

ANNEXURE-A

Broad Scope of Work :

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

1.2 Bank proposes to **rent 293** simplified Wireless Queue management Systems. 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 Queue management 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 Authorize Officials.

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

1.6 The Bidder will be required to provide One month on Site support of one person post installation of the systems during Customer Walk In Hours.

1.7 The Bidder will be required to deploy 1 Manpower at Bank's designated site for Monitoring the Machines Installed at different branches and provide the Reports to Bank's Authorized officials on Daily/Weekly basis.

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

1.9 A detailed account of the scope of the work is also given in Annexure-A of this RFP and the bidders are advised to take a note of the same.

1.10 E-Token Facility through SMS should also be provided along with option of Printed Token. Mobile API will be provided by Bidder only.

1.11 Solution should be capable of generating suitable MIS reports customized to Bank's requirements in respect of activity, uptime, fault event. Typical fields in this MIS: No. of Tokens issued daily, No. of Tokens serviced daily, Service Wise Number of Tokens, Counter No., Wait Time, Loan Enquiry Mobile No. Report etc.

1. Technical & Functional Specification:-

<u>Sl no</u>	Item	Minimum Set of Requirements	Desired Set of Requirements	Complied with Yes/No
<u>1</u>	Token Dispenser	PC with 18.5 inch P O S Touch screen button that can support a minimum of 15 counters and support 1024*768 resolution. The OS should be windows 10 Pro. To ensure compatibility with the banks security standards	PC (13,4 GB RAM,500 GB HDD) with fanless design unit with sealed 18.5 inch POS Touch screen (PCAP technology) that can be mounted as a desktop or on a pedestal. The OS should be windows 10 Pro. to ensure compatibility with the banks security standards. 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/sw/information is not possible.	
<u>2</u>	Form Factor	Should be freestanding model	Should support free standing or wall mounted and have a very pleasing aesthetic design	
<u>3</u>	Printers and other peripherals	3 inch printer auto cutter feature and support at least 500 receipts without a refill.	High speed 3 inch printer with auto cutter feature and support at least 500 receipts without a refill .Preference for drop in design for easy paper loading	
<u>4</u>	Token Display Unit with speaker	To be provided by vendor minimum 28" LED screen & Integration also to be done by vendor		
<u>5</u>	Token Display Unit	Should display set of services relevant to the branch .Services can be selected by customers using the touch screen	Should display set of services relevant to the branch .Services can be selected by customers using the touch screen. Should support minimum of 3 languages per branch. English, Hindi and the regional language.	
<u>6</u>	Service Selection	Customers can select any service of choice and the relevant ticket has to be printed The Services should be Customizable at Branch Level according to their daily needs.	System should support single or multiple selection of service/s at the time of dispensing the token and the system would generate the ticket of choice. Alphanumeric numbers are desired to easily identify service and customer prefix. Loan Service should also be added along with other Services and only E-Token must be generated for it. Branch Manager/Authorized official at Branch can configure the Services needed by them by	

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			Admin Panel at Kiosk.	
7	Queuing algorithm	Should support linear queuing whereby customers can select onscreen customer identification icons.	Should support linear Queuing .	
		Facility to redirect customers and serve out of turn customers and handle missing customers	Customers can be redirected to a particular counter or for a service.	
8	Tokens	System should dispense printed tokens as well as E-Token Via SMS.	System should dispense printed tokens with Banks Branding.SMS will contain Token No. and Bank's promotional Message till 150 Character.	
		The printed ticket will contain Branch name, the service(s) selected in a clear visible format.	Additionally the estimated wait time for each service or /and number of people waiting ahead of this ticket.	
		The default language for ticket printing would be English	It is desirable to print the ticket in the language option selected by the customer.	
9	Ticket Display (LED TV)	The ticket display would clearly show the tickets that have been called to their respective counters.	Additionally the ticket numbers should be displayed in the language of choice selected by the customer. Token announcement should be in selected language.	
		Voice Calling in English language, Hindi, or local language chosen by the customer	Additionally the ticket numbers should be announced in the language of choice selected by the customer.	
		The ticket display should show the promotional videos and the called ticket in clear distinct panels.	Real-time queue statistics of every service should be displayed on the screen constantly.	
		The ticket panel should display a minimum of 5 counters at any given point of time	The system should ideally support a dynamic display to handle sites with larger number of counters.	
10	Ticket calling panel	The ticket calling panel allows calling of the next customer in the queue .	Ticket calling Panel must be outside of Bank's Network and should be Wireless. The wireless should be secured.	
		The Ticket calling Panel should be Installed on at least 6" Window/Android Based Tab's.	Tab's in Proper Casing should be provided by Vendor to be placed at tellers Desk.	
		Should support Call next customer, Redirect Customers, Missing customers, Call Again etc.	Redirection should be counter to counter or to a particular service etc.	
		System should keep information of missing token/s.	System should keep information of missing token/s and this list must be easily accessible on the ticket calling panel.	
		Counter staff should be able to stop or pause operations.	Counter staff should be able to stop or pause operations. On pausing they need to indicate reason for taking the break. The counter should not be available to the scheduler for allocating a customer during this	

			time.	
11	Security	The Whole System Must work outside of the Bank's Network and Must not hindered with Bank's Daily operations and CBS.	The System Must work independent.	
12	MIS Reporting	Should generate ticket wise detailed report, service wise wait time, service type report, hourly foot fall service & user wise report, day wise foot fall reports in tabulated format.	Additionally data is converted Into a graphical dashboard view with detailed parameterized drill-down options. Data is displayed systemically for Loan Facility. Extracting of data is available (in different file formats or for download into bank's systems).	
		Employee Wise Wait times and Service time Report	Service time ,Wait time , Employee wise	
		Pause time reports	Dashboard detailing total tickets generated ,service time and wait time in a single consolidated view across all branches	
		The MIS should be Provided at Each Branch E-Mail ID on Daily/Weekly basis.	Additionally the MIS should be E Mailed on Daily/Weekly basis to Bank's designated Monitoring Officers.	
		MIS mentioned in above Point will Include Summary like No. Of Token Issued, No. Of Token Served, Average Serve Time, Counter Served etc.	This MIS can be Customized as per Bank's desired.	
13	Central Health Reporting	Central Health Monitoring for system functioning.	Additionally, system should have the capability of generating alert to the branch administrator for events like device fault, printer out of paper, Online/ Offline Reports, Automatic Call Logging etc.)	

2. **Representations and warranties of the deliverables and SLA**

Terms & Conditions for Hardware, Software & Maintenance Services

- A.** 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.
- B.** 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.
- C.** 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.

- D.** 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.
- E.** 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.
- F.** 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:
- Free maintenance services 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.
 - 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.
 - 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.
 - The VENDOR shall ensure that faults and failures intimated by Bank as above are set right within 6 (six) hours of being informed of the same. In any case the equipment should be made workable and available not later than the Next Business Day.

- 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.
- 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.
- **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. Withstanding 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.
- 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.
- Qualified maintenance engineers totally familiar with the equipment shall perform all repairs and maintenance service described herein.
- 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.
- 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

G. 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.

H. 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.

I. 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.

J. 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.

K. 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.

L. If, in any month, the VENDOR does not full-fill 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.

M. 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.

N. 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.

4. Indicative Hardware Specification

HARDWARE SPECIFICATION		
System	Processors	Intel Core i3
	Chipset	H61/81
	Memory	4GB
	Storage	500GB
	OS	Win 10Pro
Kiosk Display	Type	Touch Screen
	Size	18.5"
	Resolution	1920 x 1080
	Brightness	200 cd/m ²
	Touch-screen	P-CAP
Ticket Display (LED TV)	Display	LED
	USB	4 port
	PS/2	1 (Reserved for Keyboard or Mouse)
		NA
	Serial	NA
	LAN	Gigabit Ethernet, RJ-45
	Audio	1 x Line Out, 1 x Mic-in
	Power DC-IN1 x 3 Pin Connector)	
Printer	Thermal Printer	80 mm Thermal Printer
Mounting	Mounting	Wall Mount
Tablets	Screen Size	6" or More
Power	Power Supply	Adaptor 24V,5A
Physical & Environmental	Operating Temperature	0 degree C~ 50 degree C at 10% to 80% Humidity
	Storage Temperature	Min-20 degree C~ 50 degree C at 10% to 80% Humidity)

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**MODULE WISE BREAKUP OF TOTAL NOS OF BRANCHES WHERE QUEUE
MANAGEMENT SYSTEM IS TO BE INSTALLED.**

Vendor has to supply, Install & do the maintenance work of **293 nos** of Systems in different Branches of SBI. Module wise breakup or branch wise break up may be collected from the user dept.