



September 4, 2025

**Request For Quotation (RFQ) for 20 (Twenty) Units Cash Recycler Machine (CRM)**

**Scope of Bid**

Shahjalal Islami Bank PLC. (Hereinafter referred to as “Bank”) wishes to receive bids from the bona fide firms for supply, installation and commissioning of 20 (Twenty) Units Cash Recycler Machine (CRM) which will be installed at different locations (prescribed by the bank) across the country.

The following terms and conditions and specifications for the required items are given hereunder for the bidders/vendors:

**Technical Specification:**

Technical specification must be submitted by the vendors as per **Annexure- A**.

**Format of Financial Offer**

Bidders must submit the financial offer as per enclosed financial offer format (**Annexure- B**).

**Terms and Conditions:**

**1.1 Bidder's qualification**

- Bidder should have the capacity to deliver the CRM (Cash Recycler Machine) at different places (as prescribed by the bank) across the country.
- Bidder should have the capacity for repairing or replacing any hardware unit or the machine itself without any cost within the warranty & AMC period without any system interruption at the time of operation.
- Bidder should have the capacity for repairing, replacing & upgradation of any hardware unit, software or the CRM machine itself.
- Bidder must have storage capacity of the machines till the delivery of full 20 (Twenty) Units CRM.
- Bidder should have the capacity to solve any support related issue occurred between the client and the parent company within the warranty and AMC period.
- Proof of experience need to be submitted.
- Bidder shall possess own office and adequately trained and experienced manpower to install, implement & commission the supplied CRM.
- Bidder shall be an authorized dealer for supplied brand CRM (Cash Recycler Machine).
- The vendor must have Original equipment manufacturer (OEM) partnership for the said bid & OEM warranty should be provided.
- Bidder should have at least three (03) years of experience of selling and installation of mentioned products in Bangladesh.
- Bidder shall be assessed by the Income Tax Department.
- 24x7 support need to be ensured.

**1.2 Documents comprising the bid**

- Technical Description of the deliverables to demonstrate the specified technical requirement.
- Schedule for financial proposal.
- Photocopy of following documents should be submitted with the offer:
  - Valid Trade License
  - Company Profile (Establishment date, no of tech engineers, no of employees, no of bank clients, no of support center in Dhaka, hardware replacement period etc.)
  - E-TIN and VAT Certificate
  - Highest amount of Work/Purchase order of the product (amount & Institution name)
  - Proof of Experience such as experience certificate of at least 3 (three) existing corporate customers (Banks should be preferable) at a date within last one year, if any.
  - List of corporate clients with Certificates
  - Name, contact number and e-mail address of the Contact person(s).
  - Previous business relationship history with Shahjalal Islami Bank PLC. (if any)
  - Original Catalogue of all quoted items must be supplied and the offered model must be marked and signed.
  - Copies of the Quality Certification obtained by the Vendors on the products they quoted and quality Certification on their process, if any.
  - Certificates of Reseller/Authorized Dealer/Supplier from the manufacturer to be submitted.



### 1.3 Bid prices

Bidders shall quote the price in Bangladeshi Taka (BDT) excluding VAT for the items (related VAT to be borne by the bank). The product price will include delivery, storage, supply, installation, host certifications and any charges thereof. Vendor's must declare 1 (one) year replacement warranty of the items. Bidders must submit the financial offer as per enclosed financial offer format (**Annexure- B**).

### 1.4 Bid validity

Bid shall remain valid for a period of **120** days from the date of opening of technical proposals. In exceptional circumstances, prior to expiry of the original bid validity period, the Bank may request the bidder to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing. A bidder agreeing to the request will not be permitted to modify its bid.

### 1.5 Sealing and marking of bid

The envelope shall:

- Be addressed to the Bank at the following address: **Member Secretary of Procurement Committee, 2<sup>nd</sup> floor, Shahjalal Islami Bank Tower, plot # 4, Block- CWN(C), Gulshan Avenue, Dhaka-1212.**
- Bidder(s) should submit the financial and technical offer in separate envelope mentioning the name of the offer and both envelopes must be submitted together in a single envelope.
- In addition to the above requirements, the envelope shall indicate the name and address of the bidder to enable the bid to be returned unopened in case may be declared "late" pursuant to clause 1.7.
- If the envelope is not sealed and marked as above, the Bank will assume no responsibility for the misplacement or premature opening of the bid.

### 1.6 Deadline of Bid

The bidder must submit the bids in original (sealed), duly marking the envelope as addressed at the following no later than 3:00 p.m. on September 21, 2025.

### 1.7 Late Bids

Any bid received by the Bank after the deadline for submission of bid prescribed in clause 1.6 may be rejected and returned unopened to the bidder.

### 1.8 Evaluation of proposals

The Bank will carry out technical as well as financial evaluation according to the criteria of the bank. In evaluation, bank may give emphasis on quality and the richness of the product as well as experience of the vendor.

### 1.9 Price Negotiation

The Bank may request technically qualified bidders to negotiate the price or any other relevant queries. Representative of the Bidders must have authorization for price negotiation. Bank is no way responsible to award the lowest bidder(s) price. Bank reserves the right to negotiate with the participating vendors regarding price, warranty and specification of the item(s).

### 1.10 Award of Contract

Subject to Clause 1.9 & 1.10, the Bank will award the Contract to the successful bidder.

### 1.12 Bank's right to accept any bid and to reject any or all bids.

Notwithstanding Clause 1.10, the Bank reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the Bank's action.

### 1.13 Notification of Award/Work Order

Prior to expiration of the period of bid validity prescribed by the Bank and after successful negotiations (if any), the Bank will notify/issue work order in favor of the successful bidder that his bid has been accepted. The notification of award/work order may constitute the updated terms and conditions and basic formation of the Contract.

*Handwritten signature and initials*

#### 1.14 Signing of Contract/ Issuing Work Order

Bank will notify the successful bidder that its bid has been accepted mentioned in clause 1.13, the Bank may send the bidder the Form of Contract Agreement incorporating all agreements between the parties (the Bank & the Vendor) or will issue Work Orders.

#### 1.15 Bid Security / Earnest Money

The bidder shall submit 2.5% of their bid price in the form of Payment Order/ Bank Guarantee as bid security in favor of Shahjalal Islami Bank PLC. The Bid Security/ Earnest Money should be enclosed on the top of the Financial offer. Any bid not accompanied by an acceptable bid security shall be rejected as non-responsive.

The bid security of unsuccessful bidders will be returned within 120 days from the date of bid opening. Successful bidder will get back the Bid Security/ earnest money on submission of performance security.

The bid security may be forfeited if

- (a) The bidder withdraws its bid during the period of bid validity.
- (b) A successful bidder fails to sign the contract.
- (c) A successful bidder fails to furnish the performance security.

#### 1.15.1 Performance Security

The successful vendor will have to deposit an amount equivalent to 5% (Five) of the total work order/contract value as performance security in the form of Payment Order /unconditional Bank Guarantee in favor of Shahjalal Islami Bank PLC. while accepting the Work Order for the period of 01 (one) year (Performance Security may be extended if required).

These clauses maybe added while issuing the unconditional bank guarantee as performance security,

- a. At the request of the supplier, we. (issuing Bank),...(address).... hereby irrevocably undertake to pay you, without cavil or argument, any sum or sums not exceeding in total amount of Taka ..... only upon receipt by us of your (Shahjalal Islami Bank PLC.) first written demand.
- b. Any such demand made by Shahjalal Islami Bank PLC. on us (issuing Bank) shall be conclusive and binding notwithstanding any difference between you and the supplier or any dispute pending any Court, Tribunal, Arbitrator or any other authority.

In case of failure to fulfill the contractual obligation, submitted Performance Security/Guarantee shall be invoked in full or in part depending on the extent of failure or breach of the Work Order/Contract. The decision of Procurement Committee is final in this regard.

#### 1.16 Product Delivery

20 (Twenty) Units CRM (Cash Recycler Machine) may be delivered phase by phase. CRM should be delivered as and when required basis after the vendor is notified by the bank.

#### 1.17 Warranty

Bidders are requested to submit the price with 01 (one) year of replacement warranty of the products. Bidders are also requested to submit the price of Annual Maintenance Cost (AMC) of next nine (9) years (2<sup>nd</sup> to 10<sup>th</sup> year) after the warranty period of 01 (one) year. Bidder must have the capacity for repairing or replacing any hardware unit of the product without any cost within the warranty & AMC period without any system interruption at the time of operation. Warranty period of the products start from the date of successfully installation as well as live operation.

#### 1.18 Payment

Partial Payment may be made on case to case basis after successful installation, testing and live operation of CRM. The stipulated Security money will be deducted from each bill but Performance Security will not be returned until the complete delivery of 20 (Twenty) Units CRM. Security Money will be returned after the warranty period of the product.

#### 1.19 Penalty

In case of failure or any kind of delay regarding delivery of the product within due time, vendor will be liable to pay 1% of the total work order value, as penalty, to the bank for delaying each week after the due date. Upon reaching the penalty to 5% of total Work Order/Contract value, the performance security as well as the Work Order will be forfeited on sending a letter to the vendor.

However, Bank must be informed for any foreseeable delay due to uncontrolled situation prior to exceed the delivery dead line which may be considered by the bank if situation justify such delay and the decision of purchase committee of the bank will be final.



Common Services Division, Corporate Head Office, Dhaka

### 1.20 Security Money

5% Security Money would be deducted from the bill amount and kept by the bank, which will be returned after the warranty period of the product. Moreover, security money may be forfeited in case of violation of warranty support issues within the products warranty period.

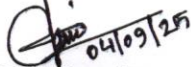

### 1.22 Withholding Sales Tax & VAT

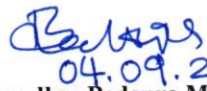

The bidder is hereby informed that the Government shall deduct tax at the rate prescribed under the Tax Laws of Bangladesh, from all payments for services rendered by any bidder who signs a contract with the Bank. The bidder will be responsible for all taxes on transactions and/or income, which may be levied by the bank. If bidder is exempted from any specific taxes, then it is requested to provide the relevant documents with the proposal.



### 1.23 Contact Person(s)

The bidder may contract with below mentioned official for any queries:

For Technical queries:	For Financial queries:
Md Sohel Rana Card Division e-mail: sohel1773@sjiblbld.com Cell: +8801755556349	Tanvir Ahamed Chowdhury Common Services Division e-mail: tanvir3543@sjiblbld.com Cell: +8801755556362

  
Md. Riad Hossain  
VP & Head of Card Division  


  
04.09.2025  
Khandker Bedoura Mahbub  
CTO & Head of ITD  


  
Abul Bashar Md. Rafry  
SVP & Head of CSB  


شاه جلال اسلامي بنك بي إل سي

Shahjalal Islami Bank PLC.



শাহজালাল ইসলামী ব্যাংক পিএলসি.

## **Annexure-A**

### **Technical Specification**

### **Of**

### **“20 (Twenty) Units Cash Recycler Machine (CRM) for the Bank”**

Card Division, 4<sup>th</sup> Floor, Corporate Head Office (CHO)  
Shahjalal Islami Bank Tower, Plot-04, Block-CWN(C),  
Gulshan Avenue, Gulshan, Dhaka-1212





CRM (Cash Recycler Machine) Specification (Required)

Sl. No	Particulars	Required Specification	Vendor Specification
1.	Brand	Please Specify	
2.	Model	Please Specify	
3.	Manufacturing Year	Not before 2024	
4.	Country of Origin	Please Specify	
5.	Country of Manufacture	Please Specify	
6.	Country of Assemble	Please Specify	
7.	Country of Shipment	Please Specify	
8.	CRM Type	Please Specify	
9.	Loader	Please Specify	
10.	Required Functionalities	Cash Deposit	
		Fast Cash	
		Cash Withdrawal	
		Balance Inquiry	
		PIN Change	
		Fund Transfer	
		Utility Bills Payment	
		Cheque Book Request	
		Mini Statement	
		Statement Request	
		Credit Card Payment	
		Card less Transaction	
		QR Code Scanner	
		Cash by Code	
11.	Features	Support iSwitch & Other Switching Software	
		Optical Indicators at All Input/ Output Modules (MEEI)	
		Digitized Multilingual Transaction Guidance (at least English and Bangla)	
		Multimedia Advertisement	
		High quality audio with head jack and volume control	
		Biometric User Authentication Slot (Ready)	
		Intelligent operator authentication	
		Contactless (Ready)	
		English and Bengali with voice supported	
12.	PC System (Minimum System Requirement)	<b>Processor:</b> Intel Core i5 or higher, 9th Generation or above, with Windows 10/11 (genuine license) and compatible with future OS upgrades (at least next 2 versions) at no additional cost.	
		<b>RAM:</b> Minimum 8GB or 16GB	
		<b>SSD:</b> 512 GB SSD (C Drive) & 1TB SSD (D drive)	
		<b>Combo Drive</b> DVD-R/CD-RW	
13.	Display	15" LCD/ LED touch screen with High Resolution for Sunlight Display Option	

CRM (Cash Recycler Machine) Specification (Required)

		Privacy Display Filter	
		Sunlight Protected	
		Sunlight Readable Display	
		FDK Buttons or Touch Screen including Braille for Visually Impaired Persons	
14.	Keypad	Fully Recessed, EPP Privacy Keyboard (PCI Compliant with blind mark)	
		8 Function Display Keys	
		PIN Shield (VISA-compliant)	
		Stainless Steel	
		BEEP Responding to Key press	
		Vandal Resistant & Dust Proof	
		RKL (Remote Key Load) Supported	
		Built in self-destruction mechanism	
		Temper Resistant Security Module (ISO 9564-1 Complaint)	
		Earthing Proof	
15	Card Reader	Deep Card Reader or Motorized	
		Supports Magnetic, Chip and NFC Cards	
		EMV Certified	
		HI-Co-write function	
		NFC Technology Supported	
		Have Card Retract Compartments	
		Card Retracted if Not Removed	
		Card Retracted on Power Failure	
		An Anti-manipulation & tamper-proof card slot	
		Biometric Reader Module (Fingerprint/Vain/Iris/Face	
16	Receipt Printer	Graphic Printer	
		Thermal Printer	
		Printer Can Print Both Sides of Paper (Optional)	
		Receipt paper dimension size	
17	Journal	Electronic Journal (Stored in SSD)	
		Electronic Journal	
18	Dispenser	1 (One) Reject Cassette and 1 (One) Cash Retract Bin, or a combined unit with built-in lock and seal (Dispenser)	
		Dispensing Speed: Up to 10 (Ten) Notes per Second	
		Dispensing Capacity: Minimum 40 (Forty) Notes per Bundle	
		<b>Cassette Capacity:</b> Minimum 2,300 new notes per cassette (up to 3,000 or more).	
		Dispense Type	
		Cassette Quality	
		Multiple checking layer of currency	

CRM (Cash Recycler Machine) Specification (Required)

19	Cash Processing Unit	Single Reject Option	
		Supports Mixed Note Dispense	
		<b>Recycling, deposit &amp; dispense function:</b> Cash recycling module with configurable deposit, dispense and recycling function within the same module	
		<b>Cash validation:</b> Required to validate Tk.100, Tk.200, Tk.500, and Tk.1000 with authenticity	
		<b>Number of denomination and dispensing currency cassettes:</b> Minimum 4 denomination dispenser cassette by default. Additional 4 cassette offer as optional	
		<b>Cash deposit/dispense capacity per transaction:</b> Please specify	
		Deposit/Dispense method: Please specify	
		Dispense and deposit speed: Please specify	
		<b>Cash retract and reject mechanism:</b> Secure and separate compartment for reject and retract both dispense and deposit	
		<b>Dispenser Cassette capacity:</b> Please specify	
		<b>Retract cassette capacity:</b> for both dispense and deposit (Please specify)	
		<b>Reject cassette capacity:</b> for both dispense and deposit (Please specify)	
		Cash Tracking: Full phase image capture and storing facility is required	
		<b>Serial Number tracking:</b> Serial Number needs to be tracked both for deposit and dispensing functionality with EJ reflection.	
		<b>Serial Number printing:</b> Serial Number printing facility in customer receipt is required both for deposit and dispensing transaction. Printing option should be configurable	
		<b>Cassette safety:</b> Each Cassette with key-lock	
		Vault Security Rating: Minimum CENL (CEN EL), CEL 1 (CEN One), UL 291 24 hours or better preferred	





CRM (Cash Recycler Machine) Specification (Required)

20	Vault Security	Dual combination key lock or digital lock.	
		3DES Chip with Encryption/ Verification/ Validation Software Support MAC (Message Authentication Code) to Minimize Chances of Message Tempering	
21	Advance Security Feature	EMV: Level 1 & 2	
		Tamper-proof Card Slot	
		Anti Lebanese Loop Card Reader	
		Anti-Cash trapping	
		Power Fail Recovery	
		Communication Fail Recovery	
		Bank Note in Staining Technology (Optional)	
		Intruder Alarm (Optional)	
		USB Protection and Hardware Validation	
		Intelligent Fraud Detection	
		Fraudulent Device Inheritor	
		Built in Awareness Mirrors	
		File/ Registry access control	
		XFS Layer binding and authorization	
		Cash Dispenser module (CDM) encryption	
		Highest system reliability due to ongoing protection	
22	Advance ANTI-SKIMMING Device	Optimized functionality with possible online updates	
		Jamming signal for card protection	
		Jitter option at the time of card insert	
		Always in service	
		Out of service automatically if skimming device detected	
		Protection from card trapping	
		Real-Time information	
		Integrated state of health	
		Scalable, USB architecture	
		Multi-vendor supported	
		Non-re-calibration (Auto Calibration)	
		Sensitivity that is configurable on a per-system basis	
		Filtering against external interference	
		Protection against Deep insert Skimming	
		Continuous beep alarm and send alert to host in case of skimming device detected	

CRM (Cash Recycler Machine) Specification (Required)

		Foreign object detection (This technology can alert owners when a skimming device is added on the fascia of an ATM)	
		Anti-phishing Module (Anti-phishing protection details is required)	
		Dual Built in Camera with Journal Entry Integration	
23	Camera	Built in Camera for Transaction Portrait	
		Built-in cash slot with cash exit or video footage option.	
		Configurable snap (Portrait & Cash Slot) capture and at least one video capture provision is must	
24	Security camera control software	Must have the capacity to control and manage portrait & Cash slot video camera with transaction date, time, PAN/ Card number, transaction id, transaction amount, terminal id etc.	
		Camera applications need to have the capability to send Camera health status to ATM controller switch through NDC Protocol	
		Supports Leased Line, Dial-up Communication, GPRS, CDMA	
25	Network Communication	Communication Protocol: Supports TCP/IP	
		Factory made RJ-45 UTP cable (3 meter)	
		Windows 11 with Microsoft authorize active key license paper (Upgrade up to latest OS)	
26	Operating Systems	Multi-protocol: NDC+(Default) or DDC or XFX at NO Extra Cost. Specify the Application Name	
27	ATM Application Software	API needs to be supported. Specify the Application Name	
		Comfortable Application for customization as per Switch and Bank requirement	
		All Related Registered Software including O/S (Latest Version) with EMV Capability	
		EMV Application (Latest Version)	
		ISO Standard (Please specify)	
		PCI DSS Standard (Please Specify)	
		Standard CEN/XFS Multivendor and Multichannel Environments supported (Latest Version)	
		Terminal Logical Security	



CRM (Cash Recycler Machine) Specification (Required)

		Can be Customized to Comply with Switching System	
		Camera Controlling Software	
		Centralized Image and Journal Storing Solution	
		Temperature-50* F to 104* F (10* C to 40* C)	
28	Environmental	Humidity-20% to 95%	
		Acoustics- Sound Power 65 dB (A) idle, 68db (A), operating	
		Weather Proofing: Level of Protection from Dust, Rain etc.	
		Height, width, depth and weight (Please specify)	
29	Physical dimension and color	Color (Please specify)	
30	Anti-Virus	No malware, external virus attack, worms, Trojans, Ransomware etc. on the ATM's	
		The solutions should protect itself against manipulations/attacks	
		Please Specify	
31	End Point Security	Please Specify	
32	Power Consumption	Please Specify	
33	QR Code Based Transaction	Ready for Card less Transaction	
34	Mobile Banking	Please Specify	
35	Warranty	Please Specify	
36	Maintenance period	Floor mounting option required	
37	Mounting Option	If any	
38	Additional Features	The brand offered should have deployment experience in at least 3 (three banks within last 2 (two) years. Reference documents are required	
39	Experience	Please Specify	
40	Annual Maintenance Charge		

✍️

*[Signature]*

03/09/2025

Authorized Signature

شاه جلال اسلامي بنك بي إل سي

Shahjalal Islami Bank PLC.



শাহজালাল ইসলামী ব্যাংক পিএলসি.

## **Annexure-B**

### **Financial Offer**

### **Of**

### **“20 (Twenty) Units Cash Recycler Machine (CRM) for the Bank”**

Common Services Division, 2<sup>nd</sup> floor, Corporate Head Office (CHO)  
Shahjalal Islami Bank Tower, Plot-04, Block-CWN(C),  
Gulshan Avenue, Gulshan, Dhaka-1212



شاہ جلال اسلامی بینک بی ایل سی

Shahjalal Islami Bank PLC.



শাহজালাল ইসলামী ব্যাংক পাবলিক লিমিটেড

Common Services Division, Corporate Head Office, Dhaka

**Annexure – B**

**Format of Financial Offer for CRM (Cash Recycler Machine)**

**Product Price:**

Product Price for CRM (Cash Recycler Machine)				
Sl.	Product Description	Unit Product Price (BDT) excluding VAT with 1 year replacement warranty including delivery, supply, installation, commissioning & all other charges	Quantity	Total Product Price (BDT) excluding VAT with 1 year replacement warranty including delivery, supply, installation, commissioning & all other charges
1.	Cash Recycler Machine (CRM)	BDT...../-	20 (Twenty) units	BDT...../-

**Note:** Product Price excludes VAT & includes Tax (related VAT to be borne by the bank).

**Annual Maintenance Cost (AMC):**

Annual Maintenance Cost (AMC) for CRM (Cash Recycler Machine)				
Sl.	Description	Annual Maintenance Cost (AMC) of each unit (1 unit) CRM excluding VAT (BDT) for 9 years (2 <sup>nd</sup> to 10 <sup>th</sup> year after warranty period of 1 <sup>st</sup> year)	Quantity	Total Annual Maintenance Cost (AMC) excluding VAT of 20 (Twenty) units CRM for 9 years (2 <sup>nd</sup> to 10 <sup>th</sup> year after warranty period of 1 <sup>st</sup> year)
1.	Annual Maintenance Cost (AMC)	BDT...../-	20 (Twenty) units	BDT...../-

**Note:** Annual Maintenance Cost (AMC) excludes VAT & includes Tax (related VAT to be borne by the bank).

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10/2