

The Bank of Khyber
Procurement Division
Head Office, Peshawar.

January 22, 2025

ANNOUNCEMENT

Procurement of ATM and Cash & Cheque Deposits Machines, (CCDM & CDM) and maintenance buyback of old ATM/CDM/CCDM under framework contract for three years under KPPRA Rules for Goods and Non consulting Services

Tender No.BOK/Proc/DGB/31/Oct/2024, was floated on 13 October 2024, corrigendum on 24 October 2024 in the News and Mushriq for Procurement of ATM and Cash & Cheque Deposits Machines, (CCDM & CDM) and maintenance buyback of old ATM/CDM/CCDM under framework contract for three years under KPPRA Rules for Goods and Non consulting Services. Bid opening was held on 4 November 2024. Following bidders participated:

- M/s. Innovative Pvt Ltd
- M/s. Touchpoint Pvt Ltd
- M/s. Wavetec Pvt Ltd
- M/s. House Business Machines Pvt Ltd.,
- M/s. Rayyanco Business Systems

Following bidders did not meet eligibility criteria of the tender for participation:

M/s. House Business Machines Pvt Ltd.,

<p>Bidder must provide verifiable POs of 500 and above sale of ATM/CCDM/CDM for the last three years in local banks in Pakistan.</p>	<p>it was observed that as per available pos with proposal following quantity of ATM were sold.</p> <p>165 In 2023 5 in 2023 3 in 2023 150 in 2024 total 323</p> <p>Whereas 122 ATMs were sold in 25 October 2021.</p> <p>Since bid was opened in 4 November 2024, therefore for calculation of 500 ATM and above period, POs issued from 3 November 2021 till opening of bid has been considered, and it revealed that your company had sold 323 ATM during period under consideration for calculation of ATM, against eligibility criteria. company did not meet eligibility criteria for subject tender.</p>
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M/s. Rayyanco Business Systems:

Bidders having relevant five years' experience for supply and installation of the desired/quoted equipment, the firm shall be eligible to participate. Evidence to be attached	As per available documents with the proposal rayyanco entered into ATM business in 2022, therefore, did not meet five years clause.
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Bidder must provide at least two maintenances and support active agreements with banks having branch network of 350+ branches, delivery with relevant client references and valid proof.	One agreement was attached, which contained only Two ATM maintenance, therefore, clause of two active agreements was not met.
Bidder must provide verifiable POs of 500 and above sale of ATM/CCDM/CDM for the last three years in local banks in Pakistan.	As per available POs only 31 ATM/CDM/CCDM were sold; therefore rayyanco did not meet clause of 500 ATMs/CCDM/CDM. Further, Rayyanco attached POs of various of Type of cash machines which were not relevant to subject tender, and could not be considered for evaluation of eligibility criteria of subject tender.

Following bidder met eligibility criteria of the tender.

- M/s. Innovative Pvt Ltd
- M/s. Touchpoint Pvt Ltd
- M/s. Wavetec Pvt Ltd

Following is technical evaluation.

Part-A

			Wavetec Pvt Ltd	Innovative Pvt Ltd	Touchpoint Pvt Ltd
Sr. #	Description	Marks of Eligibility	Marks Obtained	Marks Obtained	Marks Obtained
	Part-A Bidder Profile	100			
1	Company's Experience:	8			
	8 Years and above 8 marks		8	8	8
	6-7 Years 7 marks				

	5 Years: 6 marks				
2	The bidder should have experience:	8			
	Above 7 bank each bank having 350+ branches network= 8 marks		8	8	8
	4-7 banks each bank having 350+ branches network branches network = 7 Marks				
	3 Banks, each bank having 350+ branches network =6 marks				
3	Financial Strength: Annual Turn Over in last 2 Years (attach copies audited balance sheets for last three years) verifiable from financial statement.	6			
	Annual turnover Rs.500 million and above = 6		6	6	6
	Annual turnover Rs. 499 million = 5				
4	Technical Team assigned for the project:	6			
	Support Team more than 4 deducted members: 6		6	6	6
	Support Team 4 deducted member: 5				
	(one mark for each additional staff)				
	(technical qualification documents to be attached)				
	Vendor own website	6			
	• Yes=6 marks		6	6	6
	• No=0				
	Automated Complaint management web portal	6			
	• Yes=6 Marks		6	6	6
	• No=0				
	30 Marks are mandatory out of 40 marks	40	40	40	40

Part: B

S#.	Features / Particulars		Wavetec Pvt Ltd	Innovative Pvt Ltd	Touchpoint Pvt Ltd
		Total Marks	Marks Obtained	Marks Obtained	Marks Obtained
1	ATM Security (HDD Encryption, Least Privileges, Malware Protection, Intrusion Protection). What is the ATM's ability to integrate with the bank's existing cybersecurity infrastructure (e.g., firewalls, intrusion detection systems) to monitor and protect against potential threats?	5	3.5	3.5	4.75
2	ATM system shall ensure secure communication with central servers, and what encryption protocols are used for data transmission (e.g., SSL, TLS)?	5	4.25	3.75	4.75
3	Visibility - Dashboard for monitoring security status and alerts can be configured for SIEM.	5	3.5	2.5	5
4	Access Control (Centralized BIOS and OS password management)	5	3.75	3	5
5	Does the ATM offer advanced features like contactless transactions, BIOS, mobile wallet integration, and cardless cash withdrawal?	5	5	5	5
6	What accessibility features are included for differently-abled users, such as voice-guided navigation, tactile keypads, or braille instructions?	5	5	5	5
7	Does the ATM support remote diagnostics, Screen Management, software updates, and monitoring to minimize maintenance costs and downtime?	5	4.5	3.75	5

8	What is the vendor's response time and resolution time for critical and non-critical issues under the service level agreement (SLA)?	5	4.5	3.75	4.25
9	How does the vendor handle spare parts availability, and what is the expected lead time for replacing faulty components? Frequency of Parts Replacement that cost to the bank? Cost of consumable parts?	5	4.25	3	4.5
10	Easy to invent new / current transactions to enhance customer experience and comply with SBP regulations by using of proposed backend systems.	5	4.75	3.75	5
11	How does the vendor ensure timely incident response for ATM-related security breaches or operational failures, and how are these incidents managed to minimize public sector service disruptions.	5	4.5	4.25	4.75
12	Vendor's market feedback and flexibility to do business in professional manners and create long term relations with the organization.	5	4.5	4.25	4.75
	50 Marks are mandatory out of 60 marks	60	52	45.5	57.75

Before financial bid opening date i.e. M/s. Innovative Pvt Ltd., had filed grievance against their technical disqualification on 14 January 2025. They have highlighted observations/gaps between the RFP and Technical Evaluation Matrix. Bank have considered these gaps and cancelled the tender. Retender process will be initiated with revised scope of work and technical evaluation matrix for convenience of the prospective bidders.

[Signature]
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