TYPE OF ATM: Bank plans to deploy ATM as onsite based on Bank's requirement. The number of Onsite ATMs will be decided by the bank at its own discretion and business requirements.

REPLACEMENT OF OLD ATM/ATM: SB may also have to replace the old ATM under buyback based on the specific work order issued by the Bank as per terms and conditions of the RFP.

GROUTING OF ATM: SB, as part of this ATM Turnkey Project, has to grout all types of ATM in the allotted space to ensure that ATM is fully secured against untoward incident, except where it is expressly excluded and communicated in writing by the bank.

ATM SOFTWARE: SB to transfer the 'Software licenses' associated with ATM as well as any other software associated with the ATM at no additional cost to the Bank or any Service Provider named by it, on demand.

NOTWITHSTANDING anything contained anywhere in this document, the Bank reserves its right to terminate the contract in part or in full, if the SB fails to deliver as per terms of the contract, provided elsewhere in this document and execute part or whole of the ATM Turnkey Project through other sources depending on the requirement.

DISCLAIMER

The information contained in this Request for Proposal ("RFP") document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of The Nalgonda District Cooperative Central Bank Ltd., Nalgonda (or Bank), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by The Nalgonda District Cooperative Central Bank Ltd., Nalgonda to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as "Bidder" or "Bidders" respectively). The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. The Nalgonda District Cooperative Central Bank Ltd., Nalgonda makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder require. The Nalgonda District Cooperative Central Bank Ltd., Nalgonda in its absolute discretion, but without being under any obligation to do so, can update, amend or supplement the information in this RFP. Such change will be published on the Website (www.nalgondadccbts.org) and it will become part of RFP.

The Nalgonda District Cooperative Central Bank Ltd., Nalgonda reserves the right to reject any or all the proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of The Nalgonda District Cooperative Central Bank Ltd., Nalgonda shall be final, conclusive and binding on all the parties.

General Instructions

Contacting the Bank

Any effort by a bidder to influence the Bank in evaluation of the bid, bid comparison or contract award decision may result in the rejection of the bidder's bid. Bank's decision will be final and without prejudice and will be binding on all parties.

Purchaser's right to accept or reject any bid or all bids

The Purchaser reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for the purchaser's action.

The purchaser is not bound to accept lowest or any bid received.

The purchaser reserves the right to accept or reject any technology proposed by the vendor.

The purchaser reserves the right to select one or more than one vendor keeping in view its large requirements.

OEM & BIDDER'S QUALIFICATION CRITERIA:

The documentary evidence of the Bidder's qualifications to perform the contract, if its offer is accepted, shall establish the following to the Bank's satisfaction:

Table I: **OEM Qualification Criteria**

Sl. No.	Criteria	Documents to be submitted
1.	The OEM's for both ATM are registered as a company in India as per Company Act 1956 and should have been in operation, for a period of at least 5 years as on date of this RFP	The Certificate of Incorporation issued by the Registrar of Companies to be submitted along with technical bid.
2.	The OEM's for ATM has registered an average turnover of at least Rs. 100 Crores (Rupees One Hundred Crores) and Rs. 50 Crores (Rupees Fifty Crores) respectively per financial year (Financial year shall mean an accounting period of 12 months. Figures for an accounting period exceeding 12 months will not be acceptable) for the last 3 financial years, (not inclusive of the turnover of associate companies) as per the audited accounts.	Annual reports of 2020-21, 2021-22 and 2022-23 should be attached. (Documentary proof should be attached).
3.	The OEM for the ATM should be ISO 900:2008 and 14001 certified companies.	Latest Valid ISO Certificate of the Cash Dispenser – manufacturing / Assembly / integration facilities should be submitted. (Documentary proof should be attached).
4.	The OEM for ATM should have a minimum installed base of 2000 ATM's in India as on the date of the RFP.	Satisfactory Certificates/ Purchase Orders client as per format provided in Annexure V along with documentary proof should be submitted along with the technical bid.

TABLE II: **Bidders Qualification Criteria:** If the OEM of the ATM is directly participating this tender, then they must comply with Bidder's Qualification Criteria as well.

Sl. No.	Criteria	Documents to be submitted
1.	The bidder is registered as a company in India as per Company Act 1956 and should have been in operation, for a period of at least 5 years as on date of this RFP	The Certificate of Incorporation issued by the Registrar of Companies along with copies of Memorandum and Articles of Association are to be submitted along with technical bid. (Documentary proof should be attached).
2.	The Bidder has registered an average turnover of at least Rs. 50 Crores (Rupees Fifty Crores) per financial year (Financial year shall mean an accounting period of 12 months. Figures for an accounting period exceeding 12 months will not be acceptable) for the last 3 financial years, (not inclusive of the turnover of associate companies) as per the audited accounts.	Annual reports of 2020-21, 2021-22 and 2022-23 should be attached. (Documentary proof should be attached).

3.	The bidder has registered net profit (after tax) for the last 3 financial years (not inclusive of associate companies) as per audited accounts (Financial year shall mean an accounting period of 12 months and turnover for 12 months will only be considered for the purpose of reckoning the eligibility).	Annual reports of 2020-21, 2021-22 and 2022-23 should be attached. (Documentary proof should be attached).
4.	The Bidder should be original equipment manufacturer (OEM) for hardware and software or premium partner	OEM or authorized reseller, to submit a letter of authorization / Manufacturer Authorization Form (MAF) as per format
	authorized reseller of ATM in India. The Bidder must be in position to provide support / maintenance / up gradation during the period of contract with the Bank. Either OEM or only one of its authorized reseller in India shall participate in this RFP.	provided in Annexure I of this RFP. If Multiple OEM's are involved in the tender, Bidder shall submit MAF from each of them.
5.	The bidder must have pan India presence with direct service centers or exclusive franchisee service centers or authorized service centers in at least 100 locations in India (covering all Regional Offices around 48, as on date of RFP). These locations should be staffed with support personnel with experience in service support of hardware / peripherals / equipment proposed to be procured under this bid.	Bidder to submit the service center details as per format provided in Annexure II of this RFP along with the technical bid. (Documentary proof should be attached). Contact Details and addresses of Regional Offices of the Bank is provided as per Annexure
6.	Bidder should have supplied a minimum of 300 nos. of ATM of the proposed make and model in the last 3 years from the date of the RFP.	Purchase Order/ Satisfactory Certificate from the any two or more client as per format provided in Annexure III along with documentary proof should be submitted along with the technical bid.
9.	The bidder should submit PCI and PADSS Certificates bearing the OEM software name.	Documentary proof should be submitted along with the technical bid.
10.	The bidder should submit a certificate issued by their company secretary, certifying that all the components/parts/assembly/software quoted/used in the hardware were original/new components/parts/assembly/software, and that no refurbished/duplicate/second hand components/parts/assembly/software were being used or would be used.	Bidder to submit the certificate as per format provided in Annexure IV of the RFP along with the technical bid. (Documentary proof should be attached)

11.	The bidder should submit a letter of undertaking stating to agree to abide by all the terms and conditions stipulated by the Bank in the RFP including all annexures, addendum and corrigendum for the supply, installation	Bidder to submit the letter as per format provided in Annexure V of the RFP along with the technical bid. (Documentary proof should be attached)
	and commissioning of ATMs at various locations across the country based on the requirements, specifications, terms and conditions laid down in this Request for Proposal (RFP).	
12.	The bidder should not have been blacklisted in any Central Government / PSU / Banking / Insurance company in India as on date of the RFP.	Bidder to submit the Self Declaration certificate as per format provided in Annexure VI of this RFP along with the Technical bid.
13.	The bidder should provide a confirmation of having submitted all the required supporting documents as per the Annexure. In case the bidder fails to submit any of the supporting documents listed in the Bidder's qualification Criterion or the duly certified (self-certified) checklist, itself the bidder will be disqualified.	Bidder to submit the self-certified copy of checklist enclosing the supporting documents called for in the bidder's Qualification Criterion as per Annexure B

The bidder shall submit relevant documents / self-declarations supporting the above eligibility/qualification criteria along with the technical bid.

Scope of work

The scope of work is to supply and install brand new latest technology ATM as mentioned in Annexure- "A".

The Complete Maintenance of ATM (First Level and Second Level) will be responsibility of the bidder.

The bidder shall quote rates for the cost of ATM.

At the time of handing over the ATM all the components of ATM shall be in proper working condition.

Specifications of ATM

The specifications of ATM are as per annexure "A" respectively.

Period of Validity

Bids shall remain valid for a period of **one year** from the date of bid opening prescribed by the Bank. A bid valid for shorter period shall be rejected by the Bank as non-responsive.

Bid currency

The prices in the bid document shall be expressed in Indian Rupees only.

Bidding Process (Two Stages)

For the purpose of the present job, a two stage bidding process will be followed. The response to the present tender will be submitted in two parts:

Technical Bid (Part-I) Commercial

Bid (Part-II)

The bidder will have to submit the technical bid and commercial proposal of the bids separately in Red Laakh-Sealed envelopes (Wax Seal), duly super scribing "For Supply and Installation of ATM" and "Technical Bid" or "Commercial Bid" as the case may be.

Technical Bid

Technical bid will contain the bidder's information in the format given in bid document. Technical bid will not contain any pricing or commercial information at all.

The bid shall be typed or written in indelible ink and shall be signed by the bidder or a person duly authorized to bind the bidder to the contract. The authorization shall be indicated by a written power of attorney accompanying the bid.

All pages of the bid except un-amended printed literature shall be initialed by the persons (s) signing the bid. The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case corrections shall be initialed by the person(s) signing the bid.

Commercial Bid

The bidder should quote the price as per part-II.

Submission of Bids

The bidder shall duly seal each envelope with Red Laakh-Seal (Wax Seal) and should be addressed to the following address:

Chief Executive Officer,
The Nalgonda District Cooperative Central Bank Ltd., Nalgonda,
Head Office, Near Clock Tower, Hyderabad Road, Nalgonda –Telangana-508001.

The bidder shall submit bids in two separate envelopes clearly mentioning the title of the bid i.e. commercial and technical bids. These bids should be accompanied with required EMD.

Bid Earnest Money Deposit (EMD)

Bidder has to submit the bid Earnest Money of **Rs.50,000.00 (Fifty Thousand only)** in the form of Electronic remittance to the account details mentioned in schedule of events.

The technical proposals without EMD will be rejected straight way.

No interest will be paid on the EMD and shall be returned after satisfactory completion of work.

The EMD deposited by the vendor may be forfeited if the selected vendor fails to complete the project within the time period agreed mutually by the bank and vendor.

Deadline for submission of bids:

Bids must be received by the Bank at the address specified in the bid document not later than the specified date and time mentioned in the bid document. If the specified date of submission of bids being declared a holiday for the Bank, the bid will be received up to the specified time on the next working day.

The Bank may at its discretion extend the deadline for submission of bids by amending the bid documents in which case all rights and obligations of the Bank and the bidders, previously subject to the dead line, will thereafter be subject to the dead line extended.

Late Bids

Any bid received by the Bank after the deadline for submission of bids will be rejected or returned unopened to the bidders, if so desired.

Modifications and/or withdraw of bids

Bids once received will be treated as final and no modification will permitted. No correspondence in this

regard will be entertained.

No bidder shall be allowed to withdraw the bid after the deadline for submission of bids.

In case of the successful bidder, he will not be allowed to withdraw/back out from the bid commitments. The bid earnest money in such eventuality shall be forfeited and all interest/claims of such bidder shall be deemed as foreclosed.

Documents to be submitted

The bidder shall submit the following documents in sealed cover:

Technical bid (The same sequence/order should be maintained for easy evaluation)

- ❖ Bidder's letter addressing to bank bid with earnest money in the form of Electronic remittance.
- ❖ Supporting documents in respect of minimum qualification criteria as per terms in eligibility Criteria.
- ❖ Bidders company profile along with copy of audited balance sheet, installation certificates, service centre etc.
- ❖ Acceptance of the terms and conditions mentioned in the tender document.
- ❖ Technical proposal and compliance.

Commercial bid (The same sequence/order should be maintained for easy evaluation)

- ❖ Commercial offer as per commercial BID format separately for purchase of ATMs maintenance of ATM

Bid opening and evaluation

The Bank will open the bids in the presence of all bidders/their representatives who choose to attend, at the time and date mentioned in the bid document at the address mentioned in Para-Submission of bids.

The bidder/ their representatives, who are present, shall sign the register/attendance evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for Bank, the bid shall be opened at the specified time and place on next working day.

In the first stage only "Technical Bid" will be opened and evaluated. Those bidders satisfying the technical requirement as determined by the bank and accepting the terms and conditions of this document shall be short listed.

In the second stage, the commercial bid of only those bidders, whose technical bids are shortlisted, will be opened. The Bank reserves right to accept or reject any technology proposed by the bidder without assigning any reason thereof. Decision of the Bank in this regard shall be final and binding on the bidders.

The commercial bid shall be opened in the presence of short listed bidders, if they are present. If the shortlisted bidders or their duly authorized representatives are not present, the commercial bids will be opened in their absence. The intimation of time and place of opening of commercial bids will be informed separately to the shortlisted bidders only, if required.

Evaluation criteria

The bidder shall meet all specifications mentioned in annexure-A. Bid not complying with laid down specifications shall be out rightly rejected.

Bids shall be finalized on the basis of lowest price quoted by the bidders

Eligibility Criteria

Companies within India which are eligible to do business in India under relevant Indian Laws as in force at the time of bidding should fulfill the eligibility conditions subject to the condition that vendor should be OEM/ authorized distributor.

In case of authorized partner, manufacturer's authorization form must be provided. The production unit/factory of the OEM should be ISO 9001:2008 certified.

The bidder should have minimum eligible criteria as mention in Table-II.

The bidder/ OEM should be in position to provide direct on-site support for at least six years and should have support office in the area of jurisdiction of the State.

The bidder must not be blacklisted by any Govt. PSU or PSB during last three years.

The bidder/company should be in profit for the last three financial years as per audited balance sheet.

Clarifications of Bids

To assist in the examination for evaluation and comparison of bids the Bank may, at its discretion, ask the bidder of clarification. The response should be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

Preliminary Examination

The Bank will examine the commercial bids to determine whether they are complete, whether any computational errors have been made, whether required information has been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order. Bids from agents without authorization from the manufacture as per the authorization from, shall be treated as non-responsive and will be out rightly rejected.

Arithmetic errors will be rectified on the following basis. If there is discrepancy between unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is discrepancy between words and figures, the amount in the words will prevail. The bid determined as not substantially responsive will be rejected by Bank.

Signing of Contract

The successful bidder shall be required to enter into an agreement with NDCCB within seven days of the award of the tender or within such extended period as may be specified by the Bank on the basis of tender document, the tender of the successful bidder, the letter of acceptance and such other terms and conditions as may be determined by the bank to be necessary for the due performance of the work in accordance with the bid and the acceptance thereof. The agreement will be valid for 6 years from the date of signing of agreement unless terminated by the bank before that date.

Governing Law and Disputes

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of this tender document or breach thereof shall be settled amicably. If however the parties are not able to solve them amicably, in that event, the same shall be referred for **Rules of Arbitration of the "SCOPE" and the award made in pursuance thereof shall be final and binding on the parties.** Courts of **Nalgonda** city shall alone have jurisdiction to the exclusion of all other courts, in respect of all differences and disputes envisaged above.

During the arbitrations proceedings the vendor shall continue to work under the contract unless otherwise directed in writing by the bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.

The venue of the arbitration shall be Nalgonda.

Supply-Terms and Conditions Validity of

Rates

The rates will be valid for a period of 5 years, if not revised earlier, on review by the Bank. The vendor will also provide the latest model of ATM available on the date of order. The vendor will pass on the purchaser, the benefit of discounts if any announced during any period in respect of orders placed during that period.

Use of Contract Document and Information

The vendor shall not, without the Banks prior written consent, make use of any document of information provided by the Bank in bid document or otherwise except for purpose of performing contract.

Assignment

The vendor shall not assign to anyone, in whole or in part, its obligations to perform under the contract, except with the Bank are prior written consent.

Delay/Defect in the Vendor's Performance

The performance of the vendor shall be judged on the time taken for supply and installation of the solution after placement of order. The entire activity is to completed within 4-6 weeks' time from the date of order or the time period specified, if any, by bank in the order.

Any defect or delay in providing the supply and service as mentioned above shall attract penalty as mutually agreed.

Acceptance of Order

Bank has a right to cancel the order if the same is not accepted within a period of 5 days from the date of the order.

Rates

The rates should be exclusive of GST. Price of ATM and applicable GST should be separately shown.

Delivery Period

The equipment is to be delivered within 4-6weeks from the date of order. The Bank reserves the right to cancel the order in case delivery is not affected within the stipulated time.

Acceptance Test

The system is subject to an acceptance test. Vendor has to arrange one Engineer at the site at the date and time mentioned by the Bank to assist in the acceptance test.

Placing the Order by the Concerned Offices

The vendor/s shall be finalized centrally at the Head Office.

The vendor/s has to coordinate with branch office personally for delivery and installation.

The bank may assign the order in complete or in part on the rates approved for the same. If the bank decides to give the order only for one product/service, the bank reserves the right to procure another product/service from another vendor for the said project.

The date on which the complete system is delivered will be taken as the date of delivery. In case of part delivery, the date of list of items delivered will be taken as the date of delivery.

Warranty

All products should be quoted with one year comprehensive on-site warranty and Five years AMC.

Annual Maintenance Contract

The vendor should also quote separately for AMC from the date of expiry of warranty. AMC would cover all components without any exception except consumable.

Payment Terms:

- ❖ 90% payments shall be released after successful installation of ATM at a specific site/ location mentioned in the purchase order.

- ❖ Balance 10% payment shall be released after expiry of warranty.

Delay/Defect in the Vendor's Performance

The performance of the vendor shall be judged on the time taken for supply and installation of the solution after placement of order. The entire activity is to be completed within 4-6 weeks' time from the date of order or the time period specified, if any, by bank in the order.

Any defect or delay in providing the supply and service as mentioned above shall attract penalty @ ₹2000.00 per day.

Technical Bid

The technical bid should mention the specifications and the warranty of the product offered.

Technical specifications

Annexure-A

1. Automated Teller Machine Specifications

Sr. No.	Basic Common Configuration of the ATM	Compliance (Yes/No)	Higher configuration, if any	Remarks
1	Front Cash Loading facility			
1.1	Operator Panel / consumer screen for updating the cash counter, FLM activities etc. ATM should have supervisory Menu which provides an interface for day to day Operations.			
2	Customer Interface:			
2.1	15"LCD Display with 8 functional display keys with Braille decals (FDKs) with privacy filter and Trilingual Touch Screen support.			
2.2	ATMs to be enabled with Voice Guidance with Text-to-Speech fully fledged voice guidance solution for the visually impaired persons. This should be in line with IBA/ Govt of India guidelines for enabling visually impaired persons to transact at ATMs. ATM should have support for Text to Speech or any in built feature through which visually impaired is guided for all ATM transactions which a normal person does at ATMs. The visually impaired person should be able to hear account balance and should also be able to Do cash withdrawals for any amount.			
2.3	Rugged spill proof Triple DES compliant 16 key Alphanumeric keypad with secured. Encrypting key board with polycarbonate / stainless steel (EPP pin pads) keys. Should comply to latest PCI3.0 of above standards and 3 DES double length keys for protecting The PIN data.			
2.4	PIN PAD with support for remote key management and should be Braille enabled.			
2.5	There should be provision for Pin shield or recessed pin pad for pin security.			
2.6	ATM must have Braille decals on customer interface modules like card entry slot, cash Exit slot, receipt slot in order to ensure ease of access for visually challenge person.			
2.7	Should be capable of supporting Multilingual screen			

2.8	ATM should be fitted with a Rear view mirror so that customers are able to see what is happening behind him while he/she enters PIN(shoulder surfing).			
3	<u>Card Reader:</u>			
3.1	Hybrid Dip Smart Card Reader: Smart Card Reader with media entry indicator having capability to read magnetic stripe & smartcard chip (EMV v 4.3 or higher standard Compliant)with Level2 approved terminal resident application.			
3.2	ATM should have capability for transactions of all types of cards like MasterCard, Maestro, Visa, AMEX, Rupay and all other types of cards Currently being used.			
4	<u>Specification Receipt printer</u>			
4.1	40 column graphics Thermal Printer for trouble free receipt printing			
4.2	Formwidth54mmorhigher			
4.3	The Printer must be able to cut the paper and push the receipt out of slot provided on the ATM fascia. Capable of auto paper Loading and cutting			
5	<u>Cash Dispenser Module:</u>			
5.1	4 Pick Module (2 x Double Pick Module) with 4 currency cassettes configuration and1(one)removable divert/purge BIN (cassette) with lock & key Capable of shutting automatically when removed from the ATM.			
5.2	Friction Pick / Vacuum technology presenting mechanism with retract and purge facility for left over notes by the customer. (Cash retraction as of now is disabled in our ATMs. However, the ATMs should be capable to be enabled for cash Retraction if so desired by the Bank in future on free of cost basis)			
5.3	Minimum capacity of cassette should be 2000 notes. Currency cassettes to support all denominations. Minimum Currency dispensing capacity of 40 Currency note per cycle.			
5.4	Minimum of dispensing/sacking speed of 5 notes per second			
5.5	Indication/Sound for proper insertion of currency cassette			

5.6	Capable of Multi currency dispensing. All cassettes to Be capable of dispensing all prevalent Currency notes like Rs.100/- Rs.200/- Rs.500/- etc			
6	<u>Electronic & hardware Platform:</u>			
6.1	Intel Pentium i3 or higher with a minimum clock speed of 2.5 GHz or higher, 4 MB Cache or above and minimum 8 GB DDR III Ram.			
6.2	A minimum of 4 USB ports with 2 of the USB ports in front			
6.3	2 HDDs (including one HDD for DVR System) of a minimum capacity of 500 GB And above.			
6.4	1 Ethernet port			
6.5	Battery Backup for BIOS			
7	<u>Currency Chest:</u>			
7.1	Bidder to supply and install Currency Chest which is either UL (Underwriters Laboratory Inc. USA) 291 Level 1 or Higher standards certified or the CENL or higher certified.			
7.2	Dual Combination Electronic Lock of 6+6 digits with One Time Combination (OTC) and code generation and audit trail capabilities of reputed companies only. Factory set Passwords to be changed at the time of installation of ATM and Certified to this effect in the ATM Installation Certificate.			
8	<u>Security:</u>			
8.1	Basic alarm sensors with dual combination lock to monitor the following and sending signals/messages to Switch/ Management Centre. Chest door status Thermal status Vibration status (ATM should have alarm system with sensors capable of monitoring the above status and having capability to send signals/messages/alerts in case of Chest Door Open status/thermal status/vibration status)			

8.2	Triple DES chip with encryption / verification/validation software. Should support AES without any additional hardware. A part from Triple DES encrypted communication EPP, communication from All other devices/ components of ATM should also be encrypted triple DES enabled.			
8.3	ATM should be pre-installed with white listing application solutions. All bidders must provide White listing solution with following features- 1) The solution must ensure that only "white listed" applications run on the ATM 2) The solution must prevent the Execution of any non white listed files on the machine			
8.4	Card reader should have a comprehensive Anti Skimming solution with following capabilities/features: 1) Sense any foreign material/device/attachment in surround of the card reader and send message/signal to switch and to the Remote ATM Monitoring Solution (ESQ)deployed by the Bank which takes feed from Switch 2) Should be able to send signal to Switch to put ATM out of service and block the card reader from accepting any more card insertions 3) Block the card reader entry to the card reader slot when such suspicious activity happens 4) It should also have the provision to sense any suspicious anti-cloning activity attempted through insertion of wire or similar mechanism in the ATM machine (Bidder to submit complete Details of Anti-Skimming Device)			
8.5	Application should be PCI PA- DSS compliant as on date of supply of CD.			
8.6	ATM should have dynamic windows /LINUX password ATM Windows/LINUX OS should be configured to work in a locked down / restricted mode (with non admin rights).(Preferable for Windows OS)			
8.7	ATM should have Unique Key per Terminal (UKPT) for both the keys. (UKPT, a key management scheme where each ATM needs to have a			

	Unique key for encrypting data, needs to be implemented on all ATMs.)			
8.8	All keys should be TDES double length keys to secure critical data during Transmission and storage.			
9	Multimedia Features:			
9.1	ATM should support multimedia features like Audio Guidance, Video(with MPEG-4 full motion video support) etc			
9.2	Machines to be enabled with Voice guidance with Text to speech full-fledged voice guidance solution. This should be as Per IBA guidelines.			
10	Digital Video Surveillance System:			
10.1	ATM should be integrated with a digital video surveillance system with a primary camera(Portrait, face camera)and should be capable to capture image of the customer approaching and performing Transactions at the ATM.			
10.2	Solution should be able to store the images / video in a digital format for minimum 3 months at an average of 400 transactions per day.			
10.3	Separate Hard Disk for DVR recording (500 GB) and above.			
10.4	Solution must provide an interface to browse, search And archive the stored video/images on hard disk or external media.			
10.5	Solution must be able to capture & stamp the Transaction information on the video/ images			
10.6	Super impose date, time and transaction data onto the Recorded video/images			
10.7	The solution's health must be capable of monitoring from the ATM Switch (Sarvatra) of the Bank.			
10.8	The solution must have a search facility to locate an image / event by date & time , Card No, Transaction Reference No.			

10.9	Support motion detection recording :Video Surveillance System should be able to start recording/capturing images immediately in the event of any movement/motion taking place in the ATM room, A part from normal recording at the time of transactions.			
10.10	Support water marking for Image/video authentication			
10.11	The solution must not degrade the performance of ATM, e.g. speed of normal transaction.			
10.12	Pilfer proof camera with a minimum resolution of 640X480. The image quality Should be good and clear enough to assist in establishing identity.			
10.13	Solution must be capable to take necessary backup of Stored image and retrieval the same at any point of time			
11	<u>Software &OS:</u>			
11.1	Windows 10/LINUX or above with applicable and latest service packs.(Preferable for Windows OS)			
11.2	ATM should be preloaded with CEN3.0 compliant XFS software and should be capable of running multi vendor software Without any hardware/operating system changes.			
11.3	Software for interface between ATM and Sarvatra Switch for online ATM operations.			
11.4	Supporting ATM drivers emulations NDC or Diebold 912			
11.5	Vendor to provide hardened operating system blocking all unwanted ports and Applications. No malware, viruses, worms, Trojans			
12	<u>Electronic Journaling Module(EJ)</u>			
12.1	ALL ATMs to be enabled with Electronic Journal (EJ) with capabilities to store EJ for multiple days. ATM to be preloaded with a certified software agent of Bank's Managed Services/other Vendors during the time of installation without any extra cost to the bank. EJ Software will be provided bank/Managed Services vendor of the Bank.			

13	<u>Biometric Functionality and Biometric Scanner</u>			
13.1	ATM to support card based (PIN based) transactions and Bio-Metric (multiple Finger minutiae) transaction functionality that is compatible with AEPS & Aadhaar.			
13.2	Secure Biometric scanner that supplies the finger print data to the ATMs with in 800 byte ANSI-INCITS 378-2004 Templates in Hex. The Biometric Scanner should be of good quality capable of accepting finger scans in			
14	<u>Communication & Connectivity</u>			
14.1	Machine should have capability to connect to any type of Ethernet network switch (Presently Bank has Sarvatra Switch.)			
14.2	Should have Network Interface Card 10/100Mbps			
14.3	Should connect to the existing Switches using NDC or DDC device handler.			
14.4	ATM must support TCP/IP/SSL/TLS/Macing.			
15	<u>Other Features</u>			
15.1	Should be operational in wide range of temperatures between at least 10-45°C and humidity conditions ranging at least From 20 to 70 RH.			
15.2	Able to provide RP low messages to Sarvatra Switch/Management Centre.			
15.3	ATM model should be certified for To Sarvatra Switch.(Bidder to provide requisite certificate)			

Note: (i) No additional charges shall be paid for EMV testing. All ATMs should be EMV card compliant.

(ii) All ATM should comply with control measures for ATMs prescribed by

- RBI vide circular RBI/2017-18/206 DBS9CO).CSTIE/BC.5/31.01.015/2017-18 dated 20 June 2018
- RBI Vide circular Ref. DCBS (AH) TAFUCB.No291/12.33.014/2018-19 Dated 14 August 2018.
- RBI vide circular Ref.RBI/2017-18/162 DCM (plg) No.3641/10.25.007/2017-18 Dated 12 April 2018.
- RBI vide circular RBI/2018-2019/214 DCM (plg) No.2968/10.25.007/2018-2019 Dated 14 June 2019.
- or any other modification required by the RBI in future.

Note : (i) No additional charges shall be paid for EMV testing. All ATMs should be EMV card compliant.

Commercial Bid (Part-II)

The rates shall be quoted in the following format only Automated Teller Machine (ATM)

Sr. No.	Item	Make/Model	Rate (In Rs.)without GST
	ATM		

AMC Rates without GST:

Cost of AMC of ATM for Second Year: _____

Cost of AMC of ATM for Third year: _____

Cost of AMC of ATM for Fourth year: _____

Cost of AMC of ATM for Fifth year: _____

Cost of AMC of ATM for Sixth year: _____

ANNEXURE -I

LETTER OF AUTHORISATION FROM ORIGINAL EQUIPMENT MANUFACTUER (OEM)

(Bidder to attach separate authorization letter for each of the authorization)

We hereby authorize M/s. _____ (name of the company with address) to quote prices for the ATM (Specify here make and model of ATM) invited vide its RFP REF No. NDCCB-IT/ATM/2024-25
Dated: 24.05.2024

Make and Model of ATM:

WE also confirm the following:

- a) Technical specification of the ATM quoted by the bidder meets the specifications stipulated in the above-cited RFP.
- b) In the event of bidder, not providing services or services provided by the bidder is not adequate, and then the same shall be provided to the Bank at the same terms and conditions of the RFP.
- c) The hardware / equipments for which the bid is submitted is for latest models and is not marked to be withdrawn during the next 12 months.
- d) Spares for the ATM will be available for at least 7 years from the date of delivery of the ATMs
- e) Bidder is our Gold or equivalent to Gold Partner and we have support agreement with the Bidder for _years valid through _
- f) Delivery schedule stipulated in the RFP will be strictly adhered to.

Authorised Signatory:

Name and Designation:

Office Seal with date:

(The above OEM letter should be typed out in the OEM letter Head and signed by the OEM authorised signatory).

ANNEXURE-III

Format for Certificate from Clients

We hereby certify that M/s. _____ awarded contract for Setting up of ATMs vide our Purchase Order reference No. _____ dated _____ (copy of PO enclosed). The details of project execution under the above Purchase Order is as under:

1) Number of ATMs Delivered, installed and commissioned:

Authorised Signatory.

Name and Designation of Authorised Signatory.Date.

Official seal.

ANNEXURE II

DETAILS OF SUPPORT INFRASTRUCTURE AVAILABLE WITH BIDDER

S No:	Name of Regional Office Location	Contact details with names , address , contact Number, e-mail ID etc.	Specify whether direct service centers or exclusive franchisee service centers or authorized service centers	Number of Service Engineers attached
1.	Hyderabad			
2.	Warangal			
3.	Vijayawada			
4.	Nalgonda			
5.	Suryapet			
6.	Bhongir			

We hereby certify that the details of direct service centers or exclusive franchisee service centers or authorized service centers mentioned above are of our own.

Authorized Signatory

Name and Designation
Place:

Office Seal

Date:

ANNEXURE IV

To
The Chief Executive Officer,
The Nalgonda District Cooperative Central Bank Ltd., Nalgonda,
Head Office, Near Clock Tower,
Hyderabad Road, Nalgonda –Telangana-508001.

UNDERTAKING OF AUTHENTICITY FOR THE SUPPLY OF ATMs

Ref: NDCCB-IT/ATM/2024-25 Dated:24.05.2024.

With reference to the Cash Dispensers being supplied /quoted to you in response to the above RFP, we hereby undertake that all the components / parts / assembly / software used in the hardware under the above like Processor, Mother Board, Memory, Hard disk, Monitor, SMPS etc shall be original new components/parts/ assembly /software only, from respective OEMsof the products and that no refurbished / duplicate / second hand components / parts / assembly / software are being used or shall be used.

We also undertake that in respect of licensed operating system if asked for by you in the RFP, the same shall be supplied along with the authorized license certificate (eg: Product Keys on Certification of Authenticity in case of Microsoft Windows/LINUX Operating System) and also that it shall be sourced from the authorized source (e.g.: Authorized Microsoft Channel in case of Microsoft Operating System).

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time. In case of default and we are unable to comply with above at the time of delivery or during installation, for the IT Hardware/Software already billed, we agree to take back the ATMs without demur, if already supplied and return the money if any paid to us by you in this regard.

We also take full responsibility of both Parts & Service SLA as per the content even if there is any defect by our authorized Service Centre/ Reseller/SI etc.

Authorized Signatory

Name and Designation
Place:

Office Seal

Date:

ANNEXURE – V

LETTER OF UNDERTAKING

To
The Chief Executive Officer,
The Nalgonda District operative
Central Bank Ltd., Nalgonda,
Head Office, Near Clock Tower,
Hyderabad Road, Nalgonda –
Telangana-508001.

Dear Sir,

1. We hereby confirm that we agree to all the RFP terms and conditions of the NDCCB-IT/ATM/2024-25 Dated:24.05.2024 , its Annexure's, amendments made to the RFP without any pre- conditions. Any presumptions, assumptions, deviations given or attached as part of technical document (technical bid) be treated as null and void.
2. We confirm that the undersigned is authorized to sign on behalf of the company and the necessary support document delegating this authority is enclosed to this letter.
3. We also agree that you are not bound to accept the lowest or any bid received and you may reject all or any bid without assigning any reason or giving any explanation whatsoever.

Dated at _____ this _____ day of _____ 2024.

Yours faithfully,

For _____

Signature: _____

Name: _____

Authorized Signatory
Place:

Name and Designation

Office Seal

Date:

ANNEXURE – VI
SELF DECLARATION – BLACKLISTING

To
The Chief Executive Officer,
The Nalgonda District operative Central Bank Ltd., Nalgonda,
Head Office, Near Clock Tower,
Hyderabad Road, Nalgonda –Telangana-508001.

Dear Sir,

We hereby certify that, we have not been blacklisted in any Central Government / PSU / Banking / Insurance company in India as on date of the RFP.

Authorized Signatory
Date:

Name and Designation

Office SealPlace:

ANNEXURE – B

To
The Chief Executive Officer,
The Nalgonda District operative Central Bank Ltd., Nalgonda,
Head Office, Near Clock Tower,
Hyderabad Road, Nalgonda –Telangana-508001.

SUB: RFP for "SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF CDs with UPS"
Ref; Your NDCCB-IT/ATM/2024-25 Dated 24.05.2024.

We have carefully gone through the contents of the above referred RFP and furnish the following information relating to Eligibility Criteria as stipulated in the RFP.

No	ELIGIBILITY CRITERIA as per Table II	Supporting Documents Submitted (YES /NO)
1	The OEM's for both ATMs are registered as a company in India as per Company Act 1956 and should have been in operation, for a period of at least 5 years as on date of this RFP	
2	The OEM's for ATMs has registered an average turnover of at leastRs. 100 Crores (Rupees One Hundred Crores) and Rs. 50 Crores (Rupees Fifty Crores) respectively per financial year (Financial year shall mean an accounting period of 12 months. Figures for an accounting period exceeding 12 months will not be acceptable) for the last 3 financial years, (not inclusive of the turnover of associate companies) as per the audited accounts	
3	The OEM for the ATMS should be ISO 9001 and 14001 certified companies.	
4	The OEM for ATM should have a minimum installed base of 2000 ATM's in India as on the date of the RFP.	
5	The bidder is registered as a company in India as per Company Act 1956 and should have been in operation, for a period of at least 5 years as on date of this RFP	
6	The Bidder has registered an average turnover of at least Rs. 50 Crores (Rupees Fifty Crores) per financial year (Financial year shall mean an accounting period of 12 months. Figures for an accounting period exceeding 12 months will not be acceptable) for the last 3 financial Years, (not inclusive of the turnover of associate companies) as per the audited accounts.	
7	The bidder has registered net profit (after tax) for the last 3 financial years (not inclusive of associate companies) as per audited accounts (Financial year shall mean an accounting period of 12 months and turnover for 12 months will only be considered for the purpose of reckoning the eligibility).	

8	The Bidder should be original equipment manufacturer (OEM) for hardware and software or premium partner / authorized reseller of ATM in India. The Bidder must be in position to provide support / maintenance / up gradation during the period of contract with the Bank. Either OEM or only one of its authorized reseller in India shall participate in this RFP.	
9	The bidder must have pan India presence with direct service centers or exclusive franchisee service centers or authorized service centers in at least 100 locations in India (covering all Regional Offices around 48, as on date of RFP).These locations should be staffed with support personnel with experience in service support of hardware / peripherals / equipment proposed to be procured under this bid.	
10	Bidder should have supplied a minimum of 300 nos. of ATM of the proposed make and model in the last 3 years from the date of the RFP.	
11	The bidder should submit PCI and PADSS certificates bearing the OEM software name.	
12	The bidder should submit a certificate issued by their company secretary, certifying that all used.	
13	The bidder should submit a letter of undertaking stating to agree to abide by all the terms and conditions stipulated by the Bank in the RFP including all annexures, addendum and corrigendum for the supply, installation and commissioning of CDs at various locations across the country based on the requirements, specifications, terms and conditions laid down in this Request for Proposal (RFP).	
14	The bidder should not have been blacklisted in any Central Government / PSU / Banking / Insurance company in India as on date of the RFP.	
15	The bidder should provide a confirmation of having submitted all the required supporting documents as per the Annexure B . In case the bidder fails to submit any of the supporting documents listed in the Bidder's qualification Criterion or the duly certified (self-certified) checklist, itself the bidder will be disqualified.	

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection.

Date:

Signature with Seal:

Name:

Designation:

PROFORMA OF BANK GUARANTEE (PERFORMANCE)

THIS GUARANTEE AGREEMENT executed at _____ this _____ day of _____ Two Thousand Twenty Four

BY:

_____ Bank, **(* a body corporate constituted under Banking Companies Acquisition and Transfer of Undertakings) Act, 1970**, having its Registered Office/ Head Office at _____, and a Branch Office at _____ (hereinafter referred to as "The Guarantor", which expression shall, unless it be repugnant to the subject, Meaning or context thereof, be deemed to mean and include its successors and assigns)

IN FAVOUR OF:

The Nalgonda District Cooperative Central Bank Ltd., Nalgonda, a Cooperative bank registered under State Cooperative Societies act, registered address at **Door No. #6-2-4, Near Clock Tower, Hyderabad Road, Nalgonda, Telangana-508001**. (Hereinafter referred to as "**Bank**", which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns),

1. **WHEREAS** the Bank, on _____ has concluded a Contract as per Purchase Order ref:.....with _____ a company within the meaning of the Companies Act, 1956 (1 of 1956) and having its registered office at Nalgonda for Supply, implementation and maintenance of CIMS application at its Branches / Head Offices and other offices located across the country and to carry out activities as stipulated in clause of the tender (hereinafter collectively called ".....").
2. **AND WHEREAS** pursuant to the Bid Documents, purchase order, and the other related documents (hereinafter collectively referred to as "the said documents"), The Bank has agreed to purchase from M/s.....who has agreed to provide to the Bankthe said, more particularly described in the said documents, subject to payment of the price as stated in the said documents and also subject to the terms, conditions, covenants, provisions and stipulations contained in the said documents.
3. **AND WHEREAS** pursuant to the above arrangement, the Bank, has concluded a Contract, with M/s. on (Hereinafter referred to as "the Vendor" which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns),

subject to the terms and conditions contained in the said documents and the vendor has duly confirmed the same.

4. **AND WHEREAS** in terms of the Contract stated in the said documents, the vendor has agreed to warrant comprehensive maintenance of the entire..... including the System, software, components and accessories supplied and to provide an unconditional and irrevocable performance bank guarantee, in favour of the Bank, from a Scheduled Commercial Bank other than The Nalgonda District Cooperative Central Bank Ltd., Nalgonda acceptable to the Bank for securing the Bank towards faithful

observance and performance by the **vendor** of the terms, conditions, covenants, stipulations, provisions of the Contract/the said documents.

5. **AND WHEREAS** at the request of the Vendor, the Guarantor has agreed to guarantee the Bank, payment of Rs. _____ (Rupees _____ only) towards faithful observance and performance by the Vendor of the terms of the Contract.

NOW THEREFORE THIS AGREEMENT WITNESSETH AS FOLLOWS:

In consideration of the premises, the Guarantor hereby unconditionally, absolutely and irrevocably guarantees the Bank as follows:

6. The Guarantor hereby guarantees and undertakes to pay, on demand, to the Bank at its office at Hyderabad forthwith, an amount of Rs as aforesaid due to the Bank from the Vendor, towards any loss, costs, damages, etc. suffered by the Bank on account of default of the **Vendor** in providing comprehensive maintenance as per the warranty, AMC and contractual terms and in the observance and performance of other terms, conditions, covenants, stipulations, provisions of the Contract, without any demur, reservation, contest, recourse or protest or without any reference to the **Vendor**. Any such demand or claim made by the Bank, on the Guarantor shall be final, conclusive and binding notwithstanding any difference or any dispute between the Bank and the **Vendor** or any dispute between the Bank and the **Vendor** pending before any Court, Tribunal, Arbitrator, or any other authority.
1. The Guarantor agrees and undertakes not to revoke this Guarantee during the currency of these presents, without the previous written consent of the Bank and further agrees that the Guarantee herein contained shall continue to be enforceable until and unless it is discharged earlier by the Bank, in writing.
 2. The Bank shall be the sole judge to decide whether the **Vendor** has failed to perform the terms of the Contract in providing comprehensive maintenance as per the warranty, AMC and contractual terms by the Vendor to the Bank, and on account of the said failure what amount has become payable by the **Vendor** to the Bank under this Guarantee. The decision of the Bank in this behalf shall be final, conclusive and binding on the Guarantor and the Guarantor shall not be entitled to demand the Bank

to establish its claim under this Guarantee but shall pay the sums demanded without any objection, whatsoever.

3. To give effect to this Guarantee, the Bank, may act as though the Guarantor was the principal debtor to the Bank
4. The liability of the Guarantor, under this Guarantee shall not be affected by
 - i) any change in the constitution or winding up of the Vendor or any absorption, merger or amalgamation of the **Vendor** with any other company, corporation or concern; or
 - ii) any change in the management of the **Vendor** or takeover of the management of the **Vendor** by the Government or by any other authority; or
 - iii) acquisition or nationalization of the **Vendor** and/or of any of its undertaking(s) pursuant to any law; or
 - iv) any change in the constitution of the Bank / **Vendor**; or
 - v) any change in the setup of the Guarantor which may be by way of change in the constitution, winding up, voluntary or otherwise, absorption, merger or amalgamation or otherwise; or
 - vi) The absence or deficiency of powers on the part of the Guarantor to give Guarantees and/or Indemnities or any irregularity in the exercise of such powers.
7. Notwithstanding anything to the contrary contained herein:
 - i) Our liability under this Bank guarantee shall not exceed Rs_____ (Rupees _____ only) and
 - ii) This Bank guarantee shall be valid up to and till.....only, being the date of expiry of the Guarantee and
 - iii) We are liable to pay up to the Guaranteed amount only and only if we receive from you a written claim or demand within the claim period not later than 12 months from the said expiry date relating to default that happened during the Guarantee period and all your rights under this Bank Guarantee shall be extinguished and our liability under the Bank Guarantee shall stand discharged unless such written claim or demand is received by us from you on or before.....(**) being the date of expiry of the claim period"
8. For all purposes connected with this Guarantee and in respect of all disputes and differences under or in respect of these presents or arising there from the **courts of Nalgonda town** where the Bank has its Central Office shall alone have jurisdiction to the exclusion of all other courts.

IN WITNESS WHEREOF the Guarantor has caused these presents to be executed on the day, month and year first herein above written as hereinafter appearing.

SIGNED AND DELIVERED BY

the within named Guarantor,

_____,
by the hand of Shri _____,
its authorized official.

(*) To be suitably altered depending on the nature of constitution of the bank that issues the guarantee.

(**) There shall be a claim period of 12(twelve) months from the date of expiry of the guarantee.