

Request for Proposal (RFP) for Procurement of 3 (Three) units Automated Teller Machine (ATM-Lobby)

RFP Details:

Reference No: CBBL/HO/ICT/18-2025/547

Date of commencement of issue RFP document: 28th September 2025

Date & Time of closure of RFP document: 15th October, 2025 at 6.00 PM

Disclaimer:

The information contained in this Request for Proposal (RFP) is provided to the Bidders under the terms and conditions set out in this document. This RFP should not be construed as an offer by Community Bank Bangladesh PLC., but rather as an invitation for Bidders to submit their responses. The primary purpose of this RFP is to provide Bidders with relevant details to assist them in formulating their proposals for the procurement of ATMs.

Any information or documents submitted by the eligible Bidders in response to this RFP shall become the property of Community Bank Bangladesh PLC. and will not be returned under any circumstances.

Community Bank Bangladesh PLC. reserves the absolute right, at its sole discretion and without any obligation, to update, amend, or supplement the information contained in this RFP. The Bank also reserves the right to reject any or all proposals received in response to this RFP at any stage, without assigning any reason whatsoever. The Bank's decision in this regard shall be final, conclusive, and binding on all parties.

Bidders intending to submit proposals for ATMs are required to provide detailed technical specifications as described in the annexures of this document. In addition, commercial bids must include the pricing details for the ATMs in the Bill of Materials, specifying the exact model names and quantities.

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1. Background:

Community Bank Bangladesh PLC., a leading private commercial Bank in Bangladesh is planning to expand its alternate channel operation by installing ATM machines at both onsite and off-site locations across the country. Community Bank Bangladesh PLC. is looking for a qualified and experienced vendor capable of delivering end-to-end solutions, including the supply, installation, commissioning and maintenance of ATM—as per the specifications detailed in this Request for Proposal (RFP).

2. Qualification Criteria (Eligibility of the Bidder):

The qualification criteria (Eligibility of the Bidder) have been set keeping in mind the requirements of the Bank for supply, delivery and services covering the length and scope of business strategy. Since the support and services offered by the Bidder will have a direct bearing on the reputation of the Bank, bidders need to have a proven track record, minimum installed base, sufficient means and net worth.

- a. The bidder should be a registered company in Bangladesh and should be in sound financial condition as judged by Community Bank Bangladesh PLC., for this purpose.
- b. The bidder must have ongoing experience in supplying, installing, commissioning and maintaining CRMs/ATMs in Bangladesh. It is preferred but not in mandatory that the bidder has prior experience in supplying CRM/ATM with a minimum of three (03) years. Relevant documentary evidence must be provided (Proof should be attached).
- c. The bidder should have exclusive CRM/ATM support infrastructure to service all ATM booth/service center locations of COMMUNITY BANK BANGLADESH PLC. and provide 24X7 support, and should also be capable of expanding the support infrastructure in keeping with the requirements of bank. Bidder is required to support such installations and will have to enter into SLA for uptime guarantee.
- d. 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 annexes and addendum for Supply, installation and commissioning, based on the requirements, specifications, terms and conditions laid down in this Request for Proposal (RFP). Bidder to submit the letter as per format provided in Annexure (A) of the RFP along with the technical and commercial bid.
- e. The bidder should have own service centers in Bangladesh and its own service engineer through which bank can take support service as and when required basis.
- f. Community Bank Bangladesh PLC. has been installing ATMs across the country. Vendor is required to support such installations and will have to enter into Service Level Agreement (SLA) for uptime guarantee.
- g. The bidder should not have been blacklisted in any Banking / Financial Institutions in Bangladesh as on date of issuance of the RFP for a similar project. Bidder to submit the **"Self-Declaration Certificate"** on this along with the technical bid.
- h. The bidder must be either the Original Equipment Manufacturer (OEM) of the Automated Tellers or the locally authorized distributor/partner of the OEM. If the bidder is not an Original Equipment Manufacturer (OEM) and only an authorized dealer, they should have valid authorization letter from their OEMs to deal/market their product in Bangladesh and such authorization letter should be valid for a further period of minimum 5 years from the date of RFP.
- i. If COMMUNITY BANK BANGLADESH PLC. is not satisfied with technical specifications and the feasibility of the technical

offers, the commercial offers will not be opened in the purchase process. Technically disqualified offers will not be taken up for further process and no discussions/interface will be granted to such bidders. Only the bidders, who fulfill all the qualifications mentioned in "Qualification Criteria" of the offer, are eligible to participate in the bid. However, Technical specifications, terms and conditions and various formats and pro forma for submitting the offers are described in the document and its Annexures.

- j. The bidder should submit an undertaking by authorized competent authority, certifying that all the components/ parts/ assembly/ software mentioned/ used in the Automated Teller Machine (ATM) were completely new/ original and no duplicate/ second hand components/ parts/ assembly/ software were being used or would be used. Bidders to submit the certificate as per its own format along with the technical bid specification.
- k. ATMs offered should be capable of being fully integrated with the existing COMMUNITY BANK BANGLADESH PLC. systems immediately on installation without any modifications/testing and providing the same functionalities as existing ATMs installed by COMMUNITY BANK BANGLADESH PLC.
- l. The production unit/ factory of the brand of ATMs being quoted should be ISO9001:2000 certified. If the production units are outside Bangladesh, it should meet equivalent international standards.
- m. The Bank reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder. When the Bank makes any such rejection, the Bank will not be bound to give any reason and/or justification in this regard to the bidder. The Bank further reserves the right to reject any or all offers or cancel the whole tendering process due to change in its business requirement.
- n. The Bank reserves the right to modify any terms, conditions and specifications of this request for submission of offer and to obtain revised bids from the bidders with regard to such changes. The Bank reserves its right to negotiate with any or all bidders. The Bank reserves the right to accept any bid in whole or in part.
- o. The bidder is solely responsible for any legal obligation related to licenses during contract period for the solution proposed and Bidder shall give indemnity to that effect.
- p. Offers/bids (Technical & Commercial) in TWO COPIES must be submitted at the same time, giving full particulars in separate sealed envelopes at COMMUNITY BANK BANGLADESH PLC. address given below and the submission date is mentioned.
- q. The price quoted by the bidder will be an all-inclusive price i.e., it shall include all taxes, levies, duties, insurance, transportation, etc.
- r. The bidders shall submit their offers strictly in accordance with the terms and conditions of the RFP documents. Any bidder, who stipulates conditions contrary to the conditions given in the RFP document, is liable for rejection forthwith. Any decision of COMMUNITY BANK BANGLADESH PLC. in this regard shall be final, conclusive and binding on the bidder.
- s. Any decision as to compliance of the terms and conditions of the RFP document and on rejection of any RFP document or any part thereof shall be at the sole discretion of COMMUNITY BANK BANGLADESH PLC. and shall be final, conclusive and binding on the bidder.
- t. COMMUNITY BANK BANGLADESH PLC., is looking for well-proven branded products, which is volume produced and are used by a large number of users. All types of Hardware used in the ATM should be associated with specific model numbers and names and with printed literature describing configuration and functionality. Any departures

from the printed specifications should be clearly identified in a separate Annexure titled 'Deviations', which must be supplied by the bidder along with the RFP document.

- u. Vendors must comply with all above-mentioned criteria. Non-compliance of any of the criteria will entail rejection of the offer summarily. Photocopies of relevant documents and certificates should be submitted as proof in support of the claims made. COMMUNITY BANK BANGLADESH PLC. reserves the right to verify /evaluate the claims made by the vendor independently. Any decision of COMMUNITY BANK BANGLADESH PLC. in this regard shall be final, conclusive and binding on the bidder.
- v. Bid Security of Taka 1,00,000.00 (Taka One Lac) for the participated project in the form of Payment Order/Demand Draft/Bank Guarantee in favor of Community Bank Bangladesh PLC. The bid security should be valid for 3 (Three) months after the date of bid opening and must be submitted inside the financial proposal.

3. Period of Contract:

The Bidder shall perform the following tasks in different CBBPLC branches and offsite locations across the country as per the RFP requirement, but not limited to:

- a. Supply, installation and maintenance of Automated Teller Machine (ATM) at different location at the discretion of the Bank, across the country.
- b. The bidder must undertake all associated works required for the deployment and installation of ATM, in accordance with the specific requirements of each location.
- c. Detailed requirements, Scope of work, Technical Specifications and Commercial format are provided in Annexures below. The contract with the successful bidder will be valid for a period of 9 years from the date of go live of each Automated Teller Machine (ATM).

4. Delivery Schedules:

- a. The ATM including the required Software and licenses should be delivered and installed at any locations within 08 weeks from the date of the acceptance of Purchase Order. The address of location for delivery, installation and commissioning of the device shall be provided to successful bidder. If required, the bidder must ensure phase-wise delivery as per the Bank's requirements.
- b. If, at any time during performance of the Contract, the Bidder should encounter conditions impeding timely delivery, the Bidder shall promptly notify the Bank in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Bidder's notice, the Bank shall evaluate the situation and may at its discretion extend the Bidder's time for performance against suitable extension of the performance guarantee for delivery. Bank shall have the right to extend the device delivery timelines where there are site related challenges in deploying Automated Teller Machine.
- c. Delivery for the above purpose is deemed to be complete only when all the items specified in Purchase Order are completely delivered (Location wise) and date of delivery is the date on which the last item is delivered. If the delivery schedule is not maintained as stated in clause 4 (a) and 4 (b) or to such extended period as per clause 4 (c) of this RFP, a penalty of half percent (0.5%) of the item cost, for each week or part thereof of the delay subject to a maximum of 5% will be imposed from the expiry of due date of delivery.
- d. Failure of the successful bidder to comply with the above delivery schedule, as stipulated in clause 4 (a) and 4 (b) shall constitute sufficient grounds for the cancellation of the award of contract. In such an event, the Bank will call for new bids, forfeit the Bank Guarantee and blacklist the bidder for period of one year.

5. Comprehensive Onsite Warranty:

The successful Bidder shall warrant that the Hardware equipment and Software intended to supply under this RFP is new, unused, of the most recent models and that they incorporate all recent improvements in design and materials. The bidder shall warrant that all Hardware equipment and software supplied shall have no defect, arising from design, materials or workmanship or from any act or omission of the Supplier that may develop under normal use of the supplied Hardware. The equipment should have an initial comprehensive on-site warranty period for 15 months from the date of installation & go live. However, this comprehensive warranty may be extended in case of device malfunctioning has been noticed severely after the deployment in live production. The word "warranty" in this document refers to "comprehensive onsite warranty."

6. Annual Maintenance Contract:

- a. The bidders shall quote AMC Charges for the solution for a period of 9 years after the initial comprehensive onsite warranty period of 15 months in the commercial bid (Annexure G and H). For the post warranty period, must be quoted in percentage terms on a yearly basis, in the Commercial Offer/bid. The vendor is expected to ensure same maintenance standards as during warranty period. The vendor is also expected to make available the spare parts for the Automated Teller Machines for at least 9 years the expiry of warranty period. Thereafter, vendor will give at least twelve months' notice prior to discontinuation of support services. If any of the peripheral's components etc. are not available or difficult to procure or if the procurement is likely to be delayed, the replacement shall be carried out with equipment of equivalent capacity or higher capacity at no additional charges to COMMUNITY BANK BANGLADESH PLC., during the currency of warranty period and AMC.
- b. The vendor should ensure **100% uptime of Automated Teller Machine** during warranty period and post warranty maintenance contract period. Vendor should also ensure that the maximum response time for onsite service shall be two hours where there is local support center of the vendor/franchisee. At other locations maximum response time shall not exceed 2 hours plus the normal travel time from the nearest support center.
- c. Bank reserves its right to enter into AMC with the successful bidder, for the post warranty period.

7. Terms and Conditions:

a. Price of Automated Teller Machine:

The short-listed bidder should keep the finalized price of the ATM valid for a period of 1.5 (one) year from date of acceptance of the purchase/work order (effective date) with option to COMMUNITY BANK BANGLADESH PLC. to review the prices every quarter for downward revision of price due to reduction in government levies, taxes, duties etc.

b. Payment Terms:

The terms of payment will be as follows:

1. No advance payment against purchase order.

2. Vendors need to open an account in COMMUNITY BANK BANGLADESH PLC. All the payment will be paid through this account.
3. In case any components of the ATMs are found to be defective/damaged, payment in respect of such ATM will be withheld by COMMUNITY BANK BANGLADESH PLC. till the defective component or the ATM itself is replaced as per COMMUNITY BANK BANGLADESH PLC's directives. COMMUNITY BANK BANGLADESH PLC's decision as regards replacement of the defective part or the entire ATM shall be final, conclusive and binding on the vendor.

c. Price & TAX:

1. Cost of the ATMs including excise/customs duty and all other applicable taxes & levies which will be reimbursed on actual basis against original document of payment.
2. Minimum of 15 months comprehensive onsite warranty covering all parts & labors. This period will start from date of acceptance of each installation.
3. The quoted price should be inclusive of travelling, boarding, and lodging and for any incidental expenses. Bank shall not bear any other cost other than the one indicated in the Commercial Bid format.
4. The prices shall be quoted in BDT including VAT, AIT and all other charges.

d. Software Drivers & Manuals:

The ATMs will have to be supplied with the complete and legal documentation of hardware, all subsystems, operating systems, system software, software drivers and manuals as applicable. The bidder shall supply operation and maintenance manuals together with drawings of goods and equipment built. These shall be in such details as will enable COMMUNITY BANK BANGLADESH PLC. to operate, maintain, adjust and repair all parts as stated above.

e. Trainings:

For each hardware and other component installed, the bidder will train the designated end-user personnel of COMMUNITY BANK BANGLADESH PLC. to enable them to effectively operate the ATM. Such training should be for a maximum duration of one day and carried out during the period of installation of the ATM to ensure proper handling by the designated personnel at the ADC/Branch.

f. Evaluation Criteria:

The vendor evaluation and selection would be done based on a comprehensive Techno-Commercial Evaluation. For the purpose of evaluating prospective vendors, following factors would be considered:

1. Technical Solution Excellence and fulfillment of the Preliminary Scrutiny clause
2. Conformity to technical specifications as enumerated in Annexure C
3. Conformity to commercial Offer/Commercial bid in Annexure D
4. Acceptance of Terms and Conditions and the scope of work clauses

g. No Negotiation:

COMMUNITY BANK BANGLADESH PLC. will not entertain any inquiries from bidders regarding the status of their bids after the RFP opening. Price reductions will not be permitted during the techno-commercial evaluation until the selected bidder is notified. From the time of offer opening until the contract is awarded, no bidder should contact Community Bank Bangladesh PLC. regarding their offer or bid. Any attempt by a bidder to influence COMMUNITY BANK BANGLADESH PLC's decision on the evaluation, comparison or award of the contract may result in the immediate rejection of the bidder's offer. The decisions of COMMUNITY BANK BANGLADESH PLC. in this matter are final, conclusive and binding on all bidders.

h. Short-Listing of Bidders:

COMMUNITY BANK BANGLADESH PLC. will prepare a short-list of technically qualified bidders and the commercial offers/bids of only these bidders will be opened at the time of opening of commercial offer/commercial.

i. Selection Process:

COMMUNITY BANK BANGLADESH PLC. has formed a process to evaluate both technical and commercial Bid. The bidder who fulfills all criteria in respect of technical bid and with the lowest quote will be considered as the L1 bidder. COMMUNITY BANK BANGLADESH PLC. at its sole discretion may request the L2 bidder (bidder with the next lowest quote) to match the price of L1. In case L2 agrees to match the price of L1, COMMUNITY BANK BANGLADESH PLC. may at its sole discretion, split the order in ratio of 80% or any other percentage in favor of the original L1 bidder and 20% or any other percentage in favor of L2 bidder who has matched the price of L1. Notwithstanding the above, COMMUNITY BANK BANGLADESH PLC. shall have the right not to accept the lowest bid.

i. Right to Alter Quantities:

COMMUNITY BANK BANGLADESH PLC. reserves the right to issue Purchase Order in phases or to alter the quantities specified in the offer. COMMUNITY BANK BANGLADESH PLC. also reserves the right to delete one or more items from the list of items specified in offer. Any decision of COMMUNITY BANK BANGLADESH PLC. in this regard shall be final, conclusive and binding on the bidder.

j. Termination of Contract:

The Bank reserves the right, without prejudicing any other remedies for breach of Contract, to issue written notice of default to the Bidder, providing a cure period of 15 days. Should the Bank remain unsatisfied with the Bidder's response after this period, it may elect to terminate the Contract in whole or in part:

1. If the Bidder fails to deliver within the period(s) specified in the Purchase Order, or within any extension thereof granted by the Bank or
2. If the Bidder fails to perform any other obligations(s) under the Contract.

In the event of the Bank terminating the Contract in whole or in part, pursuant to clauses 4, 7 and the clauses mentioned in the Scope of Work (Annexure-B), the Bank may procure, upon terms and in a manner, it deems appropriate, solutions and related services similar to those undelivered, and the bidder shall be liable to the Bank for any excess costs for such similar services. However, the Bidder shall continue the performance of the Contract to the extent not terminated.

8. RFP Documentation Submission Details:

The offer should be submitted in two (2) parts in two (2) separate envelopes for each category. The details are thereof are as follows:

a. ENVELOPE-I (Technical Offer): (2 Copies):

The Technical Offer (TO) should be completed and complied with in all respects and contain all information asked for, except prices. The TO should include all items asked for in Annexure B and C. The TO should not contain any price related information. It is mandatory to submit technical details in the prescribed format (Annexure B and C) duly filled in along with the offer. COMMUNITY BANK BANGLADESH PLC., at its sole discretion, may not evaluate a TO in case of non-submission or partial submission of technical details.

b. ENVELOPE-II (Commercial Offer): (2 Copies):

The Commercial Offer (CO) should give all relevant price information and should not contradict the TO in any manner. These two envelopes containing the Technical Offer and Commercial Offer should be submitted separately in the following address. Please note that if any envelope is found to contain both TO and CO, then that offer will be rejected summarily by COMMUNITY BANK BANGLADESH PLC. Any decision of COMMUNITY BANK BANGLADESH PLC. in this regard shall be final, conclusive and binding on the bidder.

Address:

The Chairman, Purchase Committee,
Community Bank Bangladesh PLC.
Police Plaza Concord, Plot 2, Road 144, Gulshan 1, Dhaka 1212

All the envelopes must be super scribed with the following information:

- a. Type of Offer (Technical and Commercial) in separate envelope
- b. Offer Reference Number (bidder and the Bank's one)
- c. Name of the Bidder

9. Technical Documentation:

The following information should be furnished along with the technical offer by means of printed technical brochures as per checklist provided.

- Mention the model numbers of all the ATMs quoted for
- Specifications of all items asked along with technical specifications table.
- Version number and certification details (where necessary) in case of software.
- Software(s), which will be supplied free, and the ones that will be charged for, should be clearly indicated.
- Restrictions on software usage, if any, should also be mentioned. It is mentionable that the next version of any software upgrade along with required Hardware replacement cost will be borne by vendor as and when required basis. Due to upgrading of OS, if any hardware and Kernel version requires to be updated and should there be any Licensing requirement by Payment Schemes like Visa, Mastercard etc.; the ATM provider shall bear all associated costs.

10. Technical Details Submission:

The Technical offer (TO) should be complete in all respects and contain all information asked for in this document. It is mandatory to provide the technical details in the exact format of technical details/column given in the technical specifications.

- (i) COMMUNITY BANK BANGLADESH PLC. may not evaluate the offer/bid in case of non-adherence to the format or partial submission of technical details as per the format given in the RFP. Any decision of COMMUNITY BANK BANGLADESH PLC. in this regard shall be final, conclusive and binding on the bidder. COMMUNITY BANK BANGLADESH PLC. shall not allow/permit changes in the technical specifications once it is submitted. Any decision of COMMUNITY BANK BANGLADESH PLC. in this regard shall be final, conclusive and binding on the bidder.
- (ii) The relevant product information brand and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the offer/bid. Failure to submit this information along with the offer could result in disqualification (Please refer to the suggested checklist given in this document).
- (iii) It is mandatory to provide make, model and part numbers of all equipment's and their sub components as asked in the technical specification. The offer may not be evaluated and/or will be liable for rejection in case of non-submission or partial submission of make, model and part numbers of the items offered. Please note that substituting this information by just brand name is not enough. Any decision of COMMUNITY BANK BANGLADESH PLC. in this regard shall be final, conclusive and binding on the bidder.
- (iv) The Technical offer/Technical bid must be made in an organized, structured and neat manner. Brochures/leaflets etc. should not be submitted in loose form. The suggested format for submission of technical offer is as follows:
 - Index
 - Covering letter (As per Annexure A).
 - Details Scope of Work (As per Annexure B)
 - Technical Offer/Technical bid with Specifications (As per Annexure C)
 - Details of the bidder (As per Annexure D)
 - Details of past installation (As per Annexure E)
 - Details of support centers (As per Annexure F)

- Warranty details (for all relevant schedules). This should not contain any price information.
 - Delivery and Implementation Schedule.
 - Reference Site Details (As per Annexure G)
 - Technical Documentation (Product brochures, leaflets, manuals etc.). An index of technical documentation submitted with the technical offer/technical bid must be enclosed.
 - Software details, EMV and associated all other certifications details.
 - Technical offer/Technical bid must include photocopies of relevant document/certificates for supporting claims and representations made by the bidder.
 - Other if applicable
- (v) The bidder should also include the following information in their technical bid.
- Bidder Capabilities Parameters (Global Installed Base): Please mention the total no of Automated Teller Machine (ATM) installed by bidder's company/principals.
 - Business Duration: Please mention the year of start of operations of ATM and its business separately
 - Membership in key Industry forums: List the forums where bidder's organization is a member.
 - Installed Base in Bangladesh: Please mention the total no of ATMs installed of the brand offered by bidder.
 - No. of support centers in Bangladesh: Please list the no of support center's locations and no. of support engineers in Bangladesh.
 - Own production facility in Bangladesh/abroad: Furnish the details of bidder's production facility.

11. Commercial Offer Format:

The Commercial offer/Commercial bid must not contradict the technical offer/Technical bid in any way. The suggested format for submission of Commercial offer/Commercial bid is as follows.

- Index
- Covering Letter
- Commercial Version of Bill of Materials and Price Schedule (as per Annexure H & I). This must contain all price information, including Warranty, AMC Delivery Details.
- A statement that the bidder agrees to the Payment schedule given in the offer/bid.
- Financial guarantee from the principal/OEM/Local distributor against procurement value.
- Financial guarantee from the principal/OEM/Local distributor for any financial loss occurred upon procurement.
- Local distributor's 'after sales support capacity' (in terms of geographical location, staff skillset, international certification, installation base in Bangladesh, etc. has to be provided.
- The scope of Anti-hacking guarantee
- The accountability for protection of Personal data breach
- Authorization Letter

12. Normalization of Bids:

All claims made by the bidder will have to be backed by documentary evidence. In case the same are found to be lacking in terms of the claims made, the vendor is liable to disqualification. COMMUNITY BANK BANGLADESH PLC. may request the Bidder to demonstrate all the technical functionalities and features (mentioned as 'compliant' in the bidder's technical bid) as per COMMUNITY BANK BANGLADESH PLC.'s discretion within 7 days of Technical Bid opening. Bidders are requested to keep a Model ready with all functionalities in this RFP on bidding date. Bidders who cannot show a feature or demonstrate the functionality (mentioned as 'compliant' in the bidder's technical bid) will be disqualified.

13. Erasures or Alterations:

The offers/bids containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer/bid. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. COMMUNITY BANK BANGLADESH PLC. may treat offers/bids not adhering to these guidelines as unacceptable. The bid form and the documents attached to it shall not be detached or removed one from the other and no alteration(s) or mutilation(s) (other than filling in all the blank spaces) shall be made in any of the bid documents attached thereto. Any alterations or changes to the entries in the attached documents shall be made by a separate covering letter, in the absence of which it shall be rejected forthwith. Any decision in this regard by COMMUNITY BANK BANGLADESH PLC. shall be final, conclusive and binding on the bidder

14. Signing of the Bid:

The bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested. In case of a body corporate, the bid shall be signed by the duly authorized officers and supported by internal corporate authorizations.

15. Costs of Preparation & Submission of Bid:

The bidder shall bear all costs for the preparation and submission of the bid. COMMUNITY BANK BANGLADESH PLC. shall not be responsible or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.

16. Confidentiality of the Bid Document:

The bidder, irrespective of his/her participation in the bidding process, shall treat the details of the documents as secret and confidential.

1. To maintain and use the Information only for the purposes of the Contract/ Agreement and only as permitted by COMMUNITY BANK BANGLADESH PLC.
2. To only make copies as specifically authorized by the prior written consent of Community Bank Bangladesh PLC. and with the same confidential or proprietary notices as may be printed or displayed on the original.
3. To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause and to treat all Information as Confidential Information.

17. Arithmetical Errors:

COMMUNITY BANK BANGLADESH PLC. reserves the right to adjust arithmetical or other errors in the bid, in the manner in which COMMUNITY BANK BANGLADESH PLC. considers appropriate or deem fit. Any adjustments so made by COMMUNITY BANK BANGLADESH PLC. shall be stated to the bidder, if COMMUNITY BANK BANGLADESH PLC. makes an offer to accept his bid. The final decision as to any error manifest or otherwise shall be at the sole discretion of COMMUNITY BANK BANGLADESH PLC. and be final, conclusive and binding on the bidder.

18. Language:

The bid prepared by the bidder, as well as all correspondence and documents relating to the bid exchanged by the bidder and COMMUNITY BANK BANGLADESH PLC. and supporting documents and printed literature shall be in English.

19. Installation Locations:

This offer is being floated by the corporate office of COMMUNITY BANK BANGLADESH PLC. The Automated Teller Machine (ATM) being procured through this offer shall be installed and commissioned by the bidder, at various locations (across the country) which shall be intimated separately.

20. Cost and Currency:

The cost of ATM must be indicated as Fixed Price in Bangladesh Taka only, including the following:

1. Cost of the ATM including excise/customs duty and all other applicable taxes & levies but excluding Entry tax which will be reimbursed on actual basis against original document of payment.
2. Installation and commissioning charges, if any.
3. Minimum of 15 months comprehensive onsite warranty covering all parts & labors. This period will start from date of acceptance of each installation.
4. Transportation and forwarding charges to the site.
5. Insurance to cover equipment up to installation of equipment at COMMUNITY BANK BANGLADESH PLC site and handing it over to COMMUNITY BANK BANGLADESH PLC

Important Note: Prices which are not quoted as above will be summarily rejected. A bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected forthwith. Any decision of COMMUNITY BANK BANGLADESH PLC. in this regard shall be final, conclusive and binding on bidders. No upward price revision relating to increases in customs duty, excise duty, taxes, exchange rate fluctuation etc. will be permitted. However, if there is any reduction on account of government levies/taxes, during the offer/bid validity period, the same shall be passed on to COMMUNITY BANK BANGLADESH PLC. However, the bidder must indicate the tax component of the cost separately and COMMUNITY BANK BANGLADESH PLC. reserves its right to verify the same with documentary evidence.

21. Ownership and Retention of Documents:

- a. COMMUNITY BANK BANGLADESH PLC. shall own the documents, prepared by or for the Vendor arising out of or in connection with the Contract.
- b. Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by COMMUNITY BANK BANGLADESH PLC. the Vendor shall deliver to COMMUNITY BANK BANGLADESH PLC. all documents provided by or originating from COMMUNITY BANK BANGLADESH PLC/ Purchaser and all documents produced by or from or for the Vendor in the course of performing the Service(s), unless otherwise directed in writing by COMMUNITY BANK BANGLADESH PLC. at no additional cost.
- c. The Vendor shall not, without the prior written consent of COMMUNITY BANK BANGLADESH PLC. Purchaser store, copy, distribute or retain any such documents.
- d. The Vendor shall preserve all document provided by or originating from Bank/ Purchaser and all documents produced by or from or for the Vendor in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of COMMUNITY BANK BANGLADESH PLC./ Purchaser in this regard.

22. Force Majeure:

If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

Similarly, Community Bank Bangladesh PLC. shall also be not liable for any delay or failure in providing required infrastructure or support to the successful bidder to perform its obligations under the contract where such delay or failure is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bank and not involving the Bank's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, fires, floods and epidemics.

ANNEXURE-A: OFFER COVERING LETTER

The Chairman, Purchase Committee

Community Bank Bangladesh PLC.

Police Plaza Concord, Plot 2, Road 144,

Gulshan-1, Dhaka- 1212

Reference No: CBBPLC/HO/ADC/RFP/ATM/2025/47

Sub: Proposal for Supply, Installation, Commissioning and Maintenance of 3 (Three) units ATMs.

Dear Sir,

With reference to the above RFP, having examined and understanding the instructions, terms, and conditions, we hereby submit our proposal to provide the specified solution as detailed in your referenced RFP.

We confirm that the offer is in conformity with the terms and conditions as mentioned in the above-cited RFP and agree to all the terms and conditions of the RFP and subsequent amendments made, if any.

If our offer is accepted, we undertake to commence delivery within 08 weeks from receipt of work order. We agree to abide by this offer till expiry of the period of validity and our offer shall remain binding upon us and may be accepted by COMMUNITY BANK BANGLADESH PLC. any time before the expiry of that period.

We confirm that we have not been blacklisted or disqualified by any regulator, statutory body, financial institution, or public sector undertaking in Bangladesh as of the date of the RFP issuance.

We also understand that the COMMUNITY BANK BANGLADESH PLC. is not bound to accept the bid / offer either in part or in full and that the Bank has right to reject the bid / offer in full or in part or cancel the entire tendering process without assigning any reasons whatsoever.

The above arrangement is binding on our successors and assigns. We agree not to assign these provisions / presents without prior written approval of COMMUNITY BANK BANGLADESH PLC.

Yours faithfully,
(Name and Designation)

For and on behalf of

ANNEXURE-B: SCOPE OF WORK

1. The bidder should submit an undertaking by authorized competent authority, certifying that all the components/parts/assembly/software mentioned/used in the Automated Teller Machine (ATM) were completely new/original and no duplicate/second hand components/parts/assembly/software were being used or would be used. Bidder to submit the certificate as per format provided in Annexures of the RFP along with the technical bid specification.
2. The successful bidder must configure all ATM cassettes to ensure that all existing and future variants of currency notes can be dispensed through the ATM, at no additional cost to the Bank during the warranty and AMC periods.
3. Successful bidder should arrange for change of password & Replacement of combination lock in case of required to break or opening the lock of Automated Tellers without any additional cost to Bank on account of any reason thereof during warranty and AMC period.
4. The successful bidder shall agree that the Bank reserves the right to bring in multi-vendor software, hardware and if such a solution is contracted with a third party other than the successful bidder. The successful bidder agrees to cooperate with the bank for continued functions during warranty and AMC period.
5. The Bank would only provide network access required for the above system.
6. Successful bidder will be responsible for EJ/Image pulling and must ensure that EJ/image pulling services are functional from the moment Automated Teller Machine goes live with ensuring 100% system level security.
7. The bidder should maintain the system during the entire period of contract. During the said period, the bidder is bound to do all the hardware spares replacement in order to maintain the required uptime, without extra cost to the Bank covering all parts and labor from the date of acceptance of the systems by the Bank at the respective locations.
8. The successful bidder shall agree that the Bank reserves the right to bring in multi-vendor software, hardware and if such a solution is contracted with a third party other than the successful bidder. The successful bidder agrees to cooperate with the bank for continued functions during warranty and AMC period.
9. If required for any certification, the next version of operating system upgradation, any type of software upgradation/certification, the successful bidder should complete the task without any additional cost to the bank during warranty and AMC period.
10. It is preferred that each new Automated Teller Machine must be bundled with 02 set of keys (including vault and cassette for both upper & lower chamber) at the time of delivery of the machine without any additional cost to the bank.
11. The Automated Teller Machines should be robust enough to avoid any cash trap fraud. In future, if any fraud happens due to hardware design of the terminal, then the service provider has to take initiative to address the issue without any additional cost to the bank.
12. The machine should have Near Field Communication (NFC) capability to support NFC based transactions if introduced by the bank in near future without any additional cost to the bank.
13. The bidder shall deliver the device at the respective sites as per the delivery schedule on receipt of the work order from the Bank.
14. During the warranty and AMC period, the Successful bidder should extend the Onsite Service Support. The scope of Warranty and AMC shall include fixing all types of Automated Teller Machine problems. Upgradation, supply, installation and implementation of upgraded versions of software, rectification of Bugs/defects (if any), Preventive Maintenance of Hardware/Software reinstallation of firmware/software, whenever required without any additional cost.

15. The Successful bidder must ensure that the ATM will only boot from the primary HDD and nothing else. After all the configuration is complete and the ATM made live with all necessary services including EJ, Image & Screen, BIOS should be locked with a password, which will be set by the ADC Surveillance unit/IT of CBBPLC. The respective vendor requires to educate the ADC/ branch custodian on BIOS password setting.
16. The Successful bidder would be responsible for timely applying/loading of all the software patches into the individual ATM, other hardware if any during the Warranty and AMC period. This job has to be done as a part of Warranty and AMC support services, without any extra cost. In future, if any configuration changes are required in the ATM, it should be done by the successful bidder during warranty and AMC period at no extra cost to the Bank.
17. During the warranty and AMC period, the Successful bidder is bound to do all hardware spares replacement irrespective of the damage reason without any extra cost to Bank.
18. Preventive maintenance shall be compulsory during Warranty and AMC period. Preventive maintenance activity should be completed every quarter and report should be submitted to Alternative Delivery Channel. Preventive maintenance activity should take care of physical verification, device configuration verification, device health checkup, cleaning of devices, fine-tuning the configuration, security checkup, verification of bugs/patches, etc.
19. The successful bidder is required to guarantee the implementation of Hard Disk Encryption at no additional cost to the bank, ensuring the security of all data stored on the disk and mitigating the risk of identity theft, fraud or other malicious activities. Furthermore, the successful bidder must provide the Anti-Malware and Encryption Dashboard facility at no additional cost
20. If required for any certification and whitelisting solution or any type of software up gradation/certification, the successful bidder should complete the task without any additional cost to the bank during warranty and AMC period.
21. Only licensed copies of software & hardware shall be supplied and ported in the ATM.
22. The bidder should provide user level training or demo and operational guidelines to the designated Bank personnel. The checklist and the user manual for proper maintenance of ATMs are to be provided to each branch/ADC.
23. Bank reserves the right to change locations by giving prior notice. The vendor will arrange to shift the equipment and install and commission the same without any additional cost to the bank.
24. The Successful bidder must ensure that ATM's operating system will be encrypted and hardened to block the services which are not required. Successful bidder has to provide comprehensive white listing solution to prevent the machine from any cyber-attack, intrusion, virus, worm, malware, Trojan any other malicious software or similar vulnerability known as on date as well as future emergence.
25. The test Automated Teller Machine should be considered as an additional machine to the total count of machines to be supplied by the respective service provider. As the test machine will not be deployed at any offsite location and will be used only for SIT and UAT purpose at Bank or ITCL premises.
26. Detailed log report for the activities in the systems is to be generated and stored locally in systems. This log file should be in a normal readable format and to be accessible by the Bank centrally in case of need.
27. User information display screen shall be provided by the bidder and the Bank shall approve the same for loading in the systems.
28. The Bidder shall ensure to:
 - a. Configure the solution as per the ICT security policy of the Bank and preserve/record the same.
 - b. Provide, install Software/Firmware/OS/Signature updates and upgrades to fix/mitigate security vulnerabilities, define actions on signatures, firewall rule review at no cost to the Bank within 30 days as and when any advisory released/suggested by competent authority/OEM/Bank during the validity of the contract period.

- c. Compliance and Mitigation of VA/PT points at no cost to the Bank within ten days as and when any advisory released/suggested by competent authority/OEM/Bank (regulatory/non-regulatory) at any point of time during the validity of the contract period.
 - d. Take prompt action on the advisories shared by the Bank at any point of time during the validity of the contract period.
29. The bidder shall replace and upgrade the out-of-support, out-of-service, end-of-life (EOL), End-of-support (EOS) undersized elements as soon as the respective OEM announced the same at no additional cost to the bank throughout the contract period.
30. The Successful Bidder shall be responsible for the following deliverables under this contract at no additional cost to the Bank:
- a. All system hardware (server/network equipment) to be deployed for successful go live.
 - b. All Operating Systems should be hardened and application whitelisted as per the directions provided by the Bank
31. The bidder should provide 24x7 technical support through phone or mail and web for support, product updates and patches during the entire contract period with no additional cost to the bank. It will be the responsibility of the successful bidder to ensure this.
32. All repairs and maintenance service described herein shall be performed by qualified maintenance engineers totally familiar with the device. The replaced spare should be original only. The respective service provider should take back the faulty spare after replacement. In case of faulty Hard Disk (HDD)/SSD, vendor should ensure No data loss/leakage and entire old data needs to be transferred to the new HDD/SSD before taking back the old HDD as per banking policy.
33. During both the warranty and AMC periods, the respective vendor must ensure immediate backup support in the event of any software or hardware malfunction, or any other unforeseen issue. In such cases, the vendor shall be responsible for arranging a backup ATM/or the necessary spare parts to maintain uninterrupted service at every location.
34. All cassettes, including reject and retract cassettes, must be lockable with a key to ensure the highest level of security. In the event of any malfunction or defect or any other reason, the vendor must unconditionally replace the respective faulty cassette/cassettes free of charge, under the warranty and AMC period. This is mandatory.
35. Successful bidder must be handover all set of ATM keys once all the machines are available at their warehouse.

ANNEXURE-C: TECHNICAL SPECIFICATIONS

1. ATM General Specification			
SL	Required Item and Specification	Description	Bidder's Feedback (Must include full details. Responses stating only "Comply" will be considered incomplete.)
1.1	Brand	Any renowned band globally	
1.2	Model & Machine Type	Please specify	
1.3	Country of Origin	Please specify	
1.4	Country of assembly and shipment	Please specify. Proper documentation needs to be submitted during bill submission.	
1.5	Aesthetic and Practical Design	Preferred to have slim, compact and aesthetically state of art design Automated Teller Machine	
1.6	Year of Manufacture	Please specify (Not Before 2024)	
1.7	ATM Installation and Maintenance Banks in Bangladesh	Please share the bank names that are currently connected with ATMs	
1.8	Experience & Support Infrastructure: 1. No of Service Centers in Bangladesh. 2. No of Support Engineer/Technical Resource in Bangladesh	Please specify along with necessary documents	
1.9	Future Readiness	This should include scalability, integration capabilities with emerging technologies and compliance with global industry standards. Please specify.	
1.10	Installation System	The bidder shall be responsible for delivery and installation of the ATMs ordered at all the sites and for making them fully operational at no additional charge. Please specify.	
1.11	Delivery Timeline	Preferred Ready Stock. However, product delivery must be ensured within 60 days from the work-order issued date. Please specify.	
1.12	Legal and Compliance Assurance	The company must not have been blacklisted by any bank or financial institution in Bangladesh. An undertaking confirming this must be submitted on the company's official letterhead.	
1.13	Support Service Mechanism	Please specify the in details about the support service mechanism regarding contact person details, experience details, duration, service ticketing system (if any) and other documentation.	
1.14	Operating temperature	Automated Teller must be capable extreme conditions from 0 to 50 Celsius. Humidity: 5 to 45% (Without Air Conditioner)	
1.15	Power requirement	Please specify	

1.16	Operating capacity without AC	Required with reference bank & site details.	
1.17	Physical dimensions (height, width, Depth and weight)	Please specify	
1.18	Color	Please specify	
2. Automated Teller Machine PC Core & Hardware Specification			
2.1	Processor	It is Preferable to have a 7 th Generation and above Intel® Core™ i5 Processor or higher with minimum 3.3 GHz or higher clock speed. Please specify in details.	
2.2	RAM	8 GB DDR4 RAM as default (minimum) or higher. Must have the scalability to upgrade till 16 GB	
2.3	HDD SSD	512 SSD or higher. Optional upgrade to 1 TB or higher. Dual HDD attachment facility is required as well	
2.4	Audio	Audio support with 2 speakers	
2.5	Keyboard and Mouse	Standard keyboard with functional keys and Mouse	
2.6	EJ/Image push pulling facility	EJ/image push/pulling facilities are required to be functional from the moment ATM Machine goes live with ensuring 100% system level security. Please specify	
3. Card Reader features			
3.1	DIP/Motorized Card Reader / Writer	DIP/Motorized Card Reader and Write) with CROPF (Card Return on Power Failure) please specify	
3.2	EMV Certification	Must be EMV LEVEL-1 & Level 2 certified with Expire date. On expiry of certificate, it should be replaced with a valid certificate at no additional cost to the bank. Please specify with documentation	
3.3	Read/Write	Magnetic Stripe HICO/LOCO Card in Track 1,2,3 and Read/Write IC CARD	
3.4	Support ISO-7816 Standard	Support ISO -7816 standard for Mag-Stripe Cards and ISO 7816 standard for IC Card	
3.5	Jitter Function Enabled	Should be enabled	
3.6	EMV Kernel Version	Must be supported with updated Kernel version. If certification required, it should be completed before go live in production at no additional cost to the bank. Please specify with documentation.	
3.7	NFC Supported	Please specify	
3.8	Card Retract Bin	With the capacity of 15 Pieces or more, please specify	
3.9	Card Return on Power Failure (CROPF) Support	Need to be installed. Please specify	
3.10	Anti-Lebanese loop protection module need to be installed.	Please specify the mechanism and device details.	
3.11	Tilt & Vibration protection	Please specify	
4. Intelligent Anti-Skimming Solution Features			

4.1	Card Entry Slot	Anti-skimming card entry slot	
4.2	Fraudulent Device Detector (FDD)	Mandatory. Should be detect if any skimming Device is Attached. Alert time should be Configurable. Please specify in details.	
4.3	Entry Slot destroy Detection protection	Specify in details.	
4.4	Out-Of-Service Mode automatically, if Skimming Device Detected	Mandatory, ATM goes to Out-Of-Service Mode automatically after detection of skimming device and only will come back to online after removal of the skimming device.	
4.5	Anti-Tapping KIT to protect Lebanese attack/loop	Card Protection Solution with Anti-Card Trapping/Anti-fishing mechanism need to be installed.	
4.6	Electromagnetic Jamming protection	Card protection solution with electromagnetic signal jammer to defend against digital, analog and stereo skimming.	
4.7	Alarm in case of Skimming Device Detection	Need to have the capability to Continuous Beep Alarm when Skimming device detected.	
4.8	Awareness Mirrors	Mandatory, Please Specify	
5. Consumer Operating Interface Features			
5.1	Size of display	Preferred 15-inch TFT Color LCD/LED Display with or without Touch Screen. Touch Screen should be of sturdy make. Please specify	
5.2	Display Privacy Filter	Need to be Installed	
5.3	Function Display Key (FDK)	Physical/Touch/ both Physical & Touch activated FDK (support for visually handicapped through Braille Function Keys). Please specify	
5.4	Indicators for input output module	Indicators for all input output module (i.e., indicators for Card Reader, Receipt Printer, Cash shutter, EPP etc.)	
5.5	Functionality	Real time Cash withdrawal, PIN Change, Balance enquiry, Fund transfer (Intra and Inter Bank) Utility Bill Payment, Card-less Cash Withdrawal Transaction (using mobile no and OTP) etc. and future scalability as per CBBPLC requirements.	
6. Encrypted PIN PAD(EPP) Features			
6.1	PCI PTS Certified EPP	Certification Version number & expire date. Free Renewal till warranty & AMC period. Please specify with all documentation	
6.2	AES Complaint	Please Specify.	
6.3	PIN PAD	(4*4) Metal Tactile Keypad	
6.4	PCI SSF Complaint PIN shield	PCI SSF Complaint PIN Shield need to be installed. Please specify.	

6.5	Temper Pads	As per PCI SSF standard	
6.6	Remote key Load supported	Please specify	
6.7	Vandal Resistant (Anti-Vandal Design slot with Fireproof capability)	Please specify	
6.8	Destruction Mechanism	Built in Self Destruction Mechanism is required	
7. Receipt Printer Features			
7.1	Receipt printer	Thermal Receipt Printer. Please specify.	
7.2	Receipt Retract bin	Retract of receipt left by the customer. Please Specify	
7.3	Receipt paper Roll details	Please specify the maximum diameter support by terminal.	
7.4	Support Graphic printing. Both side printing option	Please specify	
8. Electronic Journal Features			
8.1	Electronic Journal Printer	1. Capability to record all types of Cash Withdrawal and Cash Deposit transaction information, including successful, unsuccessful (covering all type of scenarios), retract, line down etc. along with detail activity log such as note counts, vault open/close, summary count, customer inputted information, dispense and received note counts etc. and other standard EJ features. 2. Transaction-wise EJs must be stamped with the 'Event Time'. All EJs must also contain information regarding Counterfeit / Suspicious Notes detected and impounded. 3. The bidder shall provide EJ on T+1 basis for reconciliation purposes to the Bank	
8.2	EJ status & Encryption	ATM goes to out-of-service mode automatically when EJ not writing (mandatory). EJ needs to be encrypted once generated. Please specify.	
8.3	Electronic journal (EJ) log enables	Please Specify	
8.4	Support EJ pulling to Remote server	Mandatory. Please specify	
8.5	Configurable EJ at different level	Please specify	
9. Network Communication Features			
9.1	Ethernet Adapter	Please Specify	
9.2	TCP/IP protocol	Support for IPV4 and IPV6 and integration. Please specify	
9.3	Working capability using Wi-Fi & GSM modem	Please Specify	
9.4	Ethernet port	Minimum 02 port required. Please specify	

10. Safe lock features

10.1	Vault Locking System	Dual combination mechanical/digital lock also vault key lock facility. Please specify	
10.2	Key lock	Required 2 set of keys. Any key to be replaced by service provider as per bank need at free of cost. Please specify.	
10.3	Upper Chamber Key Lock	Please specify if the feature have	

11. Security features (Both Application and Terminal)

11.1	PCI SSF Certification	Please Specify	
11.2	Name of ATM software's	Please Specify	
11.3	ATM Vault	Preferred to have a CEN 1 vault or higher. However, please specify the vault specifications of your offered ATM machine, along with the relevant certifications.	
11.4	Unique ATM upper & lower chamber key to access for individual terminal	Unique ATM upper & lower chamber keys are mandatory for each terminal	
11.5	Security camera & camera control software	2 security Camera are required by default. 1 portrait camera and 1 cash slot camera. Camera application needs to be capable of sending its status to the ATM controller switch as per NDC protocol. Configurable snap capture provision. Please specify the camera software solution details like name of the solution & developer details.	
11.6	Consumer awareness mirror	Please specify	
11.7	PCI-SSC/ certification	Please specify	
11.8	Fraud detection mechanisms	Fraud detection mechanisms required and have the features to send alerts to appropriate staff for follow-up response and action. Please specify.	
11.9	EMV Compliance	Need to be Complied with Hardware & Software. The offered brand and model must be EMV Compliant in Bangladesh. Please specify	

12. Terminal Security

12.1	Application-level security	ATM should be adequately hardened and only white listed necessary services will run in the system (White listing of applications). ATM should be pre-installed with whitelisting application solutions, mentioned below: 1. The solution must ensure that only "whitelisted" applications will run on the ATM Machine. 2. The solution must prevent the execution of any non-whitelisted files on the machine. Service provider to provide standard whitelisting solution which should meet above requirements and should come preloaded in the ATMs which to be supplied and installed by the service provider.	
12.2	Anti-malware mechanism	Should be installed latest Anti malware mechanism/software. ATM will go Out-Of- Service & it will be functional again after resolving any system	

		malfunction related to anti-malware device functionality	
12.3	USB protection & hardware validation	USB should be protected through USB protection except white listed portable/USB drive. White listed device needs to be authorization for connectivity.	
12.4	Dispenser Module Encryption	Communication between dispenser and application need to be encrypted so that dispenser can't be compromised at any manner by any third-party application.	
12.5	XFS Layer Binding	As ATM hardware are managed from XFS layers so this layer should be protected from being compromised.	
12.6	File & registry protection	File & registry should be protected of being altered. No file should be executed from the TEMP Directory.	
12.7	Standard Process/steps validation for cash dispense before cash out	Steps should be validated and onsite authorization required on dispense transaction so that terminal can protect unusual dispense command executing on ATM.	
12.8	BIOS protection	BIOS should be protected using password.	
12.9	Support protocols	Preloaded with NDC, NDC+, DDC Protocol; Support DDC, ISO8583.	
12.10	Cash Present function	Cash must be presented in following case: 1. from Switch/host command during transaction response. 2. For test transaction - only after opening vault lock.	
13. Software Features			
13.1	Operating system	Windows 10 or higher version with License. Supplier will ensure up-gradation to next windows at free of cost till end of 2035. Due to upgrading of OS, if any hardware and Kernel version requires to be updated and should there be any Licensing requirement by Payment Schemes like Visa, Mastercard etc.; the ATM provider shall be borne all associated costs.	
13.2	ATM software (I.e., application software)	Please specify	
13.3	Conformable to CEN/XFS standards	Please specify	
13.4	EMV Level-1 & level-2 certification	Please specify	
13.5	Customization requirement with switching system	Please specify	
14. Other features			
14.1	Terminal status for Biometric device installation	Please specify	
14.2	Bangladesh bank approval to install the machine	Please specify with specific documentation.	
14.3	QR Code	Have the capability of scanning QR code using QR code scanner.	

14.4	Biometric functionality	ATM have biometric authentication functionality with finger –print reader from the initial stage. Please specify	
14.5	NFC Feature (Contactless Cash Withdrawal)	Machine should be ready for NFC device integration (for Future Skypay, Google Pay, Apple pay, Android Pay, Fitbit Pay). Contactless data should be secure from the point of digitization of the data according to PCI DSS recommendation.	
14.6	Voice Guidance Support (Voice guidance solution should be enabled by default and should be activated with insertion of earphone jack into the given slot by the card holder)	Preferred. Please specify in details	
14.7	Experience of ATM Installation and Maintenance in Bangladesh	Minimum 2 years of experience in BD at least some of reputational Banks having adequate resources and technical expertise. Please specify	
14.8	ATM OS Patches	Supplier needs to deliver proper OS patches applicable to the ATM OS as and when required basis. The patch integration process will be applicable both in warranty period and even after the warranty expires as long as ATM AMC is maintained. Please specify.	
14.9	Terminal Certification	All Payment Brands (VISA, Mastercard, TakaPay, Bkash, Union Pay, and Diners Club) should be certified for the CBBPLC on that particular Brand which is known as terminal certification. No additional changes will be done at CBBPLC Host/Switch and also vendor will bear entire certification cost (if required)	
14.10	Virus Protection Technology	Should support along with malware protection as conventional hardening solution will not provide security against malware and viruses.	

15. TECHNICAL REQUIREMENTS FOR ANTI-SKIMMING SOLUTION

Product	Product Information	Please specify	
Origin	Country of Origin	Please specify	
Shipment	Country of Shipment	Please specify	
Anti-Skimming Solution	Electromagnetic signal protection	Card Protection Solution from electromagnetic signal protection to defend against digital, analogue and stereo skimming with jamming feature.	
	Tilt and Vibration	Auto protection against cut, saw, drill or melt into the fascia.	
	Anti-Card trapping kit	Detection of a card trapped inside card reader by a criminal loop	
	Power Consumption	Please specify	
	Future adaptability	Please specify	

	Others	Please specify	
PIN Shield	Should be PCI-PTS compliant and supported for specific brands and models. It also has the privacy cover to shield PIN entry security.	Pin pad should be covered with Pin Shield. This pin shield should cover all three sides to avoid shoulder surfing and capture by external cameras Please specify.	
16. TECHNICAL SPECIFICATION FOR ANTI-MALWARE SOLUTION			
16.1	Application Whitelisting	Application whitelist which permits only authorized/known application to run on ATM.	
16.2	USB Protection	USB should be protected through USB protection except white listed portable/USB drive.	
16.3	Zero-day attack protection	The security solution shall be signature independent and should protect ATM machines from zero-day attacks.	
16.4	File and Registry Access Control	Protect uses or alters of file/registry by any-other application apart from whitelisted applications.	
16.5	Cash Dispenser Module (CDM) Security	Should have the features for dispenser module for not to be compromised at any manner.	
16.6	Memory Protection	Unauthorized code cannot be injected in memory and authorized code and application protection.	
16.7	IP and Port filtering	Only filtered IP and Ports are allowed to communicate ATM device.	
16.8	Internal Threat defense	Enable protection so that local and domain admin user accounts cannot disable the protection.	
16.9	XFS application binding and authorization	As ATM hardware are managed from XFS layers so this layer should be protected from being compromised.	
16.10	OS hardening security policies	Please specify	
16.11	Disable risk port to prevent remote attack	Please specify	
16.12	Disabling of guest login	Please specify	
16.13	Anti-malware Dashboard Facility	Should have the capability to provide the live status of Anti-malware Functionality. Please specify.	
17. TECHNICAL SPECIFICATION FOR HARD DISK ENCRYPTION SOLUTION:			
17.1	Full-Disk Encryption	The solution must provide full-disk encryption at rest for all storage drives used in ATMs. The proposed Hard Disk Encryption (HDE) solution must support robust encryption to ensure protection of sensitive data and prevent unauthorized access or data compromise. Please specify.	
17.2	Encryption Standards	Must use Advanced Encryption Standard (AES) with a minimum key size of 256 or higher bit encryption or higher for securing all data at rest. Please specify.	

		Besides, ATM will go Out-Of- Service automatically upon detecting the anomaly or non-functional of HDD encryption solution. The machine will be functional again, after resolving any system malfunction related to HDD encryption mechanism.	
17.3	Regulatory Compliance	The HDE solution must comply with relevant regulatory and industry standards (e.g., PCI-DSS, ISO/IEC 27001, Bangladesh Bank IT Security Guidelines). Please specify	
17.4	Compatibility	The solution must be compatible with existing ATM operating systems and hardware.	
17.5	Audit Logs & Reporting	The solution should maintain detailed logs of encryption activities and provide reporting features for audits and compliance.	
17.6	Remote Management	Must be capable of remote updates and policy enforcement without physical access to the ATM.	
17.7	Dashboard Facility	To see the overall Encryption status of all encrypted terminals	

ANNEXURE-D: FORMAT FOR TECHNICAL BID

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

SL	Item	Details
1	Name of The Company	
2	Postal Address	
3	Telephone numbers	
4	Constitution of the Company	
5	Name and designation of the person authorized to make commitments to Community Bank Bangladesh PLC.	
6	email address	
7	Year of commencement of business	
8	Income Tax Number	
9	Whether direct manufacturer or authorized distributor	
10	Name and Address of manufacturer	
11	Location of Manufacturing facility	
12	Brief Description of facilities for manufacture, production, inspection, testing and quality assurance	
13	Brief Description of after sales service facilities available with the offer	
14	Sales value in FY 2024-2025	

ANNEXURE-E: DETAILS OF PAST ATM INSTALLATIONS (Year 2022 to till date)

Bank	Brand & Model	No. of units purchased	Installation period

ANNEXURE-F: DETAILS OF SUPPORT CENTERS

Location	Office Address	Area of Operation	Number of support engineers and other personnel

ANNEXURE-G: DETAILS OF REFERENCE SITE

Please provide details of 3 select reference sites (of different banks) where ATMs of bidder's proposed brand are installed. Preference is for sites of large well-known banks, installed in the last 2 (Two) year. The reference site details must be given in the following format. A separate copy of the format should be used for each reference site.

ITEM	DETAILS
Bank name	
Bank address	
Fax number	
Contact person with designation	
Nature of contact person's role in the Project	
Models of ATMs installed	
Implementation date	
Address and location of site	

Note: All information submitted as part of reference site details will be treated as confidential and Community Bank Bangladesh PLC. will not disclose it to any third party.

ANNEXURE H. BILL OF MATERIALS

This bill of material must be attached in Technical Offer/Technical Bid as well as commercial offer/Commercial bid. The format will be identical for both technical and commercial offers/bids, except that the technical offer should not contain any price information. Technical offers/bids without the bill of material will be liable for rejection forthwith.

Particulars	Model Details	Device Quantity
Automated Teller Machine (ATM): Lobby Type		
Automated Teller Machine (ATM): TTW Type		

ANNEXURE-I: FORMAT FOR COMMERCIAL BID

Name of the Bidder:

Company Address:

Commercial Offer should be submitted as per below format. This bill of material must be attached in commercial offer/Commercial bid also. Bidder must take care in filling price information in the commercial offer/commercial bid, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly. Commercial offer/commercial bid without the bill of material or exact format like below (Category -1, Category-2) will be liable for rejection forthwith.

Commercial details for Supply, Installation, Commissioning and Maintenance of 3(Three) units Automated Teller Machine (ATM):

Particulars	Components Details	Machine Type and Model	Quantity	Per Unit ATM Selling Price (In BDT)	Total Selling Price (Including VAT, AIT & all other Charges)
Automated Teller Machine (ATM)		Lobby	3 Units		
		TTW	3 Units		
Warranty					
AMC (Including VAT, AIT & all other Charges)					
Delivery Timeline	Maximum 30 Days				