S No	Requirements	Priority / Marks	Availability Y/N.	Score obtained
1.00	**General**	**5**		
1.01	ATM Must have Currency Note Picking Technology, that ensures Speed & accuracy, Can dispense Average Quality Notes (80% currency notes Transacted at Banking Counters). (Any applicable limitations must be specified)?	H / 1.5		
1.02	Globally renowned brand which exists in minimum 10 countries of JAPA & Gulf region including KSA.	H / 2		
1.03	ATM Must have capability to connect, Any ATM Switches / controllers used by banking Industry in KSA, and must be certified for use by Top 10 Internationally Accredited ATM Switches & controllers, (Mention Certified Compatibility with Popular Device Handlers) and Transaction set supported with those controllers) i.e.: Withdrawal, Utility Bill Payment, Fund Transfer, Balance Enquiry etc....	H / 1.5		
2.00	**Transaction Set To Be Supported**	**1**		
2.01	Bidder must provide comprehensive list of Transactions Sets supported (when switch capability exists) including comprehensive chip dependent functionalities, as per International Standards. (See: NBP Required Transaction Set to be supported as minimum Annex A)	H / 0.5		
2.02	Proposed ATM solution must have capability to support IFX transactions of latest release & version numbers. **(quote separately)**	L / 0.5		
3.00	**Display**	**3**		
3.01	ATM must have minimum 15" High End Color display size	H / 1		
3.02	ATM must have touch screen to support auto scaling, (With Keys Support) **(Quote Separately)**	L / 0.5		
3.03	ATM must have minimum 8 function Keys with display (4 on Each Side)	H/ 0.5		
3.04	ATM must have display privacy filter for user security as an optional **(quote separately)**	L/ 0.5		
3.05	Outdoor ATM must allow readability under sunlight for day time use	H/ 0.5		
4.00	**Security Features Cabinet**	**1**		
4.01	ATM must have Dual Combination Locks. (Full Details of lock types must be provided)	H /0.5		
4.02	ATM Fascia must have Operational Keys and Alphanumeric keypad	H /0.5		
5.00	**Software Security / Encryption**	**2**		
5.01	ATM Solution must have 3 DES, AES (Advanced Encryption Standards) or equivalent standards chip with encryption / verification / validation software.	H /1		
5.02	ATM Solution must be fully compliant & certified for Visa / Master card security encryption standard	H / 0.5		
5.03	ATM Solution must cover compliance to SBP ATM Installation including Security Requirements (Prevalent at the time of Installation)	H /0.5		
6.00	**Keyboard**	**2**		
6.01	Keyboard must have rugged keys at least 16 Keys including Numeric Key Pad.	H / 0.5		

6.02	Keyboard must support encrypted PIN Pad	H / 0.5		
6.03	Keyboard must support all (AFA) Standards, Physical protection as per PIN Protection Principles and techniques and approved algorithms for PIN enchipment	H / 0.5		
6.04	Keyboard must have passed testing by payment card industry, visa and master card recognized laboratory and approved by PCI Visa and master card (Provide Supporting Certificates)**(quote separately)**	L / 0.5		
7.00	**Card Reader**	**5**		
7.01	ATM must be equipped with Latest EMV Compliant Smart Cards Reader (M/Stripe & Chip)	H / 1		
7.02	ATM must have compliance with 3 Track Reader as per ISO standard (Must Support Old & New Cards under Circulation in KSA)	H / 0.5		
7.03	ATM must have EMV compliant Motorized card reader. Chip Reader Processor Speed must be Provided. Anti-fishing mechanism	H / 0.5		
7.04	ATM solution must have Gate Card Reader in-service indicator.	H / 0.5		
7.05	ATM solution must have Card reader Option to retain unattended card	H / 0.5		
7.06	ATM must have Capability to return the card on power failure	H / 0.5		
7.07	ATM hardware solution must conform to Full Scope Visa ATM Card requirements	H / 0.5		
7.08	ATM hardware solution must conformance to Full Scope Master ATM Card requirements	H / 0.5		
7.09	ATM hardware solution must conform to Full Scope EMV requirements (Provide Supported Details)	H / 0.5		
8.00	**Audio Support**	**02**		
8.01	ATM must have good quality sound support facility with card reader for ejected cards	H / 1		
8.02	ATM must have latest technology for Voice guidance Support. Details should be provided in proposal.	H / 0.5		
8.03	Mention functionalities & Features ATM Solution Support for Handicapped Users. Please specify Standard Functionalities if Included. (Optional Features Supported by the proposed models must be listed). **(quote separately)**	L / 0.5		
9.00	**Media Indicators**	**01**		
9.01	Proposed ATM Models must Support user convenient Exit & Entry Indicators for Media	H / 1		
10.00	**Camera**	**02**		
10.01	Proposed ATM SOLUTION & hardware must also support popular 3rd party cameras (Provide List of Supported Cameras)	H /0.5		
10.02	ATM must have built in Camera for transaction base image logging facility. (Provide Life Of Camera, along with Replacement Price)	H /0.5		
10.03	Proposed Solution & ATM Also Support IP Based Video Surveillance Cameras, if connected through ATMs for ATM Site Monitoring, w/o any additional cost, (Provide complete Details for such support explicitly by model type)	H /0.5		
10.04	Multi vendors supported centralized solution for camera and EJ.	H / 0.5		
11.00	**Dispenser**	**07**		

11.01	At least 4 Cassettes for multi denomination of cash Dispensing	H / 1			
11.02	Upgradeable capability for 4-6 Cassettes multi denomination of dispensing	H/0.5			
11.03	Capability to dispense average currency notes	H /0.5			
11.04	Feature for Currency retraction	H /0.5			
11.05	Additional Divert/Bin Cassette for rejected notes, with full logging (**Quote separately**)	L / 1			
11.06	Secure locking mechanism for cassettes	H /0.5			
11.07	Confirmation for proper installation of cassettes	H /0.5			
11.08	One Additional Backup cassette, for replenishment (Cost per Unit Must Be **Quoted separately**)	L / 1			
11.09	Cassettes/Dispenser must support Old & New Currency Notes (under circulation)	H /0.5			
11.10	ATM have Coupon dispensing facility (add-on only, **Quote separately**)	L /0.5			
11.11	Support of at least 2500 notes currency holding capacity per cassette	H /0.5			
12.00	**Receipt Printer**	**01**			
12.01	Receipt printer must be '40 Column with graphics thermal printer (Optional Printers & Features must be quoted with Prices seperately). Also mentioned the basic and add-on statement printing features of proposed solution	H /1			
13.00	**Journal Printer / Electronic Journal**	**04**			
13.01	Proposed ATM Journal Printer must have maximum capacity for printing of logs / transactions. Details and prices of any add-on / optional features with capacity limitations Should be provided	H /0.5			
13.02	Proposed ATM hardware and solution must offer Journal Printer for audit trail	H /0.5			
13.03	ATM solution must have fully featured Electronic Journal capability enabled All Optional Features & functionalities supported by Models must be provide with details and optional Prices if any	H /0.5			
13.04	Electronic Journal data must be provided in NBP required format Provide details of Readable formats supported and any optional features to interpret EJ data complete code / contents. Interpretation guide must be available to NBP, in soft form at no additional Cost	H /1			
13.05	ATM hardware and solution must be inclusive quoted with central storing & retrieval mechanism for EJ at NBP Primary, Backup & DR sites (Please provide full details of the solution, NBP will have the option to include / excluded this option with related price component on per site basis)	H /0.5			
13.06	Mention Multiple Formats available for EJ, (Propriority Status codes / Fault diagnostic codes list must be available for NBP without additional Cost)	H /0.5			
13.07	Electronic Journaling must be supported on ATM & facility to upload on NBP designated location. (Provide full functionality Details)	H /0.5			
14.00	**Fraud Countermeasures**	**03**			

14.01	Mention your solution to prevent NBP from any Fraud / Skimming / Data Manipulation / ATM Control Take Over Experience and related remedial Knowledge.	H /1		
14.02	Mention Fraud Prevention / Temper Proofing Features are supported by the proposed solution, provide details with Pricing options for optional items.	H /1		
14.03	Vandal proof design supported by built-in alarms	H /1		
15.00	**Temperature**	**0.5**		
15.01	Proposed ATM Models must stand weather conditions prevailing /experienced across geographical areas covered by NBP across KSA	H /0.5		
16.00	**Humidity**	**01**		
16.01	Proposed ATM hardware must be capable to bear Humidity levels, experienced across geographical areas covered in KSA,	H /1		
17.00	**Power Management**	**01**		
17.01	Proposed ATM Models and solutions must work under prevailing Power, Current & Voltage conditions in KSA, across geographical areas. Provide specifications of UPS Equipment / Voltage Stabilizers that must work with Hardware, including duration of backup	H /1		
18.00	**Operating Systems / Software's**	**05**		
18.01	ATM solution should have Windows XP professional or above capable of multi-tasking real time operations.	H /1		
18.02	Proposed 'ATM and solution must have Anti Virus protection, and fully configured firewall safety, including facility to manage from NBP central site. (Vendor will be responsible for configuration management during term of warranty),	H /1		
18.03	ATM Solution must support most widely used ATM Device handlers and also support multi-vendor installations Provide details of highest Supported Device Handlers	H /1		
18.04	ATM solution must allow: - a) Remote Administration b) Configuration Change c) Patch Update d) Release update from NBP designated Site. This can be done through Scheduled activity / Users initiated activity with minimum service disruption. e) ATM Management through Central Site Must be part of the solution) (Price component to be mentioned separately as well, NBP Should have the option to include / exclude this option).	H / 2		
19.00	**Computer Hardware**	**03**		

19.01	ATM solution must have Intel Pentium IV (C2D 2.2 GHz) or Higher with highest and latest CPU configuration available at the time.	H /1		
19.02	ATM must have DVD writer, Two Serial, one parallel ports, sound blaster audio port and USB ports	H /0.5		
19.03	ATM must have 160 GB or more Hard Disk that should support full scope ATM functionality & Switch Functionality required to support Add-ons, Monitoring & Management Software's, and associated logs	H /0.5		
19.04	ATM must have 1 GB (Single) or more RAM & Memory that should support full scope ATM functionality & Switch Functionality required to support Add-ons, Monitoring & Management Software's.	H /0.5		
19.05	ATM must have Communication devices for : Dial up (Modem), TCP/IP, Ethernet Card	H /0.5		
20.00	**Key Management**	**01**		
20.01	ATM must Support for Remote Key Management	H /0.5		
20.02	ATM must support MAC (Message Authentication Code)	H /0.5		
21.00	**Certification / Compliance**	**03**		
21.01	ATM must have UL 291 Level 1 certified Secure chest	H /0.5		
21.02	ATM must ensure Conformance to latest EMV standards, at the time of installation of machines and proposed solutions , IN (EMEA & APA REGIONS).PROVIDE CERTIFICATE	H 0.5		
21.03	IFX Compliant & enabled interface (latest release at the time of installation with NBP discretion to use it) **(quote separately)**	L /0.5		
21.04	ATM must be EMV enabled and must have ready-to-use EMV components including Post Issuance Management Support, to roll-out fully enabled EMV functionality. (All Monitoring & Management Components must all also comply to this requirement)	H/0.5		
21.05	ATM must be enabled and ready-to-use Chip Based EMV functionality with CAM-2 Support	H /0.5		
21.06	Must be VISA & MC compliant and must Support VSDC & Multos	H /0.5		
22.00	**Alarms**	**03**		
22.01	ATM must have following Alarms sensor facility to monitor			
	a) Vibration Status **(Quote separately)**	L /0.5		
	b) Duress Status **(Quote separately)**	L /0.5		
	c) Burglary status	H /0.5		
	d) Chest door status	H / 1		
	e)Temperature status	H /0.5		
23.00	**Error Monitoring / Field Monitoring**	**05**		
23.01	ATM must have following error/field monitoring facilities:			

	a) Low Paper & Receipt Roll	H /0.5		
	b) Low JPT / Audit Roll	H /0.5		
	c) Low Currency	H /0.5		
	d) Divert Cassette Full	H /0.5		
	e) ATM Out of Service	H /0.5		
	f) Paper Jam in Printers	H /0.5		
	g)Currency Jam	H /0.5		
	h)Depository Full & Others	H /0.5		
	i) Chip related Read Write & other related Errors	H /0.5		
23.02	ATM Software must be able to notify designated/central location when an ATM is out of service. Proposed solution must be able to send status or error messages from terminals to multiple destination through Monitoring software / email /, mobile phone or text messages. It can be programmed to notify concerned person when the printer is out of paper and another when the terminal is out of cash. The software terminal status history should be logged with help desk software / monitoring solution maintained so that one can perform / view terminal downtime and status message reporting.	H /0.5		
24.00	**Remote Access Management**	**01**		
24.01	ATM hardware solution must have enabled: - a) Remote Access facility for management b) Monitoring, Configuration c) ATM Balancing d) Backup Recovery e) Security Control	H /0.5		
24.02	ATM Solution must cover methods to reboot ATM remotely in the event of error automatic self recovery or manual initialization.	H / 0.5		
25.00	**Communications**	**02**		
25.01	Proposed ATM hardware should support for a) Very Small Aperture Terminal (VSAT) b) CDMA c) GPRSGSM d) Cellular digital packet dataD e) Dialup f) ISDN connectivity g) Ethernet	H /02		
26.00	**Monitoring and Management**	**11**		

26.01	Responder shall provide ATM monitoring solution / software which should support Multi Vendor Models of ATMs already in use with NBP, and to be acquired in future, as a minimum ATMs will be compliant to work with top 10 internationally Accepted Switches and / or ATM Controllers already certified by MNET / 1-LINK.	H /1		
26.02	Solution must be capable to save ATM Site Surveillance & ATM Security Camera recorded Images/Data at NBP ~~D~~esignated site to facilitate retrieval and investigation, with full managed archival system. All such images will be transmitted with required encrypted security, ensuring that it can't be viewed by unauthorized parties.	H /0.5		
26.03	Bidder must ensure that all transaction data is handled through a secure channel duly governed by the International Payment Industry Standards	H /1		
26.04	Bidder will be responsible for ensuring and meeting all compliance requirements at the time of installation / deployment issued by SBP from time to time	H /0.5		
26.05	The proposed Monitoring Tools and Software should support multi-vendor implementations, scalable for best performance for 300 or more ATMs and should not have any license limitations if NBP expands its ATM network.	H /0.5		
26.06	The proposed Management Tools and Software should support multi-vendor implementations and ensures ATM Host Simulator remains up-to-date on all vendors' product releases.	H /1		
26.07	Proposed solution / software must allow the following via a simple, user-friendly tool: - Addition of new content Continual update of content Continual enhancement of on-screen visuals with relevant graphics	H /1		
26.08	Proposed solution / software must have a graphical workflow editor to introduce new functionality and modify existing state flows in a simple graphical way	H /1		
26.09	Proposed ATM software should configure and test locally new ATM sequences / terminal applications from any desktop PC within its network.	H /0.5		
26.10	Software make content changes without impacting the availability of its ATM network.	H /0.5		
26.11	Software be configured to support any proprietary protocol	H /0.5		
26.12	ATM Software should generate HTML or text download reports catering for both technical and business requirements	H /1		

26.13	Transactions can be recorded and saved as an animated sequence that can be replayed visually from a web browser	H /1		
26.14	Enables automated regression testing of EMV-based transactions	H /0.5		
26.15	Supports SDA (Static Data Authentication) and DDA (Dynamic Data Authentication)	H /0.5		
27.00	**Pricing**	**03**		
27.01	Responder must provide Fully loaded per unit price with complete breakdown of main service components , Hardware, Software Components (if any), Add-on Components, and Maintenance Components.(All prices must be inclusive of all taxes)	H /0.5		
27.02	NBP should be able to exclude / include components on the finalization of Site & Option Requirement, and subtract related cost components.	H /0.5		
27.03	All Licensing Components must be clearly identified, with limitations if any. Including if they are on per terminal basis etc.	H /1		
27.04	All Quoted Components must Have minimum Technical / Support EOL of 1 Years warranty.	H /1		
28.00	**Installation Requirements**	**04**		
28.01	Responder must identify and provide the Standards that will be met including entire list of International as well as local Electrical, Civil & Legal formalities that are applicable and will be followed during the installation process, Including Site Certification Guidelines that will be Met by the Vendor.	L /0.5		
28.02	Responder must provide complete installation procedures & compliance standards applicable for the RFP within 15 days post submission of bids. (Proposed Role & Responsibility Matrix must be Submitted with the Proposal, NBP Will have the option to change all part of it)	H /0.5		
28.03	Respondent must provide Branding options for NBP & Best in Class site designs covering all site requirements of the installation must be provided to NBP by the Responder within 10 days of post qualification award. Any help required by the Responder from NBP will have to be provided in writing as pre-requisite, with the proposal.	L /0.5		
28.04	All Ordering units will be required to be delivered at the Site of installation to be identified by NBP all over KSA, at the time of Ordering with Full Transit Insurance Coverage (It is a vendor liability), (Installation Will qualify on Accepted Testing Of Transaction by NBP, details of which will be confirmed by NBP, after successful testing of First unit Model Testing at NBP)	H /0.5		
28.05	First Unit Of Each Proposed Model Type with Full Scope configuration must be provided to NBP identified location for Integration & Functionality Testing (Testing Period could range between 60 - 120 Days), Post qualified testing and user certification the same will be required to be delivered at the designated Site Of Installation, w/o any additional cost to NBP, This will apply to One Test Unit Per Model Type Selected by NBP, if not already part of NBP ATM Model portfolio.	H /0.5		

28.06	Responder must Confirm that the They have the full capability & capacity with required expertise to commission & Install Proposed Monitoring & Management Solution to the satisfaction of NBP, as per requirement, covering Current ATM Inventory and Future ATM Deployments to be covered under floated RFPs (Multi Vendor inventory deployed at NBP see current inventory list) Any Capability Gaps exists with the currently deployed Inventory must be identified and covered in the proposal.	H /0.5		
28.07	All Installation Pre-requisites Will be confirmed and Certified by Vendor Prior to Installation to meet NBP required Service Standards	H /1		
29.00	**Vendor related**	**09**		
29.01	Experience and understanding of Service Management (ITIL) & IT Security Standards compliance that NBP intends to comply.	H /0.5		
29.02	Responder must provide list, size of the team and experience of the individual team members to be assigned for the project to Operate, Manage and Train NBP on proposed solution in KSA.	H /0.5		
29.03	Vendor must provide details of experience of operating with 1LINK, MNET, and any other Large Int. Switch. (Supporting Evidence Required)	L / 1		
29.04	Responder must submit profile and full contacts of the Technical & Business team dealing with NBP till award of the contract, and beyond to support & manage proposed bids.	L / 1		
29.05	Responder must provide the size of the Customer base in KSA with quantity of Proposed ATM Model Types.	H /0.5		
29.06	Responder must provide the size of ATM customer base with Model Types in KSA.	H /0.5		
29.07	Provide Proof of any Established International or Regional Ranking (supported by recent most ranking released By Independent Analysts, or widely published Research Surveys) for both Company and specific products & services quoted to NBP.	L /0.5		
29.08	Details of Strategic Partnerships and Alliances & provide comprehensive Information about the key Management and Technical members within the company	H /0.5		
29.09	Responder must mention it's local support modalities along with TAT and escalation Matrix to be used by NBP at places where NBP may deploy its ATMs (NBP May Deploy ATMs at any cities / locations where NBP has its branches / ATMs, Specific Locations List be Provided with the Ordering List).	H /0.5		
29.10	Responder for the solution must propose ATM machine/model having at least 05 years existence in the market (locally and internationally) and have at least 1 year of experience of supplying, installing, servicing ATM industry and providing solutions for ATM Monitoring & Management.	H /0.5		
29.11	Respondent must provide details of inventory levels that they will maintain in calenderised manner to ensure that 24x7 service assurance is guaranteed, based on Fault rate experience & history of proposed models. (This must be most cost effective Option for NBP on 3-5 Years basis)	H /0.5		
29.12	Responder must mention it's ATM Implementation Experience with High End switches. (Provide full details of Switches with which the proposed Team Has worked & Number Of Such Installations, and Transaction Sets implemented and Tested with with these switches) (Documentary evidence required)	H /0.5		

29.13	Responder must mention it's Monitoring Software implementation Experience with Small & Large scale installations / switches. (Provide full details of Such installations with which the proposed Team Has worked & Number Of Such Installations, Any UNIQUE Complexalities handled must also be mentioned, Any relevant Certification held by the experienced staff in this regards must be listed in the proposal)	H /0.5		
29.14	Any White Papers / 3rd Part Independent Consultants reports on Benchmarks, Performance, Market Surveys must be acompnied with the Proposal. (This Must apply to All Components of RFP including, ATMs, Monitoring Software, Management Software & associated Tools , Any Exclusion Must be Clearly Mentioned in The Proposal)	H /0.5		
29.15	Vendor Must Provide Vendor Installed & Supported ATM Deployed Population in KSA by Model, Types, and Model Deployed Since. This must also Provide Vendors Current Capacity To Manage & Maintain Number Of ATMs by Geographical Distribution, and Capacity To Enhance Capability with 2 Months to Support NBP Requirements.	H /0.5		
29.16	Vendor Must Provide List of Top 20 (Or if More Most Significant) Technical Fault / Technical Reasons for Most Frequent / Longest Outage Experienced by Model Type Proposed by The Vendor, Average TAT for rectification must be mentioned against each Type (if Any) . "RESPONSE IS MANDATORY"	H /0.5		
30.00	**Training Requirement**	**01**		
30.01	Training requirements must clearly spell-out the following - Who should attend? - Skill matrix required for recipients attending training (Any Minimum Experience Requirement as user) - Who will conduct the Training & their CV/Profile - Proposed stages of Training requirements and durations. - Associated costs of Training (Must be included in the Bid Value & Breakup Must be Provided) - Details of Previous Training Programs conducted for similar products and service solution - Training programs to be planned here in KSA except when not practical. -Training must cover Maintenance, Monitoring, Support & Management areas as well.	H /0.5		
30.02	Training Areas Must equip NBP With ; (a) Customer level Maintenance Of ATMs, (b) 1st Level Trouble Shooting of ATMs and related software by designated NBP Staff at Installed Sites/Branches, (c) Configuration management of ATMs, (d) Security & Management Parameters of ATMs Software (e) Patch Management (f) ITIL Compliant Training Pertaining to ATMs, and Software & tools Pertaining to Management and Monitoring Software & Tools (g) Screen Designing & Development to cater to various Transaction Sets to be supported, Managed & Monitored through ATMs (h) Reconciliation of ATMs with All Supported Transaction Sets, (i) Fraud Monitoring & Tracking of ATM Transactions, through Electronic Journaling (h) Testing Of Transaction & its simulation through software including EMV Transactions. (j) Image Storage & Retrieval and associated facilities Provided through Proposed solution etc. All of the above should be considered as minimum.	H /0.5		
31.00	**Security**	**0.5**		

31.01	Proposal complies with SBP regulations for security for all types of transactions/processes.	H /0.5			
32.00	**Legal**	**01**			
32.01	Mention that your proposal has necessary provisions that ensures NBP is fully covered against areas covered by vendor from Fraud / Tempering of ATM / Misuse / abuse from & in case of Tempering / Skimming of cards at outsourced, Managed, Monitored, and maintained ATMs, Electrical Shock, Privacy Infringement, etc and has formal arrangements in place to handle any claims filed by 3rd parties. (NOTE: Areas of Joint responsibility, and Areas Of Vendor responsibility Must be identified clearly, against responsibility Matrix.	H /0.5			
32.02	Vendor Should be able to Demonstrate on Request of NBP "Under Universal Switch Simulation Mode", full Scope of Functionalities required in The RFP, to the satisfaction of NBP Before awarding the contract, (Any Specific Feature Limitations That can't be demonstrated in KSA must be clearly mentioned in the Proposal as "Local limitations of Features Demonstration" and must propose Most Cost Effective alternate arrangement for the same") at no additional cost to NBP. NOTE: This Demonstration Should be independent of SWITCH Connectivity from NBP.	H /0.5			
33.00	**Maintenance**	**04**			
33.01	Mention if you have counter arrangements / and assurance from the principals / suppliers / manufacturer to replenish spare part requirement to support 24x7 uptime, and performance is guaranteed at geographical areas of KSA, NBP Locations of Presence / NBP Key Customer Sites Where 24x7 Support Will not be possible / Will be among Top 10% Most Expensive Sites for Support, Sites Must be identified, and associated Cost must be mentioned separately to allow NBP To Arrive at most Cost effective alternate.	H /1			
33.02	Mention if your arrangement meet 80% spare availability, within (1) 4-8 hours at 60% NBP Locations and (2) 9 -24 Hours at 40% NBP Locations within KSA & AJK, any limitations must be identified in the proposal by Locations with Maximum & Average Time of availability.	H / 1			
33.03	Mention the Max. TAT in days that will apply to most difficult region to be supported for ATM Installations, and how this will be handled to meet 24x7 service availability. (Provide Detailed Formula to be Used to arrive at 24x7 availability) and Dependency factors and %age of occurrence accounted for.	H /0.5			
33.04	Would you ensure your service will be in compliance with the SBP regulations, required from time to time	H /0.5			
33.05	Provide details if your 'Preventive Maintenance Program' comply to manufacturer recommended program for all the ATM throughout KSA? Provide Detailed Matrix by Category Types, and Location	H /0.5			
33.06	Provide the details of strength (in numbers & skill set) of the maintenance and support personnel per ATM of your organization providing service for a 24/7 operational availability? (Provide details of How geographically dispersed areas will be covered, against your point of presence)	H /0.5			
34.00	**Customer Support**	**02**			

34.01	Responder reflect Support Matrix, reflecting type of support services and their arrangement available to NBP for different types of issues along with detailed escalation procedure and TAT. (RESPONSE IS MANDATORY)	H /1			
34.02	Responder must mention the Customer Management approach that it intends to adapt during and post implementation of the solution. The Responder must also provide a Complaint Tracking System to NBP and that NBP to have direct access to the monitoring and management of this type of data. (RESPONSE IS MANDATORY)	H /0.5			
34.03	Respondent will be responsible for providing comprehensive ATM Balancing & Reconciliation, Technique & Report for all supported transaction sets for the respective ATM Models as per International Best Practices, and specific NBP Requirements (to be provided at the time of awarding the contract).	H /0.5			
	Total Marks	**100**			
	Note: Proposals Copies Must Also be Submitted in 2 Sets Write Protected DVDs in PDF Printable format				
	Transactions set to be Supported as Covered under ANNEX: V				
	Monitoring Reports to be Supported as Covered in Annex: VI (ATM solution must support all SBP requirements as mentioned in the attached specimen reports)				
	NBP may ask any documentary evidence against any item that must be provided by the vendor.				

1. Following cards are to be supported
   on-us Visa and MasterCard credit cards, Off-us Visa and MasterCard credit cards,
   On-us debit cards, Off-us debit cards, supervisor functionality(replenishment of money, transaction totals, etc)
2. Following languages are supported (for ATM screens and receipts)
   English, Arabic, **Urdu If Possible**
3. Following transaction types to be supported
   Cash Withdrawals with Fast Cash option, Internal accounts transfers, Account transfers, Statement Inquiry,
   Balance Inquiry, Mini Statement inquiry, Card Limit inquiry, PIN change, Bill payment)

Scoring Criteria

- H – High (Mandatory).
- L - Low (Optional)
- Minimum 90 % marks are mandatory to qualify.
- Not availability / No for any High (H) priority item will lead to disqualify.
- Prices for low priority items (Separately Quoted prices) will not be a part of evaluation and financial evaluation results will be based on the prices of High priority (Mandatory) items.
- 2% Bid security will be required on the basis of total price of mandatory items.
- Prices must be valid for six months.
- If "YES" against any Low priority item(s), prices must also be quoted.
- NBP has the sole right to include / exclude any Low priority item in the final order.