

Sr.No	MANDATORY REQUIREMENTS	Checked (Y/N)
(I)	Physical & General Requirements	
	Specify ATM Model Name, Number and Manufacturing Company.	
1	Lobby Model with front replenishment with a provision to support UIDAI enabled Biometric finger print , Chip Reader and such input methods as directed by RBI, NPCI, IBA nad other regulatory bodies.	
2	Model should be latest available internationally.	
3	Should be Capable to function round the clock.	
4	The proposed ATMs must be configured & must be compatible for accepted standards of MasterCard & VISA & Rupay. And satisfying guidelines of RBI, NPCI, IBA and othe such regulatory bodies.	
5	ATMs supplied by the Bidder should have a provision to support Biometric functions and have the capacity to be integrated with the Bank's Biometric solution	
6	ATMs installed should be talking ATMs for persons with visual impairment. It should support 3 languages including regional language. Bidder has to provide & maintain the required software at no additional cost to Bank. Audio/WAV files for voice guidance functionality to be provided by the selected bidder in consultation with the Bank at no additional cost. However bank will inform the regional language text of the audio. The Bidder to provide CDs which support 3 languages including regional language and this functionality should be enabled.	
7	The ATMs are to be supplied with grouting plate and necessary items like industrial bolts etc to be grouted on a 6" thick concrete with reinforced concrete. Industrial Bolts have to be fixed into the concrete. (The grouting will be done by Bank with the assistance of the selected bidder)	
8	Certificate for conformance to any of the international standards should be attached along with the offer.	
(II)	CPU	
1	CPU with Processor 1.66 GHz or above.	
2	Linux/ Windows 7 or higher with latest service pack capable of multi-tasking real time operations and software to control all activities of the ATM	
3	OS to be hardened to allow only the required services/ports and block all other services/ports to prevent all external attacks on the ATM	
4	Plug and Play Flash BIOS	
5	Required 2 Nos of HDD (500 GB or above) with Mirroring for Electronic Journal in both HDD.	
6	Minimum 2 GB DDR2 RAM or Higher	
7	1 MB or above VRAM Memory Compatibility	
8	One parallel port, 1 Serial Port, 3 or more USB ports accessible from front side, onboard audio	
9	Multimedia ports and jacks should be available.	
10	DVD Writer with latest specification and with controller card.	
11	Triple DES with encryption and validation software-capable of Remote Key Management	
12	Support AES(Advanced Encryption Standard) in future without any additional hardware changes	
13	Should support remote downloading of screens,remote driving of screens to ATM and remote loading of security keys	
14	MPEG full motion video with voice guidance support to play both MPEG and wave / sound files and supprting software.	
15	Internal Speakers	
16	10/100 Mbps Speed Lan Card (IPV 6 Compliant)	
17	The ATM should have Triple DES Encryption which is RuPay/ VISA / MASTERCARD/ AMEX compliant. It should have remote key download, TRIPLE DES chip with encryption and validation software. Should support AES without any additional hardware and should be capable of handling changes in encryption pattern implemented by regulatory agencies without any additional hardware .	

(III) Communication and Protocol	
1 ATM must support the TCP/IP protocol	
2 ATM should support NDC/DDC Device handler, EDDC 912, user application and any other standard compatible drivers required for communication with the switch.	
3 Should support Wireless, Dialup, VSAT etc	
4 Should support ISO 8583 and such formats as prescribed by the regulatory bodies	
(IV) Card Reader	
1 Card Reader should be capable accepting of Swipe and Dip Cards.	
2 Card Reader capable of reading all Magnetic Cards, Chip Smart Cards and Hybrid Cards	
3 The card reader should be capable of reading tracks -1 , 2 & 3 as per ISO standard and RuPay/ Master/ Visa Card format for Magnetic/Chip based cards, EMV etc..	
4 Reading capability for track 1 & 2 i.e. EMV Level 1 and 2 compliance version 4.0 or later.	
5 Write capability on Smart Card.	
6 Conformance to Rupay, VISA , Master, EMV"s latest specification; mention the version readiness for both the levels, Level 1 (for Card reader Hardware) & Level 2 (for Application Software). It will be responsibility of the vendor to ensure the conformance to VISA / MasterCard / RuPay Card EMV"s latest specification mention the version readiness for both the levels, Level 1 and Level 2.	
7 Capability to read HiCo / LoCo Cards	
8 Card Reader slot must have anti skimming design	
9 Compatibility for Contactless Card Reader (RFID)	
10 BioMetric reader [certified as per NPCI/RBI/IBA and other regulatory bodies]	
11 Support Biometric functions and have the capacity to be integrated with the Bank's Biometric solution and UIDAI certified solution without any additional cost to the Bank.	
12 UIDAI Compliant Biometric scanner.	
13 Cardless Cash withdrawals/operations compatibility	
(V) KeyPad	
1 The PIN PAD must be rugged spill proof Triple DES enabled with stainless steel 16 key alpha/numeric (EPP PIN pads) Keys.	
2 EPP: Stainless Steel EPP	
3 Keypad to be Latest EPP version compliant.	
4 Keypad must be Triple DES Enabled for MasterCard and VISA, Rupay and EMV card standards and must be ADA compliant.	
5 Keypad should be PCI version 1.3 or later compliant, Supporting Remote Key Management loading feature, Access For All (AFA) Standards, Physical Protection as per „PIN Protection Principles and Techniques”(PIN Shield) and approved Algorithm(s) for PIN Encryption. Specify EPP Keyboard PCI version	
6 Should Support advanced Encryption Standard in future without any additional hardware.	
7 The PIN PAD should also support tamper resistant security module which enables automatic destruction of secret keys in case of attempt to interfere with the encryption system.	
8 submit the Certificate for conformance to any of the international standards should be attached along with the offer.	
9 Braille Numeric Keypad with 16 keys /AFA complied keypad	
10 Keyboard / Pin Entry Device (PED) must be Braille enabled so that visually impaired persons can also be able to operate without any difficulty and have passed testing by Payment Card Industry (PCI), RuPay, Visa and MasterCard recognized laboratory and approved by PCI, VISA, MasterCard, RuPay and all major payment gateways.	
11 PIN pad shields should be available.	

(VI) Chest and Dispenser	
1 Chest : should be certified UL291 Level-1. Mention Certification Type	
2 Chest Lock: with dual combination lock	
3 Chest Lock: with OTP/OTC lock compatibility	
4 Alarm sensors for chest open status	
5 Certificate for conformance to any of the international standards should be attached along with the offer.	
6 Dispensing mechanism (specify whether Friction / Vacuum pickup /Robotic arm based technology)	
7 Required 4 Nos of Cassettes presently. [Cost of additional cassettes to be mentioned]. The Cassettes should be programmable Convenience type cassettes).	
8 Provision to have minimum 4 or more numbers of Cassettes. (Specify Maximum Numbers)	
9 Cassettes Capacity -Notes per cassette (Minimum 2000 notes)	
10 All Cassettes should dispense Rs.50, Rs.100, Rs.500, Rs.1000 denomination notes, which should be programmable	
11 One Divert cassette for rejected notes	
12 Indication of proper insertion of cassettes	
13 The dispenser should be capable of handling used / soiled but issuable and mixed currencies currently.	
14 Capability to Dispense Notes (minimum 40 notes)	
15 Dispensing speed (minimum 4 Notes per sec)	
16 Bunch Presenter required (Dispensed notes to be presented to the customer in one bunch) with minimum 40 Notes per Transaction	
17 Dispensable upto last note in the Cassette	
18 Single Note reject Mechanism available	
19 Should have cash retraction and purge capabilities with cash retraction currently disabled	
(VII) Power	
1 In-built SMPS to work on 230 V 50 Hz power supply	
2 Support input voltage of 230 V AC/50 HZ with +/- 5% variation	
3 Power Supply should work on Single Phase	
4 a) ATM must have inbuilt UPS or mechanism for providing power Backup in absence of power without using any additional space b) ATM without Built in UPS	
(VIII) Display and Function	
1 Screen Size should be 10 inches (diagonal) or more.	
2 Screen should be Color LCD or LED	
3 Screen Should be Touch Enabled (Touch Screen)	
4 Screen should be SVGS/HD compliant with color and graphics.	
5 Vandal Screen with Privacy Filter	
6 Sunlight readable	
7 Capable of Voice guidance to customers in multiple languages including English, Hindi, Malayalam etc. Audio/WAV files for voice guidance functionality to be provided by the selected bidder in consultation with the Bank at no additional cost. However bank will inform the regional language text of the audio.	
8 Capable of Voice guidance to visually challenged customers as per IBA /RBI/NPCI guidelines.	
9 Function Keys (minimum 8 keys, 4 left + 4 right) required. The Function Keys must be Braille enabled so that visually impaired persons can also be able to operate without any difficulty	
10 MultiLingual Audio should be available	
11 Audio (HeadPhone) Jack	
12 Built-in Speaker	
13 LED Indication (on CardSlot or elsewhere visible)	

(IX) Printers and Media	
1 The printers must be able to cut the paper and push the receipt out of a slot provided on the ATM fascia.	
2 Minimum Top-Of-Form 40-column Thermal or Dot Matrix printer to print Customer Receipt	
3 Support multilingual customer receipt printing as per customers choice of language	
4 Minimum Top-Of-Form 40 column Thermal /Dot Matrix Printer to print audit trail as per Bank"s requirement.	
5 Electronic journal to be also written on ATM hard disk (into 2 different HDD with mirroring)	
6 Provision to store transaction details in the hard disk as per standard format prescribed by NPCI / RBI and mechanism to retrieve the data from the hard disk at any point of time	
7 Electronic Journal Pulling Feature should be available with Journal Pulling Client Application	
8 If journal printer runs out of paper or gets jammed or becomes non-functional, further functioning of ATM which can be disabled or enabled as per setup	
9 The ATM printer should be capable of printing the Banks product logo as well as the receipt of the transactions both English, Hindi and Malayalam language of the state where ATM is installed.	
10 There should be low media warning for items viz bills, journal rolls, consumer receipts, notes denominations etc	
11 There should be warning for EJ Fill, EJ Pulling period etc	
12 EJ Retaining Period - Minimum 3 months	
13 ATM should maintain EJ for longer periods. There should be provision to copy the EJ files to external media such as ext HDD, Pen drive, CD etc.	
14 EJ should be in readable format and reading Utility should be provided.	
15 Warning should be made available in the ATM in maintenance mode as well as in the Switch, if EJ not backed up within specified period.	
(X) Security equipments	
1 Face Camera Built-in required	
2 RearView mirror	
3 Pin Shield Facility 'by Design' or 'Add-on'	
4 ATM should be provided with Anti-virus solution with proper updates as and when applicable.	
5 Updating the Anti-Virus software will be the responsibility of the selected bidder also the bidder will be responsible for OS hardening, installation of service pack, and patch files.	
(XI) Remote Status indicator	
1 Low paper	
2 Low currency	
3 Divert bin Full	
4 ATM out of service	
5 Paper jam in printers	
6 Printer fatal	
7 Currency Jam	
8 DVS system down indicators	
9 Card Reader Status	
10 Key Pad error	
11 Status of EJ (last backed up date, pending for EJ backup etc)	
12 Denomination balance	
13 Indicators and low warning message like Journal Printer & Receipt Printer & Notes denominations.	

(XII) Software & Communication	
1 Should support TCP/ IP Protocol,wireless,dialup, VSAT	
2 The model must support downloading of screens	
3 The software should be capable of performing multifarious functions listed above and elsewhere in this document	
4 Capability to support MPEG full motion video	
5 The software should have the utility for converting files containing transaction details into ASCII format	
6 Software for Electronic Journal pulling supplied by Bank /Third Party should be supported and installation has to be done by the selected bidder without any additional cost to the Bank.	
7 Software should be capable of implementing/customizing for finger-print registration and Biometric authorization application as required by the Bank and biometric authentication should be done from UIDAI or Banks repository	
8 Single ATM should be capable of connecting to a host directly (by either with ATMs built in capability or licensed miniature switch software that should come along with the ATM)	
9 ATM should work both as Server mode and Client mode as required.	
10 ATM should support all leading Switches including FIS Switch without additional Interfaces. Specify the supported Switches.	
(XIII) Environmental Capabilities	
1 ATM must be configurable to suit stated requirements and must be capable of performing under extreme conditions i.e in the temperature range 10 to 45 degree centigrade	
2 Should be capable of operating in range of relative humidity conditions from 10%to 90%	
(XIV) Regulatory Requirements, Upgradations, Licensing	
1 Specifications As per RBI and NPCI and IBA and any other regulatory bodies are to be met (current and future regulations that may arise at least within next 5 years).	
2 Upgradation should be possible as per the requirements/regulations from NPCI/RBI and other such regulatory bodies.	
3 All software and hardware materials used in the ATM are to be ensured as licensed.	
(XV) Documentation & Training	
1 Operating procedures and manuals should be provided with each ATM	
2 Full documentation for ISO message formats that connects to ATM Switch should be made available. Complete Technical document to connect and drive the ATM with the switch should be made available.	
3 Should provide adequate technical and admin and user trainings.	
(XVI) Installation, Testing, Warranty & Service	
1 Installation and commisioning of the ATM at the site specified by the Bank, has to be carried out by the vendor	
2 Required Testing has to be carried out by the Vendor in association with the commissioning of the ATM.	
3 The ATM should carry 3 years warranty and all warehousing, loading/unloading, transportation, delivery, installation (including grouting and such every works), installation materials, commisioning, testing, training etc.. Has to be carried out by the vendor.	
4 Local Service Engineers should be available onsite.	
5 Spare parts should be locally available.	
6 Scheduled periodic Hardware and Software services has to be carried out during Warranty and AMC periods., in addition to attending/servicing normal maintenance/complaint calls.	