

**1. Broad Scope of Work :**

1.1 The successful bidder should provide on rental basis Wireless Simplified Token System, including but not limited to providing of the required Hardware, Software, Databases, MIS Reports, Third Party Utilities, if any, and installation, testing, commissioning, warranty, repairs and replacement of spare parts, annual maintenance, required/guaranteed uptime, etc

1.2 Bank proposes to procure 60(initially) Wireless Simplified Token System. Bank reserve the right to modify this number based on the actual requirement of the Bank.

1.3. To provide all necessary hardware and software required to make the solution work strictly as per technical specifications. The specifications given are minimum. Bidders can quote equivalent or higher technical specifications to meet the Bank's requirements.

1.4. The Wireless Simplified Token System should be such that it should be capable of being provide Online/Offline Reports, Hardware Fault, Automatic Call logging Facility outside the Bank's Network via Mail to Bank's Authorized Officials.

1.5 The Solution should be outside the Bank's Existing Network and will not be connected to Bank's LAN.

**The Bidder will be required to provide One month on Site support post installation of the systems during Business Hours of Bank.**

The Bidder will be required to arrange for centrally monitoring of all the Wireless Simplified Token Systems and provide the Reports to Bank's Authorized officials on Daily/Weekly basis as required.

**The solution should have generated a live MIS including branch dash board for Branch level monitoring.**

1.9 Solution should be capable of generating suitable MIS reports customized to Bank's requirements in respect of activity, uptime, fault event. Typical fields in the MIS: No of tokens issued daily, no of tokens serviced daily, service wise number of tokens, counter no, wait time etc.

2. Technical and Functional Specification:-

Sl. No.	Minimum specifications for Wireless Simplified Token System	Complied with— Yes/No
	<p>Wireless Token System with LCD display which is customizable to provide basic MIS like token issued time, counter no, wait time etc</p> <p>i) with 2(Two) buttons options for branches upto Scale III—one button for financial option and the second button for non financial option.</p> <p>ii) with more than 2(Two) buttons options for branches from Scale IV and above. The third and subsequent buttons for customizable options to facilitate tokens for senior citizens, HNI and priority customers and more options.</p> <p>The Services should be customizable at branch Level according to their daily needs.</p> <p>The system should ideally support a dynamic display to handle sites with larger number of counters</p> <p>(SAMPLE IMAGES ATTACHED)</p>	
2	<p>Should be fixed model and have a very pleasing aesthetic design. The unit may be mounted on a wall or on a table.</p> <p>Token Dispenser with standard metallic body should contain logo of the Bank and Bank's name.</p>	
3	<p>In built thermal printer with auto cutter, variable size of paper, easy drop and shut paper loading, 80 meter paper to print at least 1000 tokens in one load .</p>	
4	<p>LCD display to be provided by vendor. Minimum 32 inch size LCD screen &amp; integration also to be done by vendor.</p> <p>Should display token number and at least 5 counter numbers on the monitor. Announcement of token number and counter number in English followed by the local language..</p> <p>The LCD display to have options like average waiting time, scrolling text messages, promotional videos etc</p>	
5	<p>The printed token will contain Bank name, Branch name, the token number, date and time of issue.</p>	
6	<p>System should dispense printed tokens for different services like cash, transfer, RTGS, account opening etc.</p>	
7	<p>The Calling Unit should allow calling of the next customer in the queue.</p> <p>Call a specific token on priority.</p> <p>Call a skipped or deferred token.</p> <p>Minimum three units for smaller branches and additional numbers depending upon the requirement of the branch.</p>	
8	<p>The whole system must work outside the Bank's network and must not hinder with Bank's daily operations and CBS.</p> <p>Wi-fi Router should be independent and not connected to LAN.</p> <p>The wireless should be secured.</p>	

	<p>The facility for using external storage devices (data) like pen drive, hard disk, CD/DVD etc. should be permanently disabled, so that import or export of data/software/information is not possible.</p>	
9	<p>The system should generate MIS report for monitoring of the same at the Bank level. MIS should be provided at each branch E-Mail ID on daily/weekly basis.</p> <p>MIS mentioned in above point will include Summary like Nos. of Tokens Issued, Nos of Tokens Served, Average Served Time, Counter Served etc. This MIS can be Customized as per Bank's requirements.</p>	

### **3. Representations and warranties of the deliverables and SLA**

#### **Terms & Conditions for Hardware, Software & Maintenance Services**

3.1 The Vendor warrants that the products supplied under the Contract are new, unused, of the most recent or current model and they incorporate all recent improvements in design and / or features. The Vendor further warrants that all the Products supplied under this Contract shall have no defect, arising from design or from any act of omission of the Vendor that may develop under normal use of the supplied products in the conditions prevailing in India.

3.2 Warranty for Hardware Components : Onsite comprehensive warranty for all the hardware components including free replacement of spares, parts, kits as and when necessary will be available for the period of rental contract and subsequent AMC as agreed.

3.3. Warranty for the System Software/off-the-shelf Software will be provided to the Bank as per the general conditions of sale of such software.

3.4. The Vendor shall in addition comply with the performance guarantees specified under the Contract. If, for reasons attributable to the Vendor, these guarantees are not attained in whole or in part the Vendor shall make such changes, modifications and / or additions to the Products or any part thereof as may be necessary in order to attain the contractual guarantees specified in the Contract at its own cost and expense and to carry out further performance tests.

3.5. On-site comprehensive warranty: The warranty would be on-site and comprehensive in nature and back to back support from the OEM. The vendor will warrant all the hardware and software against defects arising out of faulty design, materials and media workmanship etc. for a period of five years from the date of acceptance of the hardware and software. The vendor will provide support for Operating Systems and other pre-installed software components during the warranty period of the hardware on which these software & operating system will be installed. The Vendor shall repair or replace worn out or defective parts including all plastic parts of the equipment at his own cost including the cost of transport.

3.6. During the term of the contract, the VENDOR will maintain the equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services:

- a) Free maintenanceservices during the period of warranty. Professionally qualified personnel who have expertise in the hardware and system software supplied by the vendor will provide these services.
- b) The Bidder shall rectify any defects, faults and failures in the equipment and shall repair/replace worn out or defective parts of the equipment during working hours i.e. from 8.00 A.M. to 8.00 P.M. on all working days (viz. Monday to Saturday). In case any defects, faults and failures in the equipment could not be repaired or rectified during the said period, the engineers of the VENDOR are required to accomplish their duties beyond the said schedules in case of any situation if it warrants. In cases where unserviceable parts of the equipment need replacement, the VENDOR shall replace such parts, at no extra cost to the BANK, with brand new parts or those equivalent to new parts in performance. For this purpose the VENDOR shall keep sufficient stock of spares at Bank's premises and at the premises of The VENDOR.

- c) The maximum response time for a maintenance complaint from the site of installation (i.e. time required for Vendor's maintenance engineers to report to the installations after a request online complaint management system/call / fax /email is made) shall not exceed 4 (four) hours.
- d) The VENDOR shall ensure that faults and failures intimated by Bank as above are set right within 4 (four) hours of being informed of the same within the city of Guwahati and 6 (six) hours within urban agglomeration of Guwahati. In any case the equipment should be made workable and available not later than the Next Business Day for Guwahati and its suburbs. The time limit will be 2/3 days for areas in hilly /difficult areas of the neighbouring states of Assam. Within Assam, other than Guwahati, fault in machines will be repaired within 2 working days of being intimated.
- e) The VENDOR shall ensure that the full configuration of the equipment is available to the BANK in proper working condition viz. uptime of 97% of the time on a 24x7x365 basis.
- F) In the event of the equipment not being repaired or a workable solution not provided during Warranty period, a penalty of one (1) percent of the total consideration for each week or part thereof the delay, subject to maximum amount of ten (10) percent of the total consideration will be charged to vendor. The vendor may provide temporary equivalent replacement as a workable solution to avoid the above penalty. Any penalty due during the Warranty period will be adjusted against the future rentals by the Bank.
- h) **Preventive maintenance** : The VENDOR shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the equipment) once within first 15 days of the installation once within the first 15 days of every alternate month during the currency of this agreement on a day and time to be mutually agreed upon. Notwithstanding the foregoing the VENDOR recognizes Bank's operational needs and agrees that Bank shall have the right to require the VENDOR to adjourn preventive maintenance from any scheduled time to a date and time not later than 15 working days thereafter. Subsequently the vendor will undertake preventive maintenance once in a quarter during the period of rental contract.
- i) All engineering changes generally adopted hereafter by the VENDOR for equipment similar to that covered by this AGREEMENT, shall be made to the equipment at no cost to the Bank.
- j) Qualified maintenance engineers totally familiar with the equipment shall perform all repairs and maintenance service described herein.
- k) The Bank shall maintain a register at its site in which, the Bank's operator / supervisor shall record each event of failure and / of malfunction of the equipment. The VENDOR's engineer shall enter the details of the action taken in such register. Additionally every time a preventive or corrective maintenance is carried out, the VENDOR'S engineer shall make, effect in duplicate, a field call report which shall be signed by him and thereafter countersigned by the Bank's official. The original of the field call report shall be handed over to the Bank's official.
- l) The VENDOR shall provide replacement equipment if any equipment is out of the premises for repairs.

A detailed SLA will be drawn with the vendor after the award of contract

3.7. Any worn or defective parts withdrawn from the equipment and replaced by the VENDOR shall become the property of the VENDOR

and the parts replacing the withdrawn parts shall become the property of Bank.

3.8. The VENDOR's maintenance personnel shall, be given access to the equipment when necessary, for purpose of performing the repair and maintenance services indicated in this agreement.

However if Bank desires to shift the equipment to a new site and install it thereof urgently, the VENDOR shall be informed of the same immediately. THE Bank shall bear the charges for such shifting and the VENDOR shall provide necessary arrangement to Bank in doing so. The terms of this agreement, after such shifting to the alternate site and reinstallation thereof would continue to apply and binding on the VENDOR.

3.10 Bank shall arrange to maintain appropriate environmental conditions, such as those relating to space, temperature, power supply, dust within the acceptable limits required for equipment similar to that covered by this Agreement.

NO term or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by other, whether express or implied, shall not constitute a consent to or waiver of or excuse for another different or subsequent breach.

3.12 If, in any month, the VENDOR does not fulfill the provisions of clauses (b), (c), (d), (e) and (h) only the proportionate maintenance charges for that period during the month will be considered payable by Bank without prejudice to the right of the Bank to terminate the contract. In such even the VENDOR was credited without deducting the proportionate maintenance charges for that month, the Bank can deduct the same from future payments payable or the VENDOR shall refund the amount forthwith to Bank on demand by Bank.

3.13. On account of any negligence, commission or omission by the of the VENDOR and if any loss or damage caused to the Equipment, the VENDOR shall indemnify/pay/reimburse the loss suffered by the BANK.

**3.14. CONFIDENTIALITY:**

The VENDOR acknowledges that all material and information which has and will come into its possession or knowledge in connection with this agreement or the performance thereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to Bank will all times be held by it in strictest confidence and it shall not make use thereof other than for the performance of this agreement and to release it only to employees requiring such information, and not to release or disclose it to any other party. the VENDOR agrees to take appropriate action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement are fully satisfied. In the event of any loss to the Bank in divulging the information by the employees of the VENDOR, the bank shall be indemnified. The VENDOR agrees to maintain the confidentiality of the Bank's information after the termination of the agreement also.

The VENDOR / Bank will treat as confidential all data and information about the VENDOR /Bank / Contract, obtained in the execution of this tender including any business, technical or financial information, in strict confidence and will not reveal such information to any other party.