

IN MEMORY OF SHAHEED MOHTARMA BENAZIR BHUTTO



Ref: SNDB/HO/IT/ATM/ /2014  
Date : 09-05-2014

Mr. Wajahat Bukhari,  
M/s. NCR,  
State Life Building No 1-A,  
Off. I.I Chundrigar Road,  
Karachi

**Subject: Re: Tender SNDB/COK/ADMIN/469/2014**

Dear Sir,

Refer to your captioned letter dated May 08, 2014.

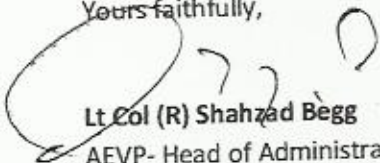
Parawise reply is as follows:-

1. As far as screen size is concerned, no restriction in the tender document in this regard has been laid for providing the screen of only 10" size, rather the interested bidder has a choice to offer a screen of 10" size or higher as per the availability. Please refer Technical Specification of the Tender Document (copy enclosed). It may also be added here that 10" screen is mostly in use of many of the Banks such as Meezan Bank, Bank Islami and Bank Al Habib etc.
2. We need UPS with 4 hours backup time if this requirement is fulfilled by UPS suitable for support ATM, it is acceptable.
3. The choice of safe for ATM i.e. UL 291 safe or better is left open for the manufacturer as we are only concerned of ATM Complete security and safety.
4. We consider that 4 weeks delivery time from the award of contract date is sufficient as practically bidder knows from the date of opening of the bid that he is selected and generally gets about 4 weeks additional time for preparation.

We hope our response will satisfy your queries however if you still need more clarification, you may meet the undersigned at your convenience.

Regards

Yours faithfully,

  
Lt Col (R) Shahzad Begg  
AEVP- Head of Administration

C.C Head of IT

## SPECIFICATION

Sindh Bank plans to procure ATMs for its branches in all over country. Kindly submit your proposal with basic functionality of cash withdrawal and standard features and functions with the following or better specifications.

### TECHNICAL SPECIFICATION

### QTY =40 ATM Machines

- ATM Lobby Model front load
- 10-inch or higher Colour LCD Consumer Display
- Motorized Card Reader (Magnetic Stripe and Smart Card) EMV Compliant, with Chip Card Support
- Card Reader with Anti Skimming / Anti Phishing protected and Integrated MCRW with Track 1& 2
- Industry Standard Triple DES Encryption support for EPP
- PC Core Latest specifications – Core2 Duo with 2.2 Ghz or higher.
- DVD RW
- HDD 500 GB or higher
- 4 GB RAM
- TCP/IP Protocol and required hardware to connect via Ethernet port
- Thermal Journal Printer
- 80mm Graphical Thermal Receipt Printer
- Camera Hardware with License SW for transaction snaps
- Transaction wise recording and display for capturing multiple events
- EJ capabilities
- Media indicator at all input/output modules
- Fascia Icons
- 4 Cassettes dispenser with 4 x Currency Cassettes
- Divert Bin
- EPP5 Large Format Keypad /Metal Keypad.
- Metal Function Keys
- UL 291 Safe or better
- Dual Lock Safe (Key lock and Combination lock) with UL-291.
- Return Card on Power Fail
- Capture card bin
- • Microsoft Windows 7 or Better. If any up gradation required in the Operating System in future it will be sole responsibility of vendor to upgrade the Operating System without any additional cost to bank.
- UPS with 4 hours backup.

#### Other Requirements:

- The ATM should be certified by both switching SW Vendors, i.e. TPS and Avanza Solutions in Pakistan
- Compliance with both switches screens of TPS and Avanza Solutions. Designing format as per SW requirement
- One year comprehensive warranty with parts and labour on site
- Delivery at the selected branches all over Pakistan and installation at site by the supplier
- Bank may choose to relocate the ATM from the Branch to any other site. Vendor will make this shifting free of cost for all ATMs up to 3 times.
- Vendor should have the proposed brand of ATMs in at least five local Banks
- Vendor to have complete sales and support infrastructure and office in Pakistan to support ATMs country wide with Engineers to have at least 3 years experience
- Vendor must provide technical and operational training for three staff of Sindh Bank Ltd
- ATM Bolting: ATM should be properly bolted on delivery.
- Delivery: Within 4 weeks after the issue of Purchase Order.
- ATM holes must be properly blocked so that entrance of mouse in ATM Machine could not be possible.
- Quantity: 40 ATM Machines

# **APPLICATION SPECIFICATION**

## **1) ATM Monitoring Software**

Show ATMs status

Show supplies status

Show cash status

Show devices status

Centralize monitoring of all ATM's status/comm down on single user interface

### **Report**

ATM status

Devices status

ATM down time

Cash

Auditing

## **2) EJ Management**

Centrally downloaded Electronic Journal

EJ data archival for later review and analysis

Automated and manual option to download ej files

### **Report**

Replenishment report

Card capture report

Comprehensive reports of ATM transactions for MIS purposes

## **3) Camera Management**

Transactions image capturing and downloaded to center location

### **Report**

Able to generate report which pertain to subject

## **4) ATM Security**

Protected ATM against viruses, Trojans and worms

Denied unauthorized access

Denied to run unauthorized code or script

### **Report**

Able to generate report which pertain to subject

## **5) Remote Management**

Able to send files/promotions/patches and updations from server to atm machines and also ability to schudle all task

Reset, close and open the atm remotly

### **Report**

Able to generate report which pertain to subject

## **6) Alerts**

Get alerts via sms or email if issue arise

### **Report**

Able to generate report which pertain to subject

## **Note:**

1. If the company qualifies the eligibility criteria than it will be required to produce the product along with all relevant brochures at the date/time/location as intimidated by the Bank for necessary inspection/verification.